

Index

Sr. No.	Particulars	Details	Page No.
1	Section I	Eligibility Criteria/Pre-Qualifying Requirements)	1
2	Section–II	Instructions to Bidders (ITB)	3
3	Schedule - I	Activity wise work completion period / schedule	28
4	Section III	General Conditions Of Contract (GCC)	29
5	Section IV	Contract Form	68
6	Annex-I	Bid Submission Sheet	68
7	Annex-II	Bid Declaration	69
8	Annex-III	OEM's Authorization	70
9	Annex-IV	Technical Deviations From The Specification	71
10	Annex-V	Commercial Deviations From The Specification	72
11	Annex-VI	Letter Of Authorization/Board Resolution/Power Of Attorney For Individual to Sign On Behalf Of The Bidder	73
12	Annex-VII	Litigation History	74
13	Annex-VIII	Compliance With The Code Of Integrity And No Conflict Of Interest	75
14	Annex-IX	Grievance Redressal During Procurement Process (As Per RTPP)	76
15	Annex-X	Additional Conditions Of Contract	78
16	Annex-XI	Form No. I	79
17	Annex-XII	Proforma For Bank Guarantee For Bid Security (EMD)	80
18	Annex-XIII	Performa Of Bank Guarantee In Lieu Of Security Deposit	81
19	Annex-XIV	Equipment/System Performance Bank Guarantee Performa	83
20	Annex-XV	Indenture For Agreement	85
21	Annex-XVI	Bid Security Declaration form	87
22	Annex-XVII	Performance security Declaration	88
23	Section V	Scope Of Work	89
24	FRS	Functional Requirement Specification	133
25	TRS	Technical Requirement Specification	219
26	Hardware	Specification	225
27	SLA	Service Level Agreement	234

SECTION I
ELIGIBILITY CRITERIA/
PRE-QUALIFYING REQUIREMENTS

Eligibility Criteria/Pre-Qualifying Requirements

1. The bidder must be Company/LLP registered in India under companies act, GoI and shall remain in business for at least 05 preceding financial years reckoned on date of techno-commercial bid opening.
2. The bidder average annual turnover should be Rs. 50.00 (Fifty) crore or more in the last three financial years reckoned on date of techno - commercial bid opening.
3. The bidder must be in the field of IT and Software services with average annual turnover of Rs. 40.00 (Forty) crore in the last three financial years reckoned on date of techno -commercial bid opening.
4. The bidder must have an experience in Govt. Sector projects min worth of Rs. 20.00 (Twenty) crore or more value in the IT Services.
5. The bidder should have atleast one executed / ongoing (atleast 30%-40% of work completed duly certified by the order placing authority) offered ERP product implementation in the Central Govt. / State Govt. / PSU's/Private Sector for the following criteria:
 - o should have covered at least three functions from the offered ERP product from the below listed functions:
 - i. Procurement and Inventory management.
 - ii. Asset maintenance management.
 - iii. Human resource and payroll management.
 - iv. Finance and Accounting.
 - v. Business intelligence reporting.
 - vi. Fuel supply chain management.
 - vii. Quality management.
6. The bidder should be a CMMI Level 5 or higher certified.
7. The bidder must
 - a. Have minimum of 500 or more full time resources in India.

- b. Have minimum of 3 yrs or more experience in AMC (Annual Maintenance Contract) projects with Central Govt./State Govt./ PSU's in the IT Services.
 - c. Have an experience in implementation of Plant/Unit level Security.
 - d. Should have experience in implementation of data transfer from DCS/ PLC/ Controllers / SCADA to ERP/third party system.
 - e. Should have experience in implementation of IP Encryptors.
8. The offered ERP solution should be certified by the end customer, proven and running successfully in at least 1 Central Govt./State Govt./ PSU's Power generation utilities for all the required modules implemented as per the scope of RVUNL tender of offered ERP product with minimum 4500 transactional users since last 3 years after Go-Live and it should be Indian localization features such as taxation, Employee related rules & regulations to meet Government /statutory compliances and compatible to Indian languages.

In support of fulfilment of PQR following documents needs to be enclosed: -

Registration Status: Certificate of Incorporation/ Registration/ Partnership deed/ Proprietor ownership Certificate etc.

Turnover: Audited Trading, P&L and Balance Sheet or turnover certificate by practicing CA.

Product Certification: CMM/CMMI level certificate issued by Authorized/ Competent authority.

Experience: Copy of Purchase orders/work orders/MOU/ back to back purchase order.

Note: In support of point no. 3 and 4 (of PQR), bidder shall submit financial statement such as balance sheet, profit and loss account, turn-over certificate etc. of preceding three (3) financial years as on the date of Techno-commercial bid opening duly certified from Practicing CA, clearly indicating the turnover from IT & Software services having seal and signature with UDIN no.

SECTION-II

INSTRUCTIONS TO BIDDERS (ITB)

2.1 INTRODUCTION

This Part of the Bidding Documents i.e. Instructions to the bidder provides the information necessary for bidders to submit responsive bids, opening and evaluation and process for award of contract. If any information provided in this document has conflict with the provision of GCC, than the later shall prevail. In case is there are special conditions of contract, than context of SCC shall prevail on ITB and GCC. If there is any law related issue then RTPP act and Rules shall prevail.

The Bid documents comprise one volume comprises of five sections designated as Section-I to Section-V. Section I contains PQR, Section II- contains Instructions to Bidders, Section III- General Conditions of Contract (G.C.C.), Section IV- Contract Forms and Section V- scope of work detailed in FRS and TRS.

The Bidder, in his own interest is requested to read very carefully these instructions and the terms & conditions as incorporated in all parts of Section-I to Section-V of tender document along with all amendments/ corrigendum's/ addendum's before filling the Bid form. Submission of the Bid shall be deemed to be the conclusive proof of the fact that the Bidder had acquainted himself and is in agreement with all the instructions, terms & conditions governing the specification, unless otherwise specifically indicated/ commented by him in his Bid.

2.2 FILLING OF BIDS

- a) Bids shall be submitted through on-line, E-Tendering Process and all blanks in the bid & the schedules to the specification shall be duly filled in. The completed forms & schedules to the specification shall be considered as part of the contract documents in case of successful bid(s).
- b) The bidder will have to register themselves on website <http://www.eproc.rajasthan.gov.in> for participating in this tender. For this purpose Digital Signature Certificate (DSC) have to be obtained from any agency approved for the purpose. This DSC will be used to sign the bids submitted online by the bidder. Unsigned tenders will not be entertained and will be rejected out rightly.
- c) The bidder shall submit their offer only in online electronic format both for technical & price bid / financial bid on website <http://www.eproc.rajasthan.gov.in>

and all documents should be digitally signed. However, tender fee, processing fee, EMD (BID SECURITY) in the form of DD/BC should be submitted physically in the office of CE (TD), RVUN, Jaipur up to scheduled date & time specified in the tender document & their scanned copy should be uploaded along-with the technical bid. Please note that it is mandatory for the bidder to submit the tender cost, EMD (BID SECURITY) and processing fee in physical form in the office of CE (TD), RVUN, Jaipur within scheduled date & time, otherwise technical bid will not be opened even though they have uploaded copies of the same on E-tender portal.

- d) The tenders shall be submitted in three covers as detailed below:-

The bid should be prepared and submitted strictly in accordance with the procedure mentioned. It should include information as desired and detailed in the bid documents.

Cover-1: Scanned copy of DD/BC/ of the Tender Cost, Earnest Money (Bid security) and processing fee.

Cover-2 : (a) Digitally signed complete tender document i.e. ITB, GCC, Section 1 to 5, along-with all addendums/ amendments/Corrigendum's issued & uploaded by RVUN on the above website along-with tender forms and schedules for Techno-commercial bid, scanned copies of supporting documents and related documents as detailed below:-

- (i) The name and designation of person signing the tender documents shall be clearly indicated. In case of limited company, a power of attorney for the person authorized to sign invariably be supported with necessary documentary proof in support of authorizing signatory. Only authorized representative possessing necessary, authority letter from the Bidder shall be allowed to participate in the Bid opening. The written confirmation of Authorization to sign on behalf of the Bidder shall consist of Power of Attorney/ Board Resolution/ Letter of Authorization written on the Letter Head by the Bidder etc.
- (ii) The contractor shall submit scanned copy of experience certificate along with work order.
- (iii) Schedules in respect of Pre-qualification requirements along-with supporting documents.
- (iv) Digitally signed summary of the relevant experience of the work as desired along with attested copies of respective work order or successful completion certificate.
- (v) The pre-qualification and technical schedules have to be prepared very carefully since they will be the basis for evaluation of the proposals. The supporting documents must contain all the complementary information to assess the quality & the conformity of the proposed work with the specifications of tender documents.

- (vi) Digitally signed all tender documents along with all addendums /amendments/ Corrigendum's issued by the RVUN.
- (vii) Technical particulars.
- (viii) Deviation Schedule (Clause-wise) in respect of departures from technical specification.
- (ix) Deviation Schedule (Clause-wise) in respect of departures from commercial terms and conditions.
- (x) Latest balance sheet and audited Profit & Loss Account for previous three years indicating turnover also.
- (xi) The prevailing rates of taxes and duties considered in the price shall be indicated in the Techno-commercial bid with the un-priced copy of the price schedule.
- (xii) Any other technical data and further information, the bidder wishes to submit in addition to the above as well as descriptive leaflets and drawings etc. may be enclosed along with above information.

Cover-3: Price Bid

The bidder should quote their firm and fixed prices on F.O.R destination basis including all taxes & duties as per BOQ format.

The bidder must quote the prices strictly in the manner as indicated herein, failing which bid is liable for rejection. The rate/prices shall be entered in words as well as in figures. These must not contain any addition, alteration, over writing, cutting, or correction and any other markings, which may leave any room for doubt.

- e) Tenders, duly digitally signed by the authorized signatory, shall be submitted on the website <http://www.eproc.rajasthan.gov.in> as per tender document before the deadline/scheduled date and time of submission mentioned in the NIB.
- f) The system does not permit electronic submission of tenders after due date and time.
- g) No alteration should be made to the form of the bid specification and schedules. The bid must comply entirely with the specifications.
- h) The bid and all accompanying documents shall be in English language and shall be digitally signed by a responsible and authorized person. The name, designation and authority of the signatory shall be stated in the bid. Whenever, language is other than English, its authenticated translated English version shall be submitted, which shall be considered for the purpose of Bid.
- i) RVUN will not be responsible to accept any cost involved in the preparation or submission of bid.

- j) All bids and accompanying documents shall be addressed to office of CE (TD), RVUN, Jaipur.
- k) The bidder should digitally sign the bid form on each page at the end.
- l) Telegraphic/Fax quotation will not be considered.
- m) All bids and accompanying documents should be chronologically numbered.
- n) Further, it is mandatory for bidder to provide prices/rates on firm price basis of ERP software Licenses(Development/Super user/ESS and managerial) for next 3 years for over and above 50% of original quantity , and such rates may be used by RVUN for further procurement of additional quantity if so desires. However this price shall not be considered for the purpose of evaluation of L-1 bidder.

2.3 BID OPENING AND EVALUATION

Concerning procuring entity of RVUN or other duly authorized committee will open the tenders on-line on website in the presence of bidder(s) or their authorized representative(s) who may choose to be present at the time of tender opening. The tenders shall be opened in two stages. In first stage cover-1 & 2 of the bid shall be opened on schedule date as per NIB and evaluated. The price bid (cover-3) of responsive bidders technically qualified by competent authority shall be opened, at a later date, which will be informed to all bidders.

In first stage, Cover-1 shall be opened for compliance to submission of tender cost, EMD (BID SECURITY) and Processing Fee. If these are deposited as per tender documents then the Cover-2 shall be opened.

The contents of the Cover 1 & 2 of the individual tenders will be examined summarily in order to assess their formal conformity and agreement with the instructions and guidance to the bidders and completeness. Any tender not conforming to any of these requirements may be disqualified forthwith.

Notwithstanding the preliminary examination, RVUN will determine the substantially responsive tenders which meet the following requirements:-

- Properly digitally signed documents.
- Earnest money (Bid Security), Tender Fee & Processing Fee.
- Responsive to all requirements of the tender documents and the instructions to bidders.
- Clarification and substantiation required to assess the quality of the offer.
- No deviations other than those specified in the deviation schedule shall be considered. However, RVUN has every right to accept or reject the deviations mentioned.

If a tender is not substantially responsive it will be rejected by the RVUN and will not be used for further evaluation. The price bids of insubstantial bidder will not be opened. It is expressly stated that the information contained in the cover 1 & 2 of the tender will be used to define whether a tender is substantial or not. The bidders are, therefore, advised to submit complete tenders only. RVUN will carry out a detailed evaluation of the tenders in order to determine whether the firm is qualified in accordance with the requirements set forth in the tender documents specifications & GCC. In order to reach such a conclusion, RVUN will examine the information provided in the schedules and the submitted supporting documents, on the basis of the information supplied by the bidders.

- The result of such examination/evaluation shall be informed and shall also be displayed on SPPP. The firms submitted bid, will be informed by the RVUN in due course of time.
- Procuring entity at its discretion may ask further supplementary information from any bidder. No fresh document /information shall be accepted .Only short fall of documents is acceptable upto due course of time.
- RVUN reserves the rights not to accept any deviations, such deviations are to be withdrawn by the bidder, failing which his offer shall be liable to be ignored.
- Concerning procuring entity or other duly authorized engineer reserves the right to ask for submission of the source of procurement for the materials for which the bidder has quoted his rates, before the tender can be considered for acceptance. If the bidder, who is called upon to do so, does not submit the same within a reasonable time of written request to do so, RVUN shall be at liberty to reject his bid.
- The original price-bid of the pre-qualified bidders whose tenders are determined responsive will be opened at a date to be notified separately.
- Concerning procuring entity or other duly authorized committee will open the price-bid online on website in the presence of any bidder(s) or their authorized representatives who choose to be present at the time of opening of price bids.
- The financial evaluation shall be done on the basis of total evaluated cost of those firms who declared technically qualified. **The L-I shall be determined on the basis of total evaluated price including all taxes & duties.** The Tenders shall be ranked on increasing order of the tender price on the basis of evaluation process. RVUN does not pledge to accept the lowest or any tender and reserves the right of accepting the whole or any tender as it may think fit without assigning any reason. No tender shall be deemed to have been accepted unless such acceptance is notified in writing to the bidder by RVUN.

In addition to above, bidders are requested to study the provisions of RTPP ACT 2012 and RTPP Rules 2013 and also note that Acts, Rules & Notification issued by Rajasthan Transparency in Public Procurement (RTPP) will be applicable for the above work. Further, if there is any contradiction in the tender document from the same, then the Acts, Rules & Notification of RTPP Act 2012 will prevail.

2.4 VERIFICATION

The Owner reserves the right to contact and verify Bidder(s)' information, references and data submitted in the Bid Proposal without further reference to the Bidders.

2.5 DOCUMENTS TO ACCOMPANY THE BID

The Bid should be prepared and submitted strictly in accordance with the procedure mentioned below. It should include information, as desired in the Bid documents:

- (i) Bid Submission Sheet (Annexure-I)
- (ii) Bid-Declaration. (Annexure-II)
- (iii) OEM's Authorization. (Annexure-III)
- (iv) Deviation Sheet (Clause-wise) in respect of departures from the technical specification. (Annexure-IV)
- (v) Deviation Sheet (Clause-wise) in respect of departures from the commercial terms and conditions. (Annexure-V)
- (vi) Letter of authorization/Board resolution/Power of attorney. (Annexure-VI)
- (vii) Litigation History. (Annexure-VII)
- (viii) Compliance with the Code of integrity and No Conflict of interest. (Annexure-VIII)
- (ix) Grievance Redressal during procurement process. (Annexure-IX)
- (x) Additional Conditions of Contract (Annexure-X)
- (xi) Memorandum of Appeal under the Rajasthan Transparency in Public Procurement Act, 2012. (Annexure-XI)
- (xii) Deviation sheet indicating the change in price due to deviations in technical specifications enumerated in the deviation sheet above.
- (xiii) Financial documents like as Latest balance sheets and Profit & Loss Accounts as per PQR requirement.
- (xiv) List of Technical Supervisory staff / Engineers with their qualification & working experience.
- (xv) All supporting documents in support of fulfillment of PQR /Eligibility criteria.

Any other technical data and further information or details regarding prices, the Bidder wishes to submit in addition to the details asked for in the above annexures as well as descriptive leaflets and drawings etc. may be enclosed along with above information to complete the bid documents.

2.6 BIDS BY JOINT VENTURE /CONSORTIUM /ASSOCIATION

Not allowed.

2.7 BIDS BY COMPANIES

- a) Bid submitted on behalf of companies registered under the Indian Companies, Act for the time being in force, shall be signed by persons duly authorized to submit the Bid on behalf of the company and shall be accompanied by certified true copies of the resolutions, extracts of articles of association, special or general power of attorney etc. to show clearly the title, authority and designation of persons signing the Bid on behalf of the Company. The registration No. and the name of the State where the Company has been registered shall be furnished.

2.8 BIDS BY PARTNERSHIP FIRMS/SOLE PROPRIETOR

- a) Bids from partnership firms shall contain the full names of all partners. An attested copy of the constitution of the firm i.e. partnership deed shall also be furnished, and in such case, Bid must be signed separately by each partner thereof, or in the event of the: absence of any partner, it must be signed on his behalf by a person holding a Power of Attorney authorizing him to do so, certified copy of which shall be enclosed.
- b) Bid submitted by sole proprietor shall have to accompany with documentary evidence of ownership & shall be signed by the owner or his authorized representative having valid/legal power of attorney to this effect.

2.9 OTHER

A set of technical, descriptive and illustrative literature must accompany each copy of the Bid to be submitted so that a clear understanding of the System offered is obtained.

- (i) Bidders are requested to adhere to all clauses of the Contract form to facilitate finalization of the Contract.
- (ii) By submitting a Bid for the work, a Bidder will be deemed to have satisfied himself by actual inspection of the site and locality of the work that rates quoted by him in the Bid will be adequate to complete the work in all respects according to the specifications and other conditions and about the difficulties which may be encountered during its progress whether or not expressly provided in the Bid document but necessary for the completion of the contract.
- (iii) The Bidder shall, at the same time return the form of Contract, Conditions of Contract and specification duly completed with the original copy as to be accompanied according to clause No.1.5.

- (iv) Bid, drawings, technical data or correspondence, concerning any order or a Contract as aforesaid or which may be furnished by the Contractor for Purchaser's approval or information, as provided under the said order or Contract shall be self-contained and clearly readable without ambiguity.
- (v) If the Bidder deliberately gives wrong information in his Bid to create circumstances for the acceptance of his Bids, the Nigam reserves the right to reject such Bid at any stage.
- (vi) Not more than one Bid for a work shall be submitted by one bidder.
- (vii) Bid documents in which Bid are submitted by a Bidder shall become the property of the Purchaser and the Purchaser shall have no obligation to return the same to the Bidder.
- (viii) The Purchaser shall not be liable for any expenses incurred by the Bidder in the preparation of the Bid whether his Bid is accepted or not.

2.10 BID CURRENCY

Rates must be quoted in Indian Rupees only.

2.11 CODE OF INTEGRITY

Any person participating in the procurement process shall –

- (i) Not offer any bribe, reward or gift or any material benefit either directly or indirectly in exchange for an unfair advantage in procurement process or to otherwise influence the procurement process;
- (ii) Not misrepresent or omit or misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
- (iii) Not indulge in any collusion, Bid rigging or anti-competitive behavior to impair the transparency, fairness and progress of the procurement process;
- (iv) Not misuse any information shared between the procuring Entity and the Bidders with intent to gain unfair advantage in the procurement process,
- (v) Not indulge in any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement process
- (vi) Not obstruct any investigation or audit of a procurement process, disclose conflict of interest, if any; and disclose any previous transgressions with any Entity in India or any other country during the last three years or any debarment by any other procuring entity.

Further, none of them shall indulge in corrupt, fraudulent, coercive and collusive practices.

2.12 CONFLICT OF INTEREST

A conflict of interest is considered to be a situation in which a party has interests that could improperly influence that party's performance of

official duties or responsibilities, contractual obligations, or compliance responsibilities, contractual obligations, or compliance with applicable laws and regulations.

- (i) A Bidder may be considered to be in conflict of interest with one or more parties in this bidding process if including but not limited to-
 - a. have controlling partners/shareholders in common; or
 - b. receive or have received any direct or indirect subsidy from any of them; or
 - c. have the same legal representative for purposes of this Bid; or
 - d. have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of the Procuring Entity regarding this bidding process; or
 - e. The Bidder participates in more than one Bid in this bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which the Bidder is involved. However, this does not limit the inclusion of the same subcontractor, not otherwise participating as a Bidder, in more than one Bid; or
 - f. the Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the Goods and Services that are the subject of the Bid; or
 - g. Bidder or any of its affiliates has been hired (or is proposed to be hired) by the Procuring Entity as Engineer-in-charge/ consultant for the contract.

2.13 Note: The Bidder shall have to give a declaration regarding compliance of the Code of Integrity prescribed in the Act, the Rules and stated above in this Clause along with its Bid, in the format specified in the bid document.

2.14 BREACH OF CODE OF INTEGRITY BY THE BIDDER

In case of any breach of the Code of Integrity by a Bidder or prospective Bidder, as the case may be, the Procuring Entity may take appropriate measure including

(a) exclusion of the bidder from the procurement process (b) calling off of pre-contract negotiations and forfeiture or encashment of bid security;(c) forfeiture or encashment of any other security or bond relating to the procurement;(d) recovery of payments made by the procuring entity along with interest thereon at bank rate;(e) cancellation of the relevant contract and recovery of compensation for loss incurred by the procuring entity;(f) debarment of the bidder from participation in future procurements of the procuring entity for a period.

2.15 PRICES:

- a. All rates/ prices must be firm and fixed and F.O. R. destination/site.

- b. The rates of the following should be indicated separately as breakup of (a):-
 - i. Basic price
 - ii. GST
 - iii. All other duties & taxes.
 - iv. Total of above (i) to (iii).
- c. The rates/prices quoted shall also include all charges for delivery of material at the destination.
- d. The rates/ prices shall be quoted in the manner desired in form of Bid (BOQ) appended with this specification.
- e. The Bidder shall indicate the rebate (s), if any, shall be considered on entire contract value, in case he offers rebate on individual item of the schedule, shall not be considered. Cash discount for abnormally prompt payment as may be found unusual shall not be considered for computation of adjusted prices.
- f. No representation for enhancement of rates once accepted will be considered. Any action by the Bidder to revise the rates may lead to disqualification.
- g. Further, it is mandatory for bidder to provide prices/rates on firm price basis of ERP software Licenses(Development/Super user/ESS and managerial) for next 3 years for over and above 50% of original quantity , and such rates may be used by RVUN for further procurement of additional quantity, if so desires. However this price shall not be considered for the purpose of evaluation of L-1 bidder.

2.16 GOODS AND SERVICE TAX

For participation in the bid enquiry registration in the GST Act is mandatory, for which bidder has to provide necessary documentary evidence.

2.17 QUANTITIES

- a. The quantities indicated in NIB are only provisional and the Purchaser reserves the right of revising the same at the time of placing the order.
- b. The Purchaser also reserves the right to split the quantities and to entrust the order to one or more suppliers/contractors. The Bidder shall agree to supply/execute part quantities ordered on him at the rates/ price mentioned in his Bid and accepted by the Purchaser.
- c. Additional quantity may be procured by placing a repeat order on the rates and conditions of the original order. The quantum of additional work for each item shall not exceed 50% of the original quantity of the item given in the Contract and the total value of additional, altered, and substituted items of work shall not exceed 50% of the Accepted Contract Price. If the Supplier fails to do so, the Procuring Entity shall be free to arrange for the balance supply by limited Bidding or otherwise and the extra cost incurred shall be recovered from the Supplier. The time for completion of the

Works shall in the event of any deviations resulting in additional Cost over the Contract Price being ordered be extended if requested by the Contractor in the proportion which the additional Cost of the altered, additional or substituted work, bears to the original Contract Price. Similarly, the proportionate time period for an item of work deleted shall be reduced from the total time period provided in the Contract.

- d. If the Procuring Entity does not procure any subject matter of procurement or procures less than the quantity specified in the Bidding Document due to change in circumstances, the Bidder shall not be entitled for any claim or compensation except otherwise provided in the Conditions of Contract.
- e. Repeat order for additional quantities may be placed within one month of completion of the supply. The value of the additional quantities may be up to 50% of the value of goods of the original Contract at the rates and conditions given in the Contract, provided the original supply order was given after inviting open competitive bids. Delivery period of goods may be proportionately increased.
- f. As a general rule all the quantities of the subject matter of procurement shall be procured from the Bidder, whose Bid is accepted. However, when it is considered that the quantity of the subject matter of procurement to be procured is very large and it may not be in the capacity of the Bidder, whose Bid is accepted, to deliver the entire quantity or when it is considered that the subject matter of procurement to be procured is of critical and vital nature, in such cases, the quantity may be divided between the Bidder, whose Bid is accepted and the second lowest Bidder or even more Bidders in that order, in a fair, transparent and equitable manner at the rates of the Bidder, whose Bid is accepted. Counter offer to first lowest Bidder (L1), in order to arrive at an acceptable price, shall amount to negotiation. However, any counter offer thereafter to second lowest Bidder (L2), third lowest Bidder (L3) etc., (at the rates accepted by L1) in case of splitting of quantities shall not be deemed to be a negotiation.

2.18 BID SECURITY(EMD)

2.18.1 Before submitting the Bid the Bidder shall deposit a fixed amount of Rs.25 lakh as indicated in NIB as Bid security/EMD in the form of Crossed Bank Draft/Banker's cheque payable to CAO (TD), RVUN, Jaipur. The Bid security shall not be accepted by cheque. All Bidders should deposit/ furnish Bid security; otherwise Bids will not be opened.

2.18.2 Bid Security of a Bidder lying with the Procuring Entity in respect of other Bids awaiting decision shall not be adjusted towards Bid Security for the this Bid. The Bid Security originally deposited may, however, be taken into consideration in case Bids are re-invited.

2.18.3 The issuer of the Bid Security and the confirmer, if any, of the Bid Security, as well as the form and terms of the Bid Security, must be acceptable to the Procuring Entity.

2.18.4 The bank guarantee presented as Bid Security shall be got confirmed from the concerned issuing bank. However, the confirmation of the acceptability of a proposed issuer or of any proposed confirmer does not preclude the Procuring Entity from rejecting the Bid Security on the ground that the issuer or the confirmer, as the case may be, has become insolvent or is under liquidation or has otherwise ceased to be creditworthy.

2.18.5 The Bid Security of unsuccessful Bidders shall be refunded soon after final acceptance of the successful Bid and signing of Contract Agreement and submission of Contract performance security by successful Bidder. In case of successful Bid(s), amount of Bid security deposited will be converted into Security Deposit.

2.18.6 Any Bid not accompanied by bid security as sought at above shall not be opened & shall be returned unopened.

2.18.7 The Bid Security taken from a Bidder shall be forfeited in the following cases, namely:-

- a. when the Bidder withdraws or modifies his Bid after opening of Bids; or
- b. when the Bidder does not execute the agreement [Signing of Contract] within the specified time period; or after issue of letter of acceptance/ placement of supply order; or
- c. when the Bidder fails to commence the supply of the Goods or Related Services as per supply order within the time specified; or
- d. when the Bidder does not deposit the contract performance security in the specified time after the supply / work order is placed; or
- e. When the Bidder breaches any provision of the Code of integrity and does not accept the correction of its Bid price.

2.18.8 In case of the successful Bidder, the amount of Bid Security shall be adjusted in arriving at the amount of the Contract performance security, No interest will be paid by the Procuring Entity on the amount of Bid Security.

2.18.9 Requests for adjustments/appropriation of Bid security/ deposits already lying with the Nigam in connection with some other Bids/orders shall not be entertained.

2.19 QUALIFICATION OF BIDDER

2.19.1 Only such firms need to Bid who are qualified as per PQR and can produce satisfactory evidence that they have necessary experience and financial resources and organization to undertake tendered work.

The bidder who meets qualify requirement as per notice inviting bid is only required to submit their bids and in support of fulfilling PQR necessary documentary evidence is to be supported with documents.

2.19.2 The Bid shall be submitted with the following information:

- a. A covering letter from the Bidder detailing the various considerations in the Bid and giving the name with attested signature in triplicate and detailed address of the Bidder's representative who shall have the power to negotiate on behalf of the firm.
- b. Details with descriptive narration of equipment/System immediately available with the Bidder for use on this work.
- c. Details of technical personnel of the Bidder to be placed on this work and their qualification and experience.
- d. Information regarding the Construction of the Company, its authorized, Issued, subscribed and paid up capital, the date and place of registration, the place of business, the name of directors and other relevant information.
- e. In order to satisfy the Procuring Entity that the Bidder is technically and financially capable for executing the proposed order for the equipment covered by the specification, the Bidder shall furnish evidence to this effect. Besides, he may also furnish any other information in this regard which according to him qualifies him for getting the order. If necessary, Purchaser may inspect the facilities available at work for which the necessary facilities shall be timely provided by the Bidder.

2.19.3 Further information required if any, can be had from concerned procuring entity, but it must be clearly understood that Bids must be received by the due date and time and according to the instructions.

2.19.4 A Bidder, and all parties constituting the Bidder, shall have the nationality of India. In case of International Competitive Bidding the nationality of the Bidder and all parties constituting the Bidder shall be of India or a country not declared ineligible by Government of India. A Bidder shall be deemed to have nationality of a country if the Bidder is a citizen or constituted or incorporated, and operates in conformity with the provisions of the Laws of that country.

2.19.5 A Bidder should not have a conflict of interest in the procurement in question as stated in this Bidding document.

2.19.6 Any change in the constitution of the Company, etc., shall be notified forthwith by the Bidder in writing to the Procuring Entity and such change shall not relive any former member of the Company, etc., from any liability under the Contract.

- 2.19.7 A Bidder if debarred by the State Government, or any the State Government Procuring Entity or by such procuring Entity shall not be eligible to participate in any procurement process undertaken by -any Procuring Entity,
- 2.19.8 Bidders shall provide such evidence of their continued eligibility satisfactory to the Procuring Entity, should the Procuring Entity request.
- 2.19.9 In case a prequalification, empanelment or registration process has been conducted prior to the Bidding process, this Bidding will be open only to the pre-qualified, empanelled or registered Bidders.
- 2.19.10 For participation in the bid enquiry registration in the GST Act is mandatory, for which bidder has to provide necessary documentary evidence.
- 2.19.11 Bidders has to provide necessary bank details like as Bank account No., Branch Name and Address, IFSC code of bank and other bank details as required to facilitate the payment through on line system i.e. RTGS/NEFT etc. However bank charges on such transaction shall be borne by supplier/contractor only.

2.20 BIDDER'S PAST EXPERIENCE RECORD

Each Bidder shall submit along with his Bid a list of his past experience including the full details of supplied/implemented system including name/ addresses of Customer's, years of supply/implementation and satisfactory performance certificates as desired in PQR.

2.21 MODIFICATION PRIOR TO THE DATE OF BID OPENING

- 2.21.1 The Owner reserves the right to effect changes in the qualification requirements of the Bidder(s) under this Bid Document at any time before the date of submission of the Bid Proposal and also the right to postpone the date for presentation and opening of Bid without assigning any reasons, whatsoever. The publication of a notice in the press about such revisions/ amendments and postponements, if any, shall be deemed to be sufficient notice thereof to all the prospective Bidders and information regarding such amendment/modification shall also be uploaded in SPPP and E-proc portal.
- 2.21.2 Any amendment/ addendum/corrigendum issued shall be part of the Bidding Document and shall be communicated in writing to all Bidders who have obtained the Bidding Document directly from the Procuring Entity. It shall also be uploaded on the website of State Public Procurement Portal and E-proc portal for prospective bidders to download.

2.21.3 To give prospective Bidders reasonable time in which to take an addendum into account in preparing their Bids, the Procuring Entity may, at its discretion, extend the deadline for the submission of the Bids, under due intimation to the Bidders who have procured the Bidding Document from the Procuring Entity and also by uploading it on the website of State Public Procurement Portal and E-proc portal/ RVUNL website.

2.22 CLARIFICATIONS DESIRED BY THE BIDDER

2.22.1 Any clarification with regard to the specifications should be sought for by the Bidder before submission of the Bid. No correspondence on this account will be entertained once the Bid has been submitted by the Bidder.

2.22.2 The Bidder shall be deemed to have carefully examined the conditions, specifications, size, make and drawings, etc., of the Goods and Related Services to be supplied. If any Bidder has any doubts as to the meaning of any portion of the conditions or of the specifications, drawings etc., it shall, before submitting the Bid, refer the same to the Procuring Entity and get clarifications. A Bidder requiring any clarification of the Bidding Document shall contact the Procuring Entity in writing at the Procuring Entity's address indicated in NIB. The Procuring Entity will respond in writing to any request for clarification, within seven days, provided that such request is received no later than ten (10) days prior to the deadline for submission of Bids as specified in Deadline for Submission of Bids. The Procuring Entity shall forward copies of its response to all Bidders, who have acquired/ procured the Bidding Document directly from it including a description of the inquiry but without identifying its source. It shall also be placed on the websites of State Public Procurement Portal and should the Procuring Entity deem it necessary to amend the Bidding Document as a result of a clarification, it shall do so following the procedure laid down under relevant clause.

2.22.3 The Bidder or his authorized representative is invited to attend the Pre- Bid Conference, if provided for in the NIB. The purpose of the Pre-Bid Conference will be to clarify issues and to answer questions on any matter related to this procurement that may be raised at that stage.

2.22.4 The Bidder is requested, to submit questions in writing, to reach the Procuring Entity not later than one week before the Pre- Bid Conference.

2.22.5 Minutes of the Pre-Bid Conference, including the text of the questions raised, and the responses given, without identifying the source, will be transmitted to all Bidders who have acquired the Bidding Document, if so requested. Any modification to the Bidding Document that may become necessary as a result of the Pre-Bid Conference shall be made by the Procuring Entity exclusively through the issue of an addendum (part of Bidding Document) and not through the minutes of the Pre-Bid Conference.

2.22.6 At any time prior to the deadline for submission of the Bids, the Procuring Entity, suo -moto, may also amend the Bidding Document, if required, by issuing an amendment/ addendum/corrigendum which will form part of the Bidding Document. Non-attendance at the Pre-Bid Conference will not be a cause for disqualification of a Bidder.

2.23 COST OF BIDDING

The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the and the Procuring and the Procuring Entity shall not be responsible or liable for those costs regardless of the conduct or outcome of the bidding process.

2.24 SUBMISSION OF BID

2.24.1 The Bidder shall submit the Technical Bid and Financial Bid using the appropriate Bid Submission Sheets as per contract forms. These forms must be completed without any alterations to their format, and no substitutes shall be accepted. All blank spaces shall be filled in ink or typed with the information requested .The Bidder shall submit as part of the Financial Bid, the Price Schedules for Goods and Related Services, according to their origin as appropriate, using the forms provided in Bidding documents. Unless otherwise specified in the bid document, alternative Bids shall not be considered.

2.24.2 The Bid shall contain the name, residence and place of business of person or persons submitting the Bid. All signatures shall be dated.

2.24.3 Bid which is incomplete, obscure or irregular or contain only part of the schedule or incomplete information is liable to be rejected. All blanks/required in various schedule/information form/data sheets shall be completely filled in.

2.24.4 If the date specified for the receipt and opening of Bids is declared public holiday, the Bid shall be received and opened on the day on which office re-opens after such holiday(s) in the manner as stated in the aforesaid clauses.

2.24.5 No Bid shall be withdrawn, substituted or modified in the interval between the deadline for submission of the Bid and the expiration of the period of Bid validity specified in NIB or any extension thereof.

2.24.6 If electronic Bidding is adopted, specific electronic Bids opening procedure as specified on the SPPP and E-Procurement Portal shall be followed. The Bidders may witness the electronic Bid opening procedure online.

2.24.7 The direct or indirect canvassing on the part of Bidder or his representative will disqualify the Bid.

2.25 SIGNATURE OF BID PROPOSAL

- 2.25.1 The Bid Proposal must contain the name, designation and address of business of the person or persons making the Bid Proposal and must be signed and sealed by the Bidder with his usual signature. The names of all persons signing should also be typed or printed below the signature.
- 2.25.2 Bid Proposal by Corporation/Company must be signed with the legal name of the Corporation/Company by the President, Managing Director or by the Secretary or other person or persons authorized to bid on behalf of such Corporation/Company in the matter. Bid Proposal by a Corporation/Company should be accompanied by Memorandum and Article of Association of the Company and authorization.
- 2.25.3 A Bid Proposal by a person who affixes to his signature the word "President", "Managing Director", "Secretary", "Agent" or other designation without disclosing his principal will be rejected.
- 2.25.4 Satisfactory evidence of authority of the person signing on behalf of the Bidder shall invariably be furnished with the Bid Proposals.
- 2.25.5 All Bid Proposals must be accompanied by duly authenticated copies of the documents defining constitution of the Bidder. Power of Attorney and other relevant duly authenticated documents showing by which person and in what manner Contract may be entered into by or on behalf of the Bidder and also showing who can give valid receipt on behalf of the Bidder and also the extent of his authority and responsibility.
- 2.25.6 The said documents must be legalized by the local authorities/Chamber of Commerce at the place of issue and if issued abroad, they must be authenticated by Indian Consulate/Embassy.
- 2.25.7 Any Bid Proposal not containing these documents, or if such documents are incomplete or do not conform with the aforesaid forms may, at the discretion of the Owner is liable for rejection.
- 2.25.8 Each and every page of the Bid Proposal should be serially numbered and properly signed.

2.26 DEVIATIONS, RESERVATIONS AND OMISSIONS IN TECHNICAL OR FINANCIAL BIDS

During the evaluation of Technical or Financial Bids, the following definitions shall apply:

- a. "Deviation" is a departure from the requirements specified in the Bidding Document;

- b. "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the Bidding Document; and
- c. "Omission" is the failure to submit part or all of the information or documentation required in the Bidding Document

2.27 NONMATERIAL NONCONFORMITIES IN TECHNICAL OR FINANCIAL BIDS

Provided that a Technical or Financial Bid is substantially responsive, the Procuring Entity may waive any nonconformity in the Bid that do not constitute a material deviation, reservation or omission, Provided that a Technical or Financial Bid is substantially responsive, the Procuring Entity may ask the Bidder to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Bid related to documentation requirements. Request for information or documentation on such Nonconformities shall not be related to any aspect of the Financial Proposal of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.

2.28 CORRECTION OF ARITHMETICAL ERRORS IN FINANCIAL BID

2.28.1 Provided that a Financial Bid is substantially responsive, the Procuring Entity will correct arithmetical errors during evaluation of Financial Bids on the following basis:

- a. if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the Procuring Entity there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
- b. if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- c. if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (i) and (ii) above.

If the Bidder that submitted the lowest evaluated Bid does not accept the correction of errors, its Bid shall be disqualified and its Bid Security shall be forfeited .

The Bid evaluation committee shall have full powers to undertake negotiations. Negotiations may, however, be undertaken only with the lowest Bidder under the following circumstances or otherwise as deemed fit-

- a. When ring prices have been quoted by the Bidders for the subject matter of procurement; or
- b. When the rates quoted vary considerably and considered much higher than the prevailing market rates.

2.28.2 In case of non-satisfactory achievement of rates from lower Bidder, the Bid evaluation committee may choose to make a written counter offer to the lowest Bidder and if this is not accepted by him, the committee may decide to reject and re-invite Bids or to make the same counter-offer first to the second lowest Bidder, then to the third lowest Bidder and so in the order of their initial standing in the bid evaluation till the counter offer is accepted and supply order may be awarded to the Bidder who accepts the counter-offer. In case the rates even after the negotiations are considered very high, fresh Bids shall be invited.

2.28.3 The determination of qualification of a Bidder in evaluation of Technical Bids shall be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, and in accordance with the qualification criteria indicated in respective clause.

2.28.4 The Procuring Entity reserves the right to accept or reject any Bid, and to annul the Bidding process and reject all Bids at any time prior to Contract award without assigning any reasons thereof and without thereby incurring any liability to the Bidders.

2.29 PROPOSAL DATA

2.29.1 To complete the proposal, the Bidder shall fill up all the proposal data sheets/forms and comply with all the requirements specified in Instruction to Bidders, General Conditions of contract of Rajasthan Rajya Vidyut Utpadan Nigam Ltd. and specifications annexed hereto.

2.29.2 The Bidder shall supply data required by typing in appropriate place on each page. These pages must be digitally signed by authorized representatives of the Bidder or manufacturer/OEM as verification of the data submitted.

2.29.3 Adequate number of prints shall be taken of the Proposal Data Sheet after they are properly filled in and signed for Bidder's record and also for inclusion in each copy of the Bid. These signed data sheets in their entirety shall be submitted with and shall be a part of the Bidder's formal proposal.

- 2.29.4 The Bidder shall completely fill the information and data required for each item of each of the proposal Data Sheets and various Schedules. Failure to comply with the requirement may result in rejection of Bid.
- 2.29.5 No alteration shall be made to the form of Bid or specification and schedules. The Bid must comply entirely with the specification. Any deviations from the Technical particulars/commercial conditions must be clearly mentioned in the Bid document under the head "Deviations in technical Particulars/commercial conditions".
- 2.29.6 The bid documents can be directly downloaded from SPPP or E-proc portal but payment of cost of tender documents is to be paid before submission of bid. Only one Bid will be accepted against each copy of the tender document. The tender document is non-transferable. The value of Bid form once sold will not be refunded under any circumstances.
- 2.29.7 The bidder shall treat the details of the specification and other Bid documents as private and confidential and they shall not be reproduced without the written authorization of the Purchaser.

2.30 VALIDITY OF BID

The fact of the submission of a Bid (with subsequent clarification/ confirmations as furnished) shall be deemed to constitute an agreement between the Bidder and Purchaser whereby such Bid shall remain open for acceptance by the Purchaser for validity period of bid i.e. 120 days from the date of opening of techno-commercial bid & during this period, the Bidder shall not withdraw his offer or amend, impair or derogate thereof. If any specific period in NIB is not mentioned, the bid shall remain valid for a period of 120 days from the date of opening of technical bid. The Bid security deposited in accordance with the Bid documents will be forfeited if the Bidder withdraws amends, impairs or derogates. Every Bidder shall be deemed to have his offer within the validity period as specified in NIB agreed aforesaid in consideration of the Bid being considered by the Nigam in terms thereof provided the same has been duly submitted and found to be in order. If the Bidder is notified in writing at the address given in the Bid within the said period of 120 days that his Bid has been accepted he shall be bound by the terms of agreement constituted by the Bid and such acceptance thereof by the Nigam until a written contract has been executed in place of such agreement. A Bid valid for a shorter period shall be rejected by the Procuring Entity as non-responsive. If required, prior to the expiration of the Bid validity period, the Procuring Entity may request Bidders to extend the period of validity of their Bids. The request and the responses shall be made in writing. If a Bid Security in form of BG is requested then it shall also be extended for a corresponding period. A Bidder granting the request shall not be required or permitted to modify its Bid.

2.31 WORK COMPLETION PERIOD:-

The Bidder shall complete the work of Implementation of ERP within 18 months from the date of issue of LOI and total work period including AMC period i.e. 36 months, will be 54 months. However, while executing the work the bidder has to strictly follow the time frame as defined in Schedule-I.

The work shall be considered finished only if the Engineer-in-Charge has issued a certificate to this effect.

RVUN also reserves the right to defer the work completion period during currency of the contract without any compensation. The period for which the work has been so deferred shall not be reckoned as 'delay in delivery' in terms of relevant clause of bid document.

2.32 INDIGENOUS PRODUCTS AND LICENSE

In case, where it becomes absolutely necessary to have an imported Licence/equipment, the Bidder shall be required to pay the import license fee even when the import license may have to be taken in the name of the Purchaser and any other charges which the Purchaser has to pay as per rule for the issue of import license. The Bidder shall assist the Purchaser in the completion of all necessary formalities required in the matter.

2.33 DEVIATIONS

- 2.33.1 If the Bidder wishes to deviate in any way from the General Conditions of Contract or the annexed Technical Specification, he should draw a list of such deviations from the specification in his Bid.
- 2.33.2 All such deviation shall be clearly mentioned in the Deviation sheets giving the corresponding reference Clause number. Terms such as "See covering letter" or "Bidders printed general terms and conditions" etc. are not acceptable.
- 2.33.3 Unless such deviation are submitted with the Bid it will be understood and agreed that the Bidder's proposal is based on strict conformity to Purchaser's Specification in all respect and it will be assumed that all conditions of tender document are acceptable to him.

2.34 DRAWING TEST CERTIFICATE

The Bid must be accompanied by the Drawings, Test certificates and the Guaranteed Technical Particulars in the prescribed forms, if any.

The procuring entity may revise or amend the specifications and timings prior to the date notified for opening of Bids. Such revision or amendment if any, will be

uploaded on SPPP to communicate to all the prospective Bidders as amendment or addenda to this invitation of the Bid.

2.35 INTERPRETATION OF BID PROPOSAL

The Owner reserves the right to use and interpret the Bid Proposals as it may, in its discretion, consider appropriate, when selecting the Bidder for issue of Letter of Intent (LoI).

2.36 POLICY FOR BID PROPOSALS UNDER CONSIDERATION

Bid Proposals shall be deemed to be under consideration immediately after they are opened and until such time official intimation of award/rejection is made by the Owner to the Bidders. While the Bid Proposals are under consideration, Bidders and/or their representatives or other interested parties are advised to refrain from contacting by any means, the Owner and/or his employees/representatives on matters related to the Bid Proposals under consideration. The Owner, if necessary, will obtain clarifications on the Bid Proposals by requesting for such information from any or all the Bidders in writing. Bidders will not be permitted to any change in the Bid Proposals after the Bid Proposals have been opened

2.37 DISQUALIFICATION OF BID PROPOSAL

The Owner may adopt such criteria for disqualification of a Bidder as the Owner may consider appropriate. Such criteria may include, without limitation, the following:

- a. Failure by any Bidder(s) to provide all of the information required in the Bid Proposal or any additional information requested by the Owner including any supporting document;
- b. Non-Receipt of Bid Proposal before the last date specified in this Bid Document;
- c. Material inconsistencies in the information submitted;
- d. Misrepresentations in the Bid Proposal or any supporting documentation;
- e. Non-payment of Bid Security/Tender cost & E-procurement fee
- f. Non-fulfillment of "Mandatory Requirements"

2.38 BIDDER BARRED FROM BIDDING IF NEAR RELATIVES WORKING IN PROCURING ENTITY'S OFFICE

The Contractor shall not be permitted to bid for works of a Procuring Entity in which his near relative is an employee. He shall also not have a person as his employee who is a near relative of an employee of the Procuring Entity. Any breach of this condition by the Contractor shall be considered as breach of Code of Integrity and shall render him liable to action includes exclusion of his Bid from

procurement process, forfeiture of Bid Security, Contract performance security or any other security or bond relating to procurement, recovery of payments made, if any, along with interest at bank rate, cancellation of the Contract, if already made, debarment from future bidding for a period up to three years, etc.

Note: The term 'near relative' is meant wife, husband, parents and grand-parents, children and grand- children, brothers and sisters, uncles and cousins and their corresponding in- laws.

2.39 AWARD OF CONTRACT

The Procuring Entity after considering the recommendations of the Bid Evaluation Committee and the conditions of Bid, if any, financial implications, samples, test reports, etc., shall accept or reject the successful Bid. Before award of the Contract, the Procuring Entity shall ensure that the price of successful Bid is reasonable and consistent with the required quality. A Bid shall be treated as successful only after the competent authority has approved the procurement in terms of that Bid. As a general rule all the quantities of the subject matter of procurement shall be procured from the Bidder, whose Bid is accepted.

2.40 CONTRACT AGREEMENT

The Bidder who is awarded the Contract will be required to execute the contract as per General Conditions of Contract on a non - judicial stamp of Rajasthan of requisite value as per Rajasthan stamp duty Act at his cost within a period specified in the NIB or where the period is not specified in the NIB, then within 30 days from the date of issue of work Order. Until a formal contract is executed, LOA or LOI shall constitute a binding contract. In the event of failure of the Bidder to execute the Contract within notice period from the date of receipt of acceptance of his Bid, the full Bid security (EMD) deposited, shall stand forfeited.

2.41 GRIEVANCE HANDLING PROCEDURE DURING PROCUREMENT PROCESS (APPEALS)

2.41.1 FILING AN APPEAL

If any Bidder or prospective Bidder is aggrieved with any decision, action or omission of the Procuring Entity, than he may file an appeal to the First Appellate Authority as specified in the bidding documents in prescribed format, within a period of ten days from the date of such decision, action, or omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved, Provided that after the declaration of a Bidder as successful, the appeal may be filed only by a Bidder who has participated in procurement proceedings: Provided further that in case a Procuring Entity evaluates the Technical Bid before the opening of the Financial Bid, an appeal related to the

matter of Financial Bid may be filed only by a Bidder whose Technical Bid is found to be acceptable.

After hearing the parties, the First Appellate Authority shall dispose of the appeal and pass an order within a period of 30 days of the date filing of the appeal.

If the First Appellate Authority fails to dispose of the appeal within the period 30 days of the date of filing the appeal or if the bidder or prospective bidder or the procuring entity is aggrieved by the order passed by the First Appellate Authority, the bidder or prospective bidder or the procuring entity, as the case may be, may file a second appeal to the Second Appellate Authority as specified in the bidding documents, within fifteen days. The Second Appellate Authority, after hearing the parties, shall dispose of the appeal and pass an order within a period of 30 days which shall be final and binding on the parties.

2.41.2 APPEAL NOT TO LIE IN CERTAIN CASES

No appeal shall lie against any decision of the Procuring Entity relating to the following matters, namely:-

- a. determination of need of procurement;
- b. provisions limiting participation of Bidders in the bidding process;
- c. the decision of whether or not to enter into negotiations;
- d. cancellation of a procurement process;
- e. Applicability of the provisions of confidentiality.

2.41.3 FORM AND PROCEDURE OF FILING AN APPEAL

An appeal shall be in the annexed Form along with as many copies as there are respondents in the appeal. Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee. Every appeal may be presented to First Appellate Authority or Second Appellate Authority, as the case may be, in person or through registered post or authorised representative.

2.41.4 FEE FOR FILING APPEAL

Fee for first appeal shall be Rs. 2,500.00 (rupees two thousand five hundred) and for second appeal shall be Rs. 10,000.00 (rupees ten thousand), which shall be non-refundable. The fee shall be paid in the form of bank demand draft or banker's Cheque of a Scheduled Bank in India payable in the name of Appellate Authority/Accounts authority concerned.

2.41.5 PROCEDURE FOR DISPOSAL OF APPEALS

The First Appellate Authority or Second Appellate Authority, as the case may be, upon filing of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing. On the date fixed for hearing, the First Appellate Authority or Second Appellate Authority, as the case may be, shall,-

- a. hear all the parties to appeal present before him; and
- b. Peruse or inspect documents, relevant records or copies thereof relating to the matter.

After hearing the parties, perusal or inspection of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties to appeal free of cost.

2.41.6 HIERARCHY OF APPELLATE AUTHORITY SHALL BE AS UNDER:-

SNo	Procuring /Purchase Committee competency	First Appellate authorities	Secondary Appellate authority
1.	WTDs	Chairperson, Jaipur Discom.	Principal Secretary/ Secretary, Energy Department, GOR



Note for bidders:-

1. Following credentials / certification will not be considered:
 - a. ERP Upgrade Projects.
 - b. Internal implementation including implementation in subsidiary companies of Bidder.
2. OEM of any/all ERP implementation partner's / bidders may be common /one and shall not attract any disqualification on this account. Further it will also not tantamount to conflict of Interest under the provisions of RTPP Act and Rules.
3. The Completed/Executed ERP System must be in operation in India as on the date of technical bid opening.
4. If any project / contracts involve multiple subsidiaries, it will be treated as only one credential / experience.
5. The bidder shall furnish documentary evidence/credentials along with bid to establish that it fulfil the qualifying requirement.
6. Bidder shall be consider technical qualified only if he full fill all the PQR and tender specification requirement.
7. Bidders should also have a valid registration for GST and PAN.
8. Notwithstanding anything stated above, RVUN reserve the right to assess the capabilities and capacity of bidder, to perform the contract should the circumstances warrant such assessment in the overall interest of the RVUN.

Schedule-I

Activity wise work completion period/schedule

Activity Wise work completion period /schedule-I																					
		Months																			
sno	Activity	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19-54
1	Issue of work order																				
2	Furnishing of office Space/ERP centerby RVUN at HQ, Jaipur and finalization of all committees with necessary arrangements for regular meetings with presentations																				
3	Project Inception(Kick-off Meeting, Project Plan, Project Charter)																				
4	Business Blue Print (As-Is study) by bidder to RVUN																				
5	Business Blue Print(As-Is study and GAP analysis and audit part1																				
6	Setting up of ERP Data Center Site visit and comments by bidder and installation																				
7	Customization and Configuration of ERP solution																				
8	Testing of ERP System																				
9	Training																				
10	Go-live																				
11	Stabilization Acceptance Test and issue of certificate for operation (audit part2) with Hand-over after 30 days of Roll out Phase																				
12	AMC 3 Years																				

Note: The ATS period shall be reckoned as date of delivery i.e. after Business Blue Print [6 months] and will continue up to 60 months from the date of work order / 54 months from the date of licenses delivery.

SECTION III

GENERAL CONDITIONS OF CONTRACT (GCC)

3.1 GENERAL INSTRUCTIONS

- 3.1.1 Rajasthan Rajya Vidyut Utpadan Nigam, Jaipur hereinafter called RVUN/Purchaser' will receive Bids in respect of goods to be furnished and services as set forth in the accompanying specifications. All Bids shall be prepared and submitted in accordance with these instructions.
- 3.1.2 RVUN reserves the right to itself to accept any Bid or reject any or all Bids or cancel/withdraw invitation to Bids without assigning any reason for such decision. Such decision by RVUN shall not be subject to question by any bidder and RVUN shall bear no liability whatsoever consequent upon such a decision.
- 3.1.3 Bids submitted after the time and date fixed for receipt of Bids as set out in the invitation of Bids shall be rejected and returned unopened to the Bidders

3.2 PROJECT INFORMATION

Information regarding the plant capacity, location and approach to the site conditions as prevailing at the site are provided at Schedule-II of the Tender Document. (Technical Specification) However, no undertaking is given regarding the accuracy of this information and it shall in no way invalidate the bidder's obligations under various clauses and conditions of the Contract in case any variation is encountered during execution stage. Additional scope of civil works that arises due to change in site conditions shall be executed by the Bidder without any additional price implication. The Bidder shall visit the site before quoting to ascertain for himself of all site and local conditions, existing ground levels, location of supply points for construction power, water etc.

3.3 DEFINITIONS OF THE TERMS AND CONDITIONS OF CONTRACT

In the Contract (as defined below), unless the context requires otherwise the words and expressions defined below shall have the meaning hereinafter assigned to them.

"Annexure" means all appendices; Annexures and schedules annexed to this Contract or incorporated by reference herein and shall include all amendments and revisions thereto made by mutual agreement of Owner/Project Manager and Supplier in accordance with the provisions contained in this behalf in this Contract.

"Applicable Laws" means all laws, treaties, ordinances, rules, regulations applicable in India and amendments, re-enactments, revisions, applications, and adaptations thereto made from time to time and in force and effect, judgments, decrees, injunctions, writs and orders of any court, arbitrator or governmental agency or authority, rules, regulations, orders and interpretations of any Governmental Instrumentality, court or statutory or other body having jurisdiction over construction of the Facility on the Facility Site, performance of the Work or supply of Goods, including Applicable Permits, as may be in effect at the time of performance of work or supply of Goods hereunder by the

Supplier, which time would include Latent Defects Period as appropriate, provided, however, that if at any time the Applicable Laws are less stringent than the standards set forth in the Contract hereto, the standard set forth in the contract hereto shall be deemed to be the standards under Applicable Laws.

“Applicable Permits & Clearances” means any and all Permits, Clearances, authorizations, consents, licenses (including without limitation any import or export licenses), lease, ruling, exemption, filing, agreements, or approvals, required to be obtained or maintained in connection with supply of ERP licenses and implementation in RVUN and performance of Work by the Supplier and the Owner in accordance with the Contract and their maintenance, as may be in effect at the time of Supplier’s performance of Work or supply of Goods hereunder; which time would include Latent Defects Period as appropriate.

“Bid” means the tender offer of the Supplier to the procuring entity in response to the Tender Specification.

“Bill of Quantities (BOQ)” means the priced and completed Bill of Quantities forming part of the Bid.

“Buyer/Purchaser” means Rajasthan Rajya Vidhyut Utpadan Nigam Ltd.

“Change in Law” means the occurrence of any of the following after the Effective Date of this Agreement.

- a) The enactment of any or issuance of any new Indian law that becomes Applicable Law.
- b) The amendment or repeal, or re-enactment of any existing Applicable law;
- c) A change in the interpretation or application or enforcement of any Applicable Law by Government instrumentality.
- d) The revocation or cancellation of any Applicable Permit unless due to a cause attributable to the Supplier.
- e) For purpose of this definition the “law” does not include any taxation laws.

“Contract” means the document forming the Bid and acceptance thereof and the formal agreement executed between the competent authority on behalf of the Chairman and Managing Director (RVUNL) and the Supplier, together with the documents referred to therein including these conditions, the Specifications, designs, Drawings and instructions issued from time to time on Contract and shall be complementary to one another contract” means the documents as set out in the form of Contract Agreement as may be amended, supplemented or modified from time to time by agreement in Writing between parties.

“Contract Agreement” means the agreement entered into between the Purchaser and the Bidder using the Form of Contract Agreement contained in the Bidding Documents and any modifications to this form agreed to by the Purchaser and the Bidder. The date of the Contract Agreement shall be recorded in the signed form.

“Delivery” means the transfer of the Goods and services from the Bidder to the Purchaser in accordance with the terms and conditions set forth in the Contract.

“Engineer-in-Charge or Engineer” means the authorized engineer of the Procuring Entity who shall be in-charge of the Works and who shall sign the Contract on behalf of the Procuring Entity and who shall be responsible for supervising the Contract, administering the Contract, certifying payments due to the Supplier, and issuing instructions in pursuance of the Contract.

“ENTERPRISE RESOURCE PLANNING Software/Product” means various modules of ENTERPRISE RESOURCE PLANNING along with database and any other software used for implementation of ENTERPRISE RESOURCE PLANNING Solution.

“Facilities” means the Project Plan, ENTERPRISE RESOURCE PLANNING Software/Products and materials to be supplied & installed, as well as Services to be carried out by the Bidder under the Contract.

“Final Acceptance” means the acceptance by the Owner as a whole in accordance with General Conditions of Contract.

“Force Majeure Event” shall have the meaning set forth in relevant clause of General Conditions of the Contract.

“General Conditions of Contract” means these ‘Terms and General Conditions of Contract’ as mutually amended in accordance with the provisions contained in this behalf herein as applicable to scope of supply of Goods or Work.

“Go-Live” (Commissioning) means the ENTERPRISE RESOURCE PLANNING system is available for live transactions following data conversion as per the definition in Agreed and Finalized Project Plan. Go-Live Acceptance tests are conducted in accordance with the provisions of GCC.

“Go-Live Acceptance Tests/Post Go-Live acceptance Tests” means the tests specified in the Technical Requirements and Agreed & Finalized Project Plan to be carried out to ascertain whether the ENTERPRISE RESOURCE PLANNING System is able to attain the functional and performance requirements (relating to commissioning) in production/live environment as specified in the Scope of Work and Agreed & Finalized Project Plan in accordance with the provisions of GCC.

“Goods/Material” means Licenses of the proposed ERP product, all software (including ERP and Database) , all of the equipments, machinery, apparatus, appliances, components and/or other Materials and things, which the Supplier is required to supply to the Owner under the Contract.

“Intellectual Property Rights” means any and all copyright, trademark, patent, and other intellectual and proprietary rights, title and interests worldwide, whether vested, contingent or future including without limitation all economic rights and all exclusive

rights to reproduce, fix, adapt, modify, translate, create derivative works from, extract or re-utilize data from, manufacture, introduce into circulation, publish, distribute, sell, license, sublicense, transfer, rent, lease, transmit or provide access electronically, broadcast, display, enter into computer memory, or otherwise use any portion or copy, in whole or in part, in any form, directly or indirectly, or to authorize or assign others to do so. In addition to this Intellectual Property Rights Indemnity is covered below points:

- a) The Bidder shall indemnify and hold harmless the Purchaser, its employees and officers from & against any and all losses, liabilities & costs (including losses, liabilities and costs incurred in defending a claim alleging such a liability), that the Purchaser or its employees or officers may suffer as a result of any infringement or alleged infringement of any Intellectual Property Rights by reason of copying of the Software and Materials provided by the Bidder in accordance with the Agreement; and
- b) If any proceedings are brought or any claim is made against the Purchaser arising out of the matters referred to in GCC, the Purchaser shall promptly give the Bidder notice of such proceedings or claims, the Bidder shall have sole control on the conduct of such proceedings or claim and any negotiations for the settlement of any such proceedings or claim and the Purchaser shall provide the Bidder with the assistance, information, and authority reasonably necessary to perform the above.
- c) Purchaser shall own and have a right in perpetuity to use all newly created Intellectual Property Rights which have been developed solely during execution of this Contract, including but not limited to all Source code, Object code, records, reports, designs, application configurations, data and written material, products, specifications, reports, drawings and other documents which have been newly created and developed by the Bidder solely during the performance of Related Services and for the purposes of inter-alia use or sub-license of such Services under this Contract. The Bidder undertakes to disclose all such Intellectual Property Rights arising in performance of the Related Services to the Purchaser and execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of the Purchaser. To the extent that Intellectual Property Rights are unable by law to so vest, the Bidder assigns those Intellectual Property Rights to Purchaser on creation.
- d) The Bidder shall be obliged to ensure that all approvals, registrations, licenses, permits and rights etc. which are inter-alia necessary for use of the goods supplied / installed by the Bidder, the same shall be acquired in the name of the Purchaser, and the same may be assigned by the Purchaser to the Bidder solely for the purpose of execution of any of its obligations under the terms of this Contract. However, subsequent to the term of this Contract, such approvals, registrations, licenses, permits and rights etc. shall endure to the exclusive benefit of the Purchaser.
- e) The Bidder shall ensure that while it uses any software, processes, document or material in the course of performing the Services, it does not infringe the

Intellectual Property Rights of any person and the Bidder shall keep the Purchaser indemnified against all costs, expenses and liabilities howsoever, arising out any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any permission/license terms or infringement of any Intellectual Property Rights by the Bidder or its personnel during the course of performance of the Related Services. In case of any infringement by the Bidder, the Bidder shall have sole control of the defence and all related settlement negotiations.

- f) Subject to above sub-clauses, the Bidder shall retain exclusive ownership of all methods, concepts, algorithms, trade secrets, software documentation, other intellectual property or other information belonging to the Bidder that existed before the effective date of the contract.

"Letter of Intent" shall mean the Purchaser's official notice conveying his acceptance of the tender subject to such reservations as may have been stated therein

"Liquidated Damages" means the pre-estimated and appropriate measures of the damages for such delays or such shortfalls in performance and are neither penalty nor consequential damages sustained by Owner as a result of such delays and / or shortfalls, as set forth in GCC.

"Maintenance" shall mean and include ongoing production support & software modifications, bug fixing, enhancements, online and onsite help, support services and adaptation to changed environments

"Manufacturer" means any entity or firm who is the producer and furnisher to the Supplier of any material or designer and fabricator of any equipment / systems which is to be

"Notice in Writing" or "Written Notice" shall mean a notice in writing, typed or printed or hand written characters, sent (unless delivered personally or otherwise proved to have been received) by registered post or by electronic transmission to the last known private or business address or registered office of the addressee and shall be deemed to have been received when in the ordinary course of post or by electronic media it would have been delivered.

"OEM" means the Original Equipment Manufacturer of any software / ERP/ Database/ product who are providing such goods to the Purchaser under the scope of this Tender / Contract.

"Operational Acceptance" means the acceptance by the Purchaser of the Facilities, which certifies the Bidder's fulfilment of the Contract in respect of successful Stabilization Acceptance and commissioning of the project.

"Operational Acceptance Certificate" means the Purchaser's written acceptance of the Facilities under the Contract after successful Stabilization Acceptance and commissioning of the project.

"Owner/Purchaser/Procuring entity Employer" shall mean Rajasthan Rajya Vidyut Utpadan Nigam Limited hereinafter RVUN. In its capacity as Owner of the Facility and shall include its successors and assigns, as well as authorized officers.

“Owner’s Instructions” shall mean any drawings, instructions, details, directions and explanations, in Writing issued by the Owner or Project Manager or the Project Manager’s Consultant from time to time during the subsistence of the Contract.

“Owner’s Representative” means the person appointed by the Owner from time to time and notified as such to the Supplier to act as Owner’s Representative for the purposes of the Contract. This shall also mean the Procuring entity and his representatives and Procuring entity / Consultant.

“Party” means Owner/ Project Manager/procuring entity or Supplier individually and “Parties” means Owner/ Project Manager/ procuring entity and Supplier collectively

“Permit” means any valid permit, authorization, license, registration, approval, consent, waiver, and exemption, No-Objection Certificate, Approval, variance, franchise or any similar order of or from any Government Instrumentality, court or other body having jurisdiction over the matter in question.

“Project” shall mean the Supply, Installation, services, Technical Requirements Specifications, Functional Requirements Specifications, testing, integration and commissioning of the Solution in accordance with the procedures, specifications and timelines set out in the Contract and Tender Document.

“Project Plan” means the document to be developed by the Implementation Partner (IP) and approved by the Purchaser, pursuant to GCC, based on the requirements of the Contract and the Development & Implementation Plan included in the Bidder’s bid. For the sake of clarity, “the Agreed and Finalized Project Plan” refers to the version of the Project Plan approved by the Purchaser, in accordance with GCC. The project plan may be changed/ modified during the course of the project. Should the Project Plan conflict with the Contract in any way, the relevant provisions of the Contract, including any amendments, shall prevail.

“Scheduled period of completion” means the implementation schedule of entire project which is 18 months from the date of LOI.

“Services” means all technical, logistics, management, and any other Services to be provided by the Bidder under the Contract to supply, develop, install, implement, customize, integrate, make operational, post implementation support and annual support of the proposed system. Such Services may include, but are not restricted to the Installation, Commissioning, Go-Live, post implementation and Training etc.

“Service Level Agreement (SLA)” shall mean the Service Level Agreement entered into between the Purchaser and the Bidder.

“Site” means all those parcels of land owned by Owner on which the Plant will be located, as more particularly identified on the site plan and described in Drawings forming part of Contract hereto.

“Stabilization Period” means successful running of the full system for at least three months from Go-Live.

“Stabilization Acceptance Test” means the tests specified in the Technical Requirements and Agreed & Finalized Project Plan to be carried out to ascertain

whether the ENTERPRISE RESOURCE PLANNING System, or a specified Subsystem, is able to attain the functional and performance requirements in production/live environment as specified in the Scope of Work and Agreed & Finalized Project Plan

“Stabilization Acceptance” means the acceptance by the Purchaser that the ENTERPRISE RESOURCE PLANNING system is capable of attaining the functional and performance requirements (relating to Go-Live) as specified in the Scope of Work and Agreed & Finalized Project Plan in accordance with GCC.

“Supplier/contractor” means the person whose Bid has been accepted by the Owner/Project Manager and the legal successors in title to such person who satisfies the qualification criteria set forth in the Bid Documents.

“Supplier’s/contractor’s Personnel” means the Supplier and Supplier’s Representative and all personnel whom the Supplier utilizes on Site, who may include the staff, labour and other employees of the Supplier and any other personnel assisting the Supplier in the execution of the Works. All communications addressed to the Supplier can be handed over at site to the Supplier’s Representative.

“Tender Documents” means the Invitation to Bid together with all documents & amendments thereto and clarifications if any issued by the Owner or the Consultant from time to time in respect thereof.

“Writing” shall include any manuscript, typewritten e-mail or printed statement, under or over signature and / or seal of the originator or author as the case may be.

3.4 REPRESENTATIVES

3.4.1 Engineer-in-charge/ Project Manager

The Purchaser shall appoint and notify the Bidder in writing the name of the Engineer-in-charge within reasonable time of notification of award of contract. The Purchaser may also from time to time appoint some other person as the Engineer-in-charge in place of the person previously so appointed and shall give a notice of the name of such other person to the Bidder. The Engineer-in-charge shall have the authority to represent the Purchaser on all day-to-day matters relating to the implementation of the ENTERPRISE RESOURCE PLANNING System or arising from the Contract. All notices, instructions, orders, certificates, approvals, and all other communications under the Contract shall be given by the Engineer-in-charge, except as otherwise provided for in this Contract.

All notices, instructions, information, and other communications given by the Bidder to the Purchaser under the Contract shall be given to the Engineer-in-charge, except as otherwise provided for in this Contract.

The Engineer-in-charge may delegate/revoke to any person any of the powers, functions, and authorities vested in him or her with prior approval of competent authority.

3.4.2 Bidder’s Representative

The Bidder shall appoint the Bidder’s Representative within fifteen (15) days from the date of LOI/WO and shall request the Purchaser in writing to approve the person so appointed. The request must be accompanied by a detailed CV for the nominee, as well as a description of any responsibility other than the implementation of the ENTERPRISE

RESOURCE PLANNING System that the nominee would retain while performing the duties of the Bidder's Representative. If the Purchaser does not object to the appointment within fifteen (15) days, the Bidder's Representative shall be deemed to have been approved. If the Purchaser objects to the appointment within fifteen (15) days giving the reason, then the Bidder shall appoint a replacement within fifteen (15) days of such objection in accordance with this GCC.

The Bidder's Representative shall have the authority to represent the Bidder on all day-to-day matters relating to the implementation of the ENTERPRISE RESOURCE PLANNING system or arising from the Contract. The Bidder's Representative shall give to the Engineer-in-charge all the Bidder's notices, instructions, information, and all other communications under the Contract.

All notices, instructions, information, and all other communications given by the Purchaser or the Engineer-in-charge to the Bidder under the Contract shall be given to the Bidder's Representative or, in its absence, its deputy/nominated, except as otherwise provided for in this Contract.

The Bidder shall not revoke the appointment of the Bidder's Representative without the Purchaser's prior written consent, which shall not be unreasonably withheld. This provision shall however not apply to a case of retirement, resignation or termination of employment of the Bidder's Representative for whatever reason by the Bidder. If the Purchaser consents to such an action, the Bidder shall appoint another person of equal or superior qualifications as the Bidder's Representative within seven days of separation of the erstwhile person.

The Bidder's Representative and staff are obliged to work closely with the Purchaser's Engineer-in-charge and act within their own authority, and abide by directives issued by the Purchaser that are consistent with the terms of the Contract. The Bidder's Representative is responsible for managing the activities of its personnel.

Bidder's Representative may, subject to the written approval of the Purchaser (which shall not be unreasonably withheld), at any time delegate to any person any of the powers, functions, and authorities vested in him or her. Any such delegation may be revoked at any time. Any such delegation or revocation shall be subject to a prior notice signed by the Bidder's Representative and shall specify the powers, functions, and authorities thereby delegated or revoked. No such delegation or revocation shall take effect unless and until a copy of such a notice has been delivered to the Purchaser and the Engineer-in-charge.

Any act or exercise by any person of powers, functions and authorities so delegated to him or her in accordance with GCC shall be deemed to be an act or exercise by the Bidder's Representative.

3.4.3 For the project governance, RVUN shall appoint three committees

- A Steering Committee, which shall review and monitor the progress, approve any Business Process Re-engineering/change management process/Process Improvement and any other approvals for project related decisions.
- A Project Management Team, which shall co-ordinate with the bidder during Project implementation and shall execute approvals of the detailed

design/configuration/testing and all other aspects of implementation related to payment milestones.

- A Core Committee, which shall assist and coordinate with the bidder's team during complete phases of implementation, stabilization & maintenance phase and shall assist in preparation of the business process documents, detailed technical design documents, process improvement/BPR documents, end-user manuals and training documents, etc.

3.4.4 Objections and Removals

The Purchaser may, by notice to the Bidder, object to any representative or person employed by the Bidder in the execution of the Contract who, in the reasonable opinion of the Purchaser, may have behaved inappropriately, be incompetent, or be negligent. The Purchaser shall provide evidence of the same, whereupon the Bidder shall remove such person from work on the ENTERPRISE RESOURCE PLANNING implementation project.

If any representative or person employed by the Bidder is removed in accordance with GCC the Bidder shall, where required, within a period of 15 days appoint a replacement.

3.5 PROJECT PLAN

- 3.5.1 In close cooperation with the Purchaser and based on the Preliminary Project Plan included in the Bidder's bid, the Bidder shall develop a detailed Project Plan incorporating all the activities specified in the Contract.
- 3.5.2 The Bidder shall formally present to the Purchaser, the Project Plan in accordance with the Technical Requirements. The Bidder has to specify the strategy and methodology with time frame along synchronization of the various phases of project to ensure completion of project in time. The project plan shall also include a PERT chart describing the activities, resources required on the time for completion. The plan shall also bring out the critical areas needing continuous attention of the purchaser. The Agreed & Finalized Project Plan should have the same Go-Live date.
- 3.5.3 If required, the impact on the Implementation Schedule of modifications agreed during finalization of the Agreed & Finalized Project Plan shall be incorporated in the Contract by amendment.
- 3.5.4 The Bidder shall undertake to develop, implement, integrate, commission and ensure the go-live & stabilization of the System in accordance with the Agreed & Finalized Project Plan and the Contract.
- 3.5.5 The Progress and other reports specified shall be prepared by the Bidder and submitted to the Purchaser in the format and frequency specified in the Agreed & Finalized Project Plan.
- 3.5.6 Changes to the Project Plan, if required, shall be made with the mutual consent of the Purchaser and the Bidder.

3.6 DESIGN AND DEVELOPMENT

- 3.6.1 The Bidder shall execute the basic and detailed design and the implementation activities necessary for successful implementation of the ENTERPRISE RESOURCE PLANNING system in compliance with the provisions of the Contract or where not so specified, in accordance with good industry practice.
- 3.6.2 The Bidder shall be responsible for any discrepancies, errors or omissions in the specifications and other technical documents that it has prepared, whether such specifications, drawings and other documents have been approved by the Engineer-in-charge or not, provided that such discrepancies, errors, or omissions are not because of inaccurate information furnished in writing to the Bidder by or on behalf of the Purchaser.
- 3.6.3 The Bidder shall prepare and furnish to the Engineer-in-charge the documents as specified in the Technical Requirements for the Engineer-in-charge's approval or review.
- 3.6.4 Within fourteen (14) days after receipt by the Engineer-in-charge of any document requiring the Engineer-in-charge's approval, the Engineer-in-charge shall either return one copy of the document to the Bidder with its approval endorsed on the document.
- 3.6.5 If the Engineer-in-charge disapproves the document, the Bidder shall modify the document and resubmit it for the Engineer-in-charge's approval. If the Engineer-in-charge approves the document subject to modification(s), the Bidder shall make the required modification(s), and the document shall then be deemed to have been approved. The aforesaid procedure shall be repeated, until the Engineer-in-charge approves such documents.
- 3.6.6 The Engineer-in-charge's approval, with or without modification of the document furnished by the Bidder, shall not relieve the Bidder of any responsibility or liability imposed upon it by any provisions of the Contract except to the extent that any subsequent failure results from modifications required by the Engineer-in-charge or inaccurate information furnished in writing to the Bidder by or on behalf of the Purchaser.
- 3.6.7 The Bidder shall not depart from any approved document unless the Bidder has first submitted to the Engineer-in-charge an amended document and obtained the Engineer-in-charge's approval of the document, pursuant to the provisions of this GCC. If the Engineer-in-charge requests any change in any already approved document and/or in any document based on such an approved document, then the relevant provisions of GCC shall apply to such request.

3.7 SCOPE OF WORK

- 3.7.1 The Goods and Related Services to be supplied are specified in Section IV: Scope of Work. At the time of awarding the contract, the Purchaser shall specify any change in the Scope of Work. Such changes may be due for instance, if the quantities of goods and related services are increased or decreased at the time of award.
- 3.7.2 Unless otherwise stipulated in the Contract, the Scope of Work shall also include all such items not specifically mentioned in the contract but that can be reasonably inferred

from the contract as being required for attaining Delivery and Completion of the Goods and Related Services as such items were expressly mentioned in the Contract.

3.8 CONFIDENTIAL INFORMATION

- 3.8.1 The Contractor shall treat the details of the Contract as private and confidential, except to the extent necessary to carry out his obligations hereunder. The Contractor shall not publish, permit to be published, or disclose any particulars of the Contract in any trade or technical paper or elsewhere without the previous consent in writing of the Owner and at the Owner's sole discretion.
- 3.8.2 The contractor shall indemnify the Owner in case of breach of this clause. If the confidential details relating to this Contract or its contents are received by a third party from the Contractor and the third party makes use of these details to cause harm or monetary loss to the Owner or use these Documents for their personal gain/ monetary gain, the Contractor shall compensate the Owner for the loss suffered as well as for the value of gain derived by the third party. The Contractor shall not use the confidential details of the Contract for any other purpose except for the strict purpose of this Contract.
- 3.8.3 The Purchaser and the Supplier shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract. Notwithstanding the above, the Supplier may furnish to its Sub-contractor such documents, data, and other information it receives from the Purchaser to the extent required for the Sub-contractor to perform its work under the Contract, in which event the Supplier shall obtain from such Sub-contractor an undertaking of confidentiality similar to that imposed on the Supplier under this Clause.
- 3.8.4 The Purchaser shall not use such documents, data, and other information received from the Supplier for any purposes unrelated to the Contract. Similarly, the Supplier shall not use such documents, data, and other information received from the Purchaser for any purpose other than the design, procurement, or other work and services required for the performance of the Contract. Information can be preserved as confidential information for a period of five years from the date of disclosure or two years from the date of termination whichever is later.

3.9 CONDITIONS OF THE CONTRACT

The Contract shall be governed by the General Conditions of Contract (GCC). The Special Conditions of Contract (SCC), if any / wherever applicable, shall supersede/ clarify the GCC to the extent specified.

3.10 LOCAL CONDITIONS

It will be imperative for each Bidder to fully inform himself of all local conditions and factors which may have any effect on the execution of the supply covered under these documents and specifications.

In their own interest, the Bidders are particularly requested to familiarize themselves with the Income Tax Act, 1962, the Companies Act, 1956, RTTP Act 2012 & Rules 2013 and other related acts and laws as prevalent in India and as amended from time to time.

The Contractor shall obtain and pay for all permits and licenses or other privileges necessary to complete the supply/work.

It must be understood and agreed that such factors have properly been understood and considered while submitting the Bid Proposal. No claim whatsoever including those for financial adjustment to the Contract awarded under these specifications and documents will be entertained by the Owner, neither any change in the time schedule of the Contract nor any financial adjustments arising thereof shall be permitted by the Owner, which are based on the lack of such clear information or its effect on the cost of the works to the Bidder.

The laws, rules and regulations of the Government (Central as well as State) and all Government Authorities in India, having jurisdiction over the work shall govern the work of this Contract with the same force and effect as if incorporated in full into the Contract documents. Where such laws, rules and regulations conflict the Contract documents, the more stringent requirements as interpreted by the Owner or his authorized representative shall prevail. Should such conflict require changes in the Contract documents, the Bidder shall notify the Owner before the submission of or along with the bid.

3.11 PRICE BASIS CURRENCIES AND PAYMENTS

The Bidders shall quote in their proposal, firm and fixed price except any statutory variation during currency of contract for the entire scope of works as required in the price schedule. The Bidder in his own interest should furnish the detailed price break-up as specified in Price Schedule. Bidders quoting a system of pricing other than that so specified run the risk of rejection.

The quoted price shall include all cost of work, which required executing for completion of entire work as per Tender specification and RVUNL satisfaction.

If any additional/extra work is to be executed/ carried out in addition to tendered work, then contractor shall have to intimate RVUNL in due course of time about such additional work along with cost of such work. Then the contractor shall execute such work only after approval of the same by purchaser/competent authority and after issuance of formal order.

3.12 TAXES TO THE SUPPLIER ACCOUNT

3.12.1 The Supplier shall bear and pay all taxes, duties, levies, charges, interest and penalties and the like levied and /or assessed on the Supplier, its Sub-suppliers, or their employees, by all municipal, local bodies, state or national government authorities or any other Government Instrumentality in connection with the Work/supply.

3.12.2 Each Party hereto, hereby agrees to indemnify and keep indemnified and saved harmless at all times the other Party against any loss, Cost, expenses or damages suffered or incurred by it, by reason of its failure to pay taxes, duties, etc which it is

obliged to pay pursuant to the provisions of this clause and / or arising out of its failure to comply with its obligations under this contract.

3.12.3 The Owner shall recover from the Supplier and / or adjust from the Contract Price all taxes, duties, levies, charges, interest and penalties and the like leviable and / or assessable on the Supplier, or their employees but levied and / or assessed on the Owner as a representative assessee / agent of the Supplier, its Sub-suppliers or their employees, by all municipal, local, state or national government authorities or any other Government Instrumentality in connection with the Work and supply of Goods in and outside of the Country.

3.12.4 Further the Owner shall recover from the Supplier and / or adjust from the Contract Price, simple interest from the date of payment of all taxes, duties, levies, charges, interest and penalties and the like leviable and / or assessable on the Supplier, or their employees but levied and / or assessable on the Owner as a representative assessee / agent of the Supplier, its Sub-suppliers or their employees, by all municipal, local, state or national government authorities or any other Government Instrumentality in connection with the Work and supply of Goods in and Outside of the Country where the Site is located till the date of recovery and / or adjustment by the Owner.

3.13 VARIATION IN TAX OR APPLICABLE TAXES OR INTRODUCTION OF NEW TAXES

3.13.1 Any statutory variation in rate of applicable Indian taxes/GST, duties, levies etc. as set forth in "Schedule of Prices" or any variation in applicable taxes or interpretation/enforcement of the same or introduction of new taxes or the introduction/amendment of any exemptions (other than Direct taxes i.e. Income Tax, corporate tax etc), levied in India, starting from 7 day prior to Closing Date for submission of Bid but within the Contractual Completion Date of Works, shall be to the account of the Owner. Such adjustment shall be limited to direct transactions between the Owner and the Supplier and no amounts shall be payable on account of variation on taxes, duties and levies between the Supplier and its sub vendors/Sub-suppliers/suppliers.

3.13.2 Any statutory variation on account of aforementioned factors shall be reimbursed by Owner to Supplier or by the Supplier to the Owner, as the case may be, against submission of documentary evidence in support thereof. However, in case of delay, from the originally prepared network Schedule, Schedule and Contractual Completion Dates as may be relevant for the computation thereof, due to reasons not attributable to the Owner, any statutory variation adverse to the Owner over and above those specified under "Schedule of Prices" including all taxes & duties during the delayed period shall be to the Supplier's account and the Owner shall not be liable for the same in any manner whatsoever.

3.13.3 The Supplier is obligated to keep the Owner/Owner's Representative notified of the aforesaid statutory variations within 15 (fifteen) days of such variation coming into effect.

3.13.4 The Contract Price and other prices given in the "Schedule of Prices" are based on the applicable tariff as indicated by the Supplier in the Schedule of Prices. In case this information subsequently proves wrong, incorrect or misleading, the Owner shall have no liability to reimburse/pay to the Supplier the excess taxes, fees etc; if any finally levied/imposed under the statutes except as provided in this clause. However, if the

taxes/fee levied/imposed are lower than the amount indicated in the Schedule of Prices, the Owner shall be entitled to recover the difference from the Supplier.

- 3.13.5 Tax deducted at source At the time of release of payment, any tax deduction is required to be made, (Income tax, Labour cess, royalty etc.) shall be deducted and TDS certificate shall be issued in due course of time. If any new tax deduction is imposed by GOI/GOR or any other authority, the same shall be deducted and the same shall not be covered under statutory variation.

3.14 COMMENCEMENT OF THE WORK

Subject to the provisions of this section, contractor shall commence the work as per LOI/P.O./term of contract.

3.15 LAW, LANGUAGE AND MEASUREMENTS

- 3.15.1 Applicable law to this Contract shall be the Indian Law. The respective rights, privileges, duties and obligations of the Owner and the Supplier under this Contract shall be governed and determined by the Laws of State of Relevant and of the Republic of India. The contract is subject to jurisdiction of Court at Jaipur Only.
- 3.15.2 All correspondence and documentation pertaining to this Contract shall be in the English language only. The official text of this Contract shall be English, regardless of any translation that may be made for the convenience of the Parties. All correspondence, information, literature, data, manuals, definitive documents, notices, waivers and all other communication, written or otherwise, between the Parties in connection with this Contract shall be in English.
- 3.15.3 All measurements shall be in metric system.

3.16 STAMP DUTY AND SIMILAR CHARGES

The costs of stamp duties and similar charges imposed by law on the Contract or Agreement or any part thereof shall be borne by the Supplier as per Rajasthan stamp duty act enforceable time to time.

3.17 EFFECTIVE DATE OF CONTRACT

The Contract/order shall be deemed to have come into force and effect from the date of issue of Letter of Intent by the Owner to the Supplier or otherwise as specified in the tender documents.

3.18 CONTRACT PRICE

The firm and fixed price quoted by the supplier and accepted by the purchaser with additions and deletions as may be agreed to and incorporated in the letter of intent/formal work order for the entire scope of the contract shall be treated as the contract price, which includes all taxes & duties as indicated in bid, if taxes and duties are to be paid extra at actual and are not a part of order, shall not be considered in contract price.

3.19 THE GENERAL TERMS AND CONDITIONS

The General Terms and Conditions shall form a part of the specification and documents of the contract. These General Conditions shall apply to the extent that are not superseded by provisions in other parts of the contract/formal work order/detailed purchase order.

3.20 TERMS AND EXPRESSIONS

Terms and expressions not herein defined shall have the same meaning as assigned to them in the Indian Sales of Goods Act (1930), failing that in the Indian Contract Act, (1872), RTTP Act & Rules and failing that in the General Clauses Act, (1897) including amendments thereof if any.

3.21 ENGINEER'S DECISION

In respect of all matters which are left to the decision of Engineer-in-charge or Project manager as the case may be including the granting or withholding of certificates, the Engineer shall give in writing a decision thereon and his reason for such decisions. Such decision shall be final and binding on the Supplier.

3.22 CONTRACTOR TO INFORM HIMSELF FULLY

The contractor shall be deemed to have carefully examined all contract documents to his entire satisfaction. If he shall have any doubt as to the meaning of any portion of the contract document, he shall, before signing the Bid/contract, set forth the particulars, thereof and submit them to the Purchaser in writing in triplicate, in order that such doubt may be removed. The Purchaser will provide such clarifications as may be necessary, in writing to the supplier. Any information otherwise obtained from the Purchaser shall not in any way relieve the supplier of his responsibility to full-fill his obligations under the Contract. The Supplier shall be deemed to have satisfied himself before bidding as to the correctness and sufficiency of his Bid for the Works and of the rates and prices quoted in the Schedule of Quantities, which rates and prices shall, except as otherwise provided, cover all his obligations under the Contract and all matters and things necessary for the proper completion and maintenance of the Works. He shall also be responsible for satisfying himself on the completeness of the documents /data provided by the Procuring Entity. He shall not raise any objections or deficiencies or inaccuracies in such documents.

3.23 CONTRACT DOCUMENTS AND AGREEMENT

- 3.23.1 The order placed under this specification shall be governed by the terms and conditions as incorporated in this section of the specification and as given in the purchase order and its annexure(s). The terms and conditions as specified in this section, if differ from the terms as indicated in the purchase order and its Annexures, the latter shall prevail. The contract shall for all purposes be constructed according to the law of India and subject to jurisdiction of procuring entity Jaipur court only. For the due full-filment of the contract, the supplier shall execute an agreement in triplicate (one original and two copies) in the prescribed form on non-judicial stamp paper as per the stamp duty made applicable by Government of Rajasthan. Such agreement along with the all contract documents shall be executed within 30 days from the date of issuance of work order and signed by the competent authority of the supplier on each page thereof. The original copy is only to be executed on the stamp paper. One copy of the executed agreement

duly signed by the Purchaser shall be sent to the supplier for his reference. The contract documents shall mean and include the following;

- a) Contract agreement.
- b) Purchase order and its annexure.
- c) Terms and conditions of the specification.
- d) Evidence in support of authority for execution of agreement i.e. Power of Attorney/authority/resolution/proprietorship document etc.
- e) Memorandum of article of company/partnership deed etc.
- f) All other documents as required.

3.23.2 All charges in respect of vetting and execution of the contracts shall be borne by the Supplier.

3.23.3 After the Bid has been accepted by the Purchaser, all orders or instructions to the Supplier shall, except as herein otherwise provided be given by the Engineer in writing on behalf of the Purchaser.

3.23.4 Any Bid drawing, technical data or correspondence which form the basis of an order of contract as aforesaid or which may be furnished by the Supplier for the Purchaser's approval or information as provided under the said order or contract, shall be in English and if it is in any other language a complete translation in. English shall be duly furnished. The Purchaser shall not be bound to consider any Bid drawings, technical data or correspondence, which is not furnished in the English language.

3.23.5 The contract unless otherwise agreed, is to be signed within 30 days of the date of the work order, at the office of the Purchaser on a date and time to be mutually agreed. The supplier shall provide for signing of the contract, appropriate power of attorney and the requisite materials. Unless and until a formal contract is prepared and executed, the Letter of Intent read in connection with the bid document will constitute a binding contract.

3.23.6 The contract will be signed in three originals and the Supplier shall be provided with one signed original and the rest will be retained by the Purchaser. The Supplier shall provide free of cost to the Purchaser all the engineering data, drawing and descriptive materials submitted with the bid, in at least three (3) copies to form a part of the contract immediately after issue of Letter of Intent.

3.23.7 Subsequent to signing of the Contract, the Supplier at his own cost shall provide the Purchaser with at least five (5) true copies of contract within twenty (20) days after signing of the Contract.

3.23.8 This Contract constitutes the entire agreement and contains all of the understandings and agreements of whatsoever kind and nature existing between the Parties, and supersedes, to the extent permitted by Indian law, all prior written or oral agreements, commitments, representations, communications and understandings between the Parties.

3.24 CHANGES IN LAW AND REGULATIONS

If the SCC ,if any, provides for permitting effect of change in Laws and Regulations, then before 7 days of the dead line for Submission of Bids, if any law, regulation, ordinance, order or bylaws having the force of law is enacted, promulgated,

abrogated, or changed by Government of India or the State Government (which shall be deemed to include any change in interpretation or application by the competent authorities) that subsequently affects the Delivery Date and/or the Contract Price, then such Delivery Date and/or Contract Price shall be correspondingly increased or decreased, to the extent that the Supplier has thereby been affected in the performance of any of its obligations under the Contract. Notwithstanding the foregoing, such additional or reduced cost shall not be separately paid or credited if the same has already been accounted for in the price adjustment provisions where applicable, in accordance with GCC

3.25 INDEMNITY

If any action in court is brought whether of common law or under the workmen's compensation act, 1923 or any other statute in force or in the event of any claim being made or action being brought against the Purchaser for infringement or alleged infringement of latter's patent in respect of any machine, plant, work or material used or supplied by the Supplier under this contract or in respect of any method of using or working by the Purchaser of such machine, plant, work of material, the Supplier will indemnify the Purchaser against such claim or demand and all cost & expenses arising from or incurred by reasons of such claim & demand provided that the Purchaser shall notify the Supplier within reasonable time whenever any claim is made and that the Supplier shall be at liberty if he so desires with the assistance of the Purchaser if required, at the Supplier's own expense, to conduct all negotiations for the settlement of the same or any litigation that may arise there from and provided that no such material, plant, work or material shall be used by the Purchaser for any purpose or in any manner other than that for which they have been supplied by the Supplier and specified under this contract.

3.26 MATERIALS AND WORKMANSHIP

All materials used in the supplied material/Hardware shall be original, new & unused and will comply with the standards and codes specified and shall be selected from the best available considering strength, durability and best engineering practice, it will not deteriorate or distort under the prevailing extremes of atmospheric conditions. The workmanship and design shall be in accordance with best engineering practice and shall be such as have been proved to be suitable for the intended purpose and for giving satisfactory performance under the prevailing climatic conditions and proposed system of supply. Liberal margin of safety shall be used throughout the design and special consideration shall be given for parts subjected to alternating stress or-shocks or most severe operating conditions.

3.27 ANNUAL MAINTENANCE CONTRACT

The AMC period shall commence after the final acceptance of ERP system. Annual support shall be for the period of 36 months and thereafter renewable on yearly basis on the same terms & conditions at RVUN's option.

3.28 WARRANTY

The supplier shall warrant that the system will substantially conform to the functional specifications till annual technical support.

Hardware:

The supplied hardware shall be of warranty for the period of 5 years from the date of commissioning.

3.29 LIQUIDATED DAMAGES

3.29.1 (a) The implementation of ERP system shall be considered as successfully completed when the Project manager has issued operational acceptance certificate i.e. go live and stabilization certificate and final acceptance of ERP system. If the contractor fails to complete the work within the time frame work as specified in the contract or any extension in the contract, due to reasons not attributed to RVUN, then the Purchaser shall be entitled at his option:

- i. To recover from the contractor ½% (half percent) of the accepted contract price (except AMC portion) for delay of each week or part thereof.
- ii. The recovery of such amount will be limited to maximum of 10% of the accepted contract price (except AMC portion).
- iii. To get execute the work from elsewhere after giving due notice to the Contractor, on his account without cancelling the contract for the work/material define in scope of work not yet due for execution.
- iv. To cancel the contract or part thereof if so desired and to purchase the equipment/ material/licenses/modules as defined in scope of work at the risk and cost of the Contractor/Supplier.

(b). The adjustment in regard to the amount recoverable if any, in terms of above shall be made from the cash deposits/ dues of the firm, bank guarantee(s) as may be available with the Nigam and/or in any other manner as maybe deemed appropriate by the purchaser.

(c) Any financial liability i.e. increase in rate of GST, Any other Taxes & duties, cost of Software, Licenses etc. arising consequent upon failure of the Contractor to adhere to the stipulated completion schedule shall be to his (Contractor) account.

3.29.2 LIQUIDATED DAMAGES BEING REASONABLE

The Parties acknowledge that

Damages for Supplier's failure to meet any Contractual Completion Date and Supplier's failure to achieve the system performance are difficult to determine and that the Liquidated Damages set forth in the Contract including relevant clause of General Conditions of Contract are appropriate measures of the damages for such delays or such shortfalls in performance and are neither penalty nor consequential damages sustained by Owner as a result of such delays and / or shortfalls. Payment of all Liquidated Damages pursuant to relevant clause of GCC shall be subject to the limitation on liability in respect thereof set forth in relevant clause of General Conditions of Contract.

Supplier waives any defence to non -performance of its obligation to pay Liquidated Damages pursuant to the Contract including relevant clause of GCC on the ground of alleged invalidity or unenforceability of provisions relating to payment of Liquidated Damages based on any theory or law or otherwise.

The amount of Liquidated Damages specified herein represent the projected commercial losses of the Owner, are fair and reasonable, are not penalties and reflect the Parties' assessment and estimate of such financial losses and damages of the Owner.

In view of the foregoing, the Supplier accepts and agrees to such Liquidated Damages as liquidated damages and shall not dispute such Liquidated Damages in any proceedings under the Contract.

3.30 EXTENSION OF TIME

- 3.30.1 If at any time during performance of the Contract, the Bidder should encounter conditions impeding timely delivery of the Goods or completion of Related Services, the Bidder shall promptly notify the Purchaser in writing of the delay, its likely duration, and its cause. However, it is the sole responsibility of the Bidder to apply or request in advance for any extension of time before the expiry of the scheduled delivery period. As soon as practicable after receipt of the Bidder's notice, the Purchaser shall evaluate the situation and may at its discretion extend the Bidder's time for performance, in which case the extension shall be ratified by the parties by amendment of the Contract.
- 3.30.2 Except in case of Force Majeure, as provided under GCC or where the delay in delivery of the Goods or completion of Related Services is caused due to any delay or default of the Purchaser, any extension granted shall not absolve the Bidder from its liability to the pay of liquidated damages pursuant to GCC Clause.

3.31 FORCE MAJEURE CONDITIONS

3.31.1 Definition of Force Majeure

"In this Clause, "Force Majeure" shall mean an event or circumstance beyond the reasonable control of the Owner or the Contactor which could not have been foreseen, prevented or mitigated by such Party using its reasonable diligence and which makes it impossible for such Party to perform the whole or in part its obligations under the Contract, including but not limited to:

- a) Act of God;
- b) An act of war, (whether declared or undeclared) hostilities invasion, armed conflict or an act of foreign enemies, blockade, embargo, revolution, military action, or sabotage.
- c) Contamination by radio-activity from any nuclear fuel, or from any nuclear waste from the combustion of nuclear fuel, radioactive toxic explosive, or other hazardous properties.
- d) Riot, civil commotion, terrorism or disorder, unless solely restricted to employees of the Supplier or of his Sub-suppliers.
- e) Natural or regional industrial disputes or targeted disputes which are part of national or regional campaign and which is not reasonably within the powers of a Party to prevent, or which is not specific to the Party or any of his Suppliers or Sub suppliers.
- f) Operation of the forces of nature such as earthquake, hurricane, lightning, tidal wave, tsunami, typhoon or volcanic activity.

3.31.2 Effect of Force Majeure Event

Neither the Owner nor the Contractor shall be considered in default or in Contractual breach to the extent that performance of obligations is prevented by a Force Majeure Event, which arises after the Effective Date. An extension of time shall be granted to Contractor only to the extent Contractor proves to Owner;

- a) The performance of the Work or supply of Goods is actually and necessarily delayed by an event of Force Majeure and
- b) The effect of such event of Force Majeure could not have been prevented or avoided or removed despite exercise of reasonable due diligence whether before, after or during the event of Force Majeure.

3.32 SUSPENSION OF WORK

The Purchaser shall not be liable to pay to the supplier/contractor any compensation whatsoever arising from suspension of work order.

3.33 INSURANCE

The contractor shall take insurance policy as applicable at present or may become applicable in future, as required for due execution of contract, to protect self and RVUNL from any kind of losses. Any liability if occurred and become payable by RVUNL shall be fully recovered from due payment/ security of contractor.

3.34 NO LIMITATION OF LIABILITY

The required coverage referred to and set forth in aforesaid clause 3.33 shall in no way affect or limit Supplier's liability with respect to performance of the Work/supply or any obligation under the Contract.

3.35 INSPECTION AND TEST

- 3.35.1 The Supplier shall at its own expense and at no cost to the Purchaser carry out all such tests and/or inspections of to ensure that the Goods and Related Services are complying with the functional parameters, codes and standards specified in the Scope of Work, to the satisfaction of the Purchaser.
- 3.35.2 Whenever the Supplier is ready to carry out any such test and inspection, it shall give a reasonable advance notice, including the place and time, to the Purchaser.
- 3.35.3 The Purchaser may require the Supplier to carry out any test and/or inspection to verify that the characteristics and performance of the Goods or Related Services comply with the technical specifications, codes and standards under the Contract.
- 3.35.4 The Supplier shall provide the Purchaser with a report of the results of any such test and/or inspection.
- 3.35.5 The Supplier agrees that neither the execution of a test and/or inspection of the Goods / Related Services or any part thereof, nor the attendance by the Purchaser or its representative, nor the issue of any report, shall release the Supplier from any warranties or other obligations under the Contract.

3.36 SECURITY DEPOSIT/CONTRACT PERFORMANCE GUARANTEE

- 3.36.1 In order to secure/assure due fulfillment of the Contract, successful Bidder(s) receipt of a preliminary acceptance letter(LOI)/ detailed work order as the case may be shall furnish within a period of fifteen days (15 days) a Security deposit equivalent to 10% (ten percent) of the Contract Price excluding AMC price in cash/crossed Bank Draft, or by way of Bank Guarantee from any Nationalized/ scheduled bank in India in the prescribed Performa enclosed on a non-judicial stamp paper of Rajasthan of requisite value as per prevailing rules of Rajasthan Stamp Duty Act. The BG shall be valid for a period of 18 months plus 3 months claim period, if any extension or delay in work etc., by the Purchaser the validity of the Bank Guarantee shall be further extended for such period as desired. The B.G. is to be furnished in whole rupees rounded off to nearest hundred rupees.
- 3.36.2 Before the refund of security deposit/ Contract performance guarantee mentioned at clause No. 3.36.1 the bidder will submit additional bank guarantee equivalent to 10% (ten percent) of the AMC Price in cash/crossed Bank Draft, or by way of Bank Guarantee from any Nationalized/ scheduled bank in India in the prescribed Performa enclosed on a non-judicial stamp paper of Rajasthan of requisite value as per prevailing rules of Rajasthan Stamp Duty Act. The BG shall be valid for a period of 36 months plus 3 months claim period, if any extension or delay in work etc., by the Purchaser the validity of the Bank Guarantee shall be further extended for such period as desired. The B.G. is to be furnished in whole rupees rounded off to nearest hundred rupees. Thereafter B.G/S.D mentioned at clause No. 3.36.1 will be refunded.
- 3.36.3 Full amount of EMD of successful Bidder shall be converted into security deposit and if contractor provide BG for full 10% amount, EMD shall be refunded on acceptance of BG.
- 3.36.4 If the supplier fails or neglects to observe or perform any of his obligations under the contract, it will be lawful for the Purchaser to forfeit either in whole or in part at his absolute discretion the Security Deposit furnished by the supplier.
- 3.36.5 No interest shall be payable on such deposits. Bank Charges or any charges if any shall be to the supplier's account. If the supplier fails to provide the security within the period specified, such failure shall constitute a breach of the Contract and the Purchaser shall be entitled to make other arrangements at the risk and expenses of the supplier and the Bid security deposited by the supplier shall also stand forfeited to the Nigam.
- 3.36.6 The Contract performance Bank Guarantee and the Bank Guarantee by the Associate shall be in the currency or currencies of the contract.
- 3.36.7 Additional Bank Guarantee(s)

Additional contract performance security bank guarantee limited to 20% of contract price if required shall be furnished by Bidder's. If the Bid, which results in the lowest evaluated bid price, is seriously unbalanced or front loaded in the opinion of the Procuring Entity, the Procuring Entity may require the Bidder to produce detailed price analysis for any or all items of the Bill of Quantities, to demonstrate the internal consistency of those prices

with the construction methods and schedule proposed. After evaluation of the price analysis, taking into consideration the schedule of estimated Contract payments, the Procuring Entity may require that the amount of the contract performance security be increased (to a maximum of 20% of the bid value of such items) at the expense of the Bidder to a level sufficient to protect the Procuring Entity against financial loss in the event of default of the successful Bidder under the Contract.

FORFEITURE OF PERFORMANCE SECURITY

- a) Amount of Contract performance security in full or part may be forfeited in the following cases:-
- i. When the Bidder does not execute the agreement in accordance with GCC within the specified time; after issue of letter of acceptance; or
 - ii. when the Bidder fails to commence the Works as per Work order within the time specified; or
 - a. when the Bidder fails to complete Contracted Works satisfactorily within the time specified; or
 - b. when any terms and conditions of the Contract is breached; or
 - c. Failure by the Bidder to pay the Procuring Entity any established dues under any other contract; or

If the Bidder breaches any provision of the Code of Integrity as specified for the Bidders in the Act, Chapter VI of the Rajasthan Transparency in Public Procurement Rules and this Bidding Document.

- b) Notice of reasonable time will be given in case of forfeiture of Contract performance security. The decision of the Procuring Entity in this regard shall be final.

3.37 TERMS OF PAYMENT:-

- 3.37.1 Bills shall be presented by the Contractor on completion of Mile stone activities as per payment schedule (i.e. Schedule-III) for each item of work separately subject to any deduction which the Purchaser may be authorized to make in accordance with the terms of the contract.
- 3.37.2 The payment shall be made by Chief Accounts Officer (TD) generally within thirty days of submission of invoice after due verification by authorized Engineer-in-charge/Project manager on satisfactory completion of Mile stone activities as per payment schedule.
- 3.37.3 The payment shall be due and payable by the purchaser in accordance with the provision of the contract within a reasonable period from the date of receipt of each invoice by the purchaser duly verified by authorized Engineer-in-charge/Project manager on satisfactory completion of work or milestone activities as defined in contract. The purchaser will make all possible efforts to release payment to contractor in due course of time but in case of delay in payment the purchaser shall not be liable to pay any interest on the outstanding amount to the contractor.
- 3.37.4 The contractor shall be entitled to payment generally as follows –
- i. 90% (Ninety percent) payment against each work (as per payment schedule) along with 100% taxes & duties.
 - ii. Balance 10% (Ten percent) payment against delivery of software, hardware and implementation part will be made after satisfactory completion and after 1 month of Roll Out phase of Entire ERP System and completion of all other contractual obligations and against AMC, after successful completion of AMC period.

No payment under this clause shall be made unless the supplier has furnished the Security deposit, signing the contract agreement and completion of all contractual obligations.

ALTERNATIVELY

In case the supplier furnishes System/ Equipment Performance Bank Guarantees from the Nationalized/scheduled Bank to the extent of 10% of contract price in the prescribed Performa and in the manner prescribed for the purpose, the balance payment of item (ii) above can also be considered for release with (i) above on completion of other contractual obligations.

The option once exercised, to this effect shall not be changed during currency of the contract.

Bank commission regarding payment or other purpose (if any) shall be to contractor account.

3.38 EQUIPMENT/SYSTEM PERFORMANCE GUARANTEE: -

- 3.38.1 If the supplier chooses option alternative at clause 3.37.4 (ii), then he shall furnish EPBG from any Nationalized /Scheduled Bank equal to **10 % of contract price (excluding AMC price)** valid up to satisfactory completion and successful Go Live of the entire ERP system and on completion of all other contractual obligations i.e. 18 months plus 3 months claim period.
- 3.38.2 Before the refund of EPBG mentioned at clause No. 3.38.1 the bidder will submit additional bank guarantee equivalent to 10% (ten percent) of the AMC Price from any Nationalized /Scheduled Bank valid up to satisfactory completion of AMC and on completion of all other contractual obligations i.e. 36 months plus 3 months claim period. There after EPBG mentioned at clause No. 3.38.1 will be refunded.
- 3.38.3 The equipment/system performance guarantee shall cover additionally the following guarantees to the Owner:
- a) The successful Bidder guarantees the successful and satisfactory operation of the equipment/system furnished and Implemented under the Contract, as per the specifications.
 - b) The successful Bidder further guarantees that the equipment provided and installed by him shall be free from all defects in design, material and workmanship and shall upon written notice from the Owner fully rectify free of expenses to the Owner such defects as developed under the normal use of the said equipment.
- 3.38.4 In case Supplier fails to fulfill its obligations under Contract, the proceeds of Equipment/ system performance security may be appropriated by Owner as part compensation for any loss resulting from Supplier's failure to perform and full-fill the various obligations under Contract without prejudice to any of the rights or remedies to which the Owner may be entitled under the Contract or otherwise in law.
- 3.38.5 Supplier shall extend the validity of the Equipment /system performance security suitably, if so required by the RVUNL. The Bank Guarantee shall be in the currency or currencies of the contract.

3.39 STATUARY VARIATION

Any statutory variation during the currency of the contract shall be paid/adjusted as per applicable rules, however beyond stipulated delivery/completion period the same shall

be borne by the supplier and if the situation is beneficial to owner shall be passed on to RVUNL.

3.40 DUE DATES OF PAYMENT

Payment shall be due and payable by the Purchaser in accordance with the provision of the contract within a reasonable period from the date of receipt of each invoice by the Purchaser duly supported by a certificate of the Engineer. The Purchaser will make all possible efforts to release payment to the supplier in due time. But in case of delay in payment the Purchaser shall not be liable to pay any interest on the outstanding amount to the supplier.

3.41 DEDUCTION FROM CONTRACT PRICE

- 3.41.1 All cost, damages or expenses which the Purchaser may have paid for which under the Contract the Supplier/contractor is liable, may be deducted by the Purchaser from any money due or becoming due by him to the Supplier under this or any other contract or may be recovered by suit or otherwise from the Supplier. Any sum of money due and payable to the Supplier (including security deposit returnable to him) under this contract may be appropriated by the Purchaser and set off against any claim of money arising out of or under any other contract made by the Supplier with the Purchaser.
- 3.41.2 All costs, damages or expenses, which the Owner may have paid, for which under the Contract the Supplier is liable, will be claimed by the Owner. All such claims shall be billed by the Owner to the Supplier regularly as and when they fall due. Such bills shall be supported by appropriate and certified vouchers or explanations, to enable the Supplier properly identify such claims. Such claims shall be paid by the Supplier within 15 (fifteen) Days of the receipt of the corresponding bills and if not paid by the Supplier within the said period, the Owner may deduct the amount, from any monies due or becoming due by him to the Supplier under the Contract or may be recovered by actions of Law or otherwise, if the Supplier fails to satisfy the Owner of such claims.
- 3.41.3 Owner shall have the right to withhold from any payment due to Supplier, including the final payment, such amounts as Owner reasonably deems necessary or appropriate to protect it because of any one or more of the following reasons:
- 3.41.4 Supplier's failure to deliver any Performance Securities to Owner as contemplated under relevant clause of GCC by Any requirement in accordance with Applicable Laws to withhold any Taxes payable by Supplier in respect of the Goods/Work or any part thereof;
- 3.41.5 Supplier's failure to make payments of Workers for Work or supply of Goods or to any statutory & Regulatory authority including amounts withheld by Supplier because of disputes between Supplier and such Persons. Any legal cases, litigations pending against the Supplier or against the Owner but relating to the Works or Supplier's obligations under the Contract.
- 3.41.6 Any breach of warranties contained in the Contract which relates to the recovery by the Owner of any amounts that the Owner may have paid, for which the Supplier is liable under the Contract, the Owner shall also be entitled to recover all the dues in terms of the Contract including Liquidated Damages for delay, Liquidated Damages for the

shortfall in the performance etc., by way of deductions from the payments due to the Supplier or that may become due to the Supplier in future or from any securities / guarantees under the Contract and / or otherwise. Notwithstanding any dispute that Supplier may have, and regardless of the basis thereof or grounds therefore, Supplier agrees that it will, for so long as the Contract has not been terminated diligently prosecute the Work up to Final Performance Acceptance and Take-over of system, all in accordance with the terms of the Contract.

3.42 STATUARY DEDUCTION

All statutory deduction i.e. TDS, GST, Labour cess, and any other tax/duties shall be deducted from supplier's bills as per applicable rules.

3.43 CORRESPONDENCE

- 3.43.1 The Purchaser/Engineer-in-charge/Consulting Engineer shall ordinarily correspond with the Bidder/Supplier on all the address furnished by the Bidder/Supplier. The Bidder/Supplier shall ordinarily address all correspondence intended for the Purchaser to the Purchaser's representative who has invited Bid at the address given in the Bid Notice. All correspondence shall be furnished in duplicate to the Purchaser. A copy of correspondence relating to technical clarification/data 'may also be sent to Consulting Engineer for expeditious disposal.' All correspondence pertaining to the purchase order for clarifications required on the terms and conditions, dispatch instructions, contract drawings, tests certificate, etc. should be addressed to the procuring Entity and correspondence relating to execution of work and supply of goods at site shall be addressed to the Chief Engineer (TD), RVUNL.

3.44 LIEN IN RESPECT OF CLAIMS IN OTHER CONTRACTS

- 3.44.1 Any sum of money due and payable to the Supplier (including the Contract performance security returnable to him) under the Contract may be withheld or retained by way of lien by the Engineer-in-Charge or the Government or any other Contracting person or persons through Engineer-in-charge against any claim of the Engineer-in-Charge or the Government or such person or persons in respect of payment of a sum of money arising out of or under any other Contract made by the Supplier with the Engineer-in-Charge or the Government or with such person or persons. It is an agreed term of the Contract that the sum of money so withheld or retained under this Sub-Clause by the Engineer-in-Charge or the Government will be kept withheld or retained as such by the Engineer-in-Charge or the Government till his claim arising out of the same Contract or any other Contract is either mutually settled or determined by the arbitration Sub-Clause or by the competent court, as the case may be and that the Supplier shall have no claim for interest or damages whatsoever on this account or on any other ground in respect of any sum of money withheld or retained under this Sub-Clause and duly notified as such to the Supplier.

3.45 LEVY OR TAXES PAYABLE BY SUPPLIER

GST or any other taxes and duties on Materials, works or services in respect of this Contract shall be payable by the Supplier according to Law in effect.

3.46 DEATH, BANKRUPTCY AND CHANGE OF NAME

- 3.46.1 If the Supplier/Contractor shall die or dissolve or commit any act of bankruptcy or being a Corporation commence to be wound up except for reconstruction purpose or carry on its business under receiver, the executors, successors, or other representatives in law of the estate of the Supplier or any such receiver, liquidator, or any persons to whom the Supplier may become vested, shall forth with give notice thereof in writing to the Purchaser and shall for one (1) month during which he shall take all reasonable steps to prevent stoppage of the work, have the option of carrying out the Contract subject to his or their providing such guarantee as may be required by the Purchaser but not exceeding the value of the work for the time being remaining unexecuted Provided however that nothing above said shall be deemed to relieve the Supplier or his successors of his or their obligations under the contract under any circumstances. In the event of stoppage of the work, the period of the option under this clause shall be fourteen (14) days only, provided that should the above option be not exercised, the contract may be terminated by the Purchaser by giving notice in writing to the Supplier and the same power and provisions reserved to the Purchaser in the event of taking the Work out of the Supplier's hands shall immediately become operative.
- 3.46.2 At any stage after Biding, the Purchaser shall deal with the Supplier only in the name and at the address under which he has submitted the Bid. All the liabilities/ responsibilities for the execution of the contract shall be those of the Supplier and in no circumstances he shall be relieved of any obligations under the contract. The Purchaser may, however at his discretion deal with Agents/Representatives/ Distributors/Manufacturers/Associates/ Principles/Sister Concerns and such dealing shall not absolve the supplier(s) from his responsibilities/obligations/liabilities to the Purchaser under the contract.
- 3.46.3 Any change/alteration of name/ constitution/organization of the supplier shall be duly notified to the Purchaser and the Purchaser reserves the right to determine the Supplier, in case of any such notification. In the event of such determination, the Purchaser may affect the purchases of the material not supplied from elsewhere at the risk and cost of the Bidder/supplier.

3.47 LIMITATION OF LIABILITY

The Supplier's aggregate liability under or arising out of or in connection with this Contract, its performance or breach shall be limited to the Maximum of Contract Price. This shall, however, exclude his liability for Liquidated Damages for Delay and all third party liabilities or indamines including Intellectual Property Indemnification pursuant to GCC and other provisions of the Contract.

3.48 JURISDICTION OF COURT TO DEAL WITH DISPUTES

The contract shall be governed by the Laws of India for the time being in force and be subject to the Court of competent jurisdiction at Jaipur (Rajasthan) in India only. All disputes, differences, questions what-so-ever arising between the Purchaser and Supplier upon or in relation to or in connection with the contract shall be deemed to have arisen at Jaipur (Rajasthan) in India only Any dispute(s) or differences arising out of or in connection with the Contract shall, to the extent possible, be settled amicably between the parties.

All Settled dispute(s) or difference(s) arising out of or in connection with the Contract shall be decided by the Owner/Owner's Representative whose decision shall be final and binding on the parties.

3.49 CONSTRUCTION OF CONTRACT

The contract shall in all respect be deemed to be and shall be constructed and shall operate as an Indian Contract as defined in the Indian Contract Act, 1872. (Latest amended) and all payments there under shall be made in Rupees unless otherwise specified.

3.50 ACCEPTANCE OF THE ORDER

The acceptance of the order shall be conveyed to the procuring entity 's address mentioned in the NIB within Seven days (7 days) of the receipt of the order failing which it will be presumed that the terms and conditions incorporated in the order have been accepted by the supplier.

3.51 PROJECT TIMELINES

Time is essence for this project. Following table indicates the overall timelines of the project. Bidder needs to adhere to the given timelines and provide detailed project plan in the bid. Final project plan will be discussed mutually and agreed by the Purchaser. Unless otherwise agreed by the Purchaser, the Bidder is required to meet the overall timelines of the project

Following table indicates the overall timelines of the project

S.No.	Milestone	Months
1	Enterprise Go-Live (Big Bang Approach)	15 Months
2	Stabilization/ Hand-Holding Period after Enterprise Go-Live	3 Months
3	Help Desk/ Annual Maintenance shall commence after acceptance of ERP system	36 Months (Mandatory)

3.52 SOLUTION AUDIT

A designated team / person from Purchaser or its appointed third party will review the performance of Supplier against the SLA (as defined in tender document) as per requirement. The review / audit report will form basis of any action relating to imposing penalty on or breach of contract of the Supplier.

3.53 COPYRIGHT

- 3.53.1 Purchaser shall own and have a right in perpetuity to use all newly created Intellectual Property Rights which have been developed solely during execution of this Contract, including but not limited to all Source code, Object code, records, reports, designs, application configurations, data and written material, specifications, reports, drawings and other documents which have been newly created and developed by the Bidder solely during the performance of Related Services and for the purposes of inter-alia use or sub-license of such Services under this Contract. The Bidder undertakes to disclose all such Intellectual Property Rights arising in performance of the Related Services to

the Purchaser and execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of the Purchaser. To the extent that Intellectual Property Rights are unable by law to so vest, the Bidder assigns those Intellectual Property Rights to Purchaser on creation.

- 3.53.2 The Bidder shall be obliged to ensure that all approvals, registrations, licenses, permits and rights etc. which are inter-alia necessary for use of the goods supplied / installed by the Bidder, the same shall be acquired in the name of the Purchaser, and the same may be assigned by the Purchaser to the Bidder solely for the purpose of execution of any of its obligations under the terms of this Contract. However, subsequent to the term of this Contract, such approvals, registrations, licenses, permits and rights etc. shall endure to the exclusive benefit of the Purchaser.
- 3.53.3 The Bidder shall ensure that while it uses any software, processes, document or material in the course of performing the Services, it does not infringe the Intellectual Property Rights of any person and the Bidder shall keep the Purchaser indemnified against all costs, expenses and liabilities howsoever, arising out any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any permission/license terms or infringement of any Intellectual Property Rights by the Bidder or its personnel during the course of performance of the Related Services. In case of any infringement by the Bidder, the Bidder shall have sole control of the defense and all related settlement negotiations.
- 3.53.4 The Bidder shall retain exclusive ownership of all methods, concepts, algorithms, trade secrets, software documentation, other intellectual property or other information belonging to the Bidder that existed before the effective date of the contract.

3.54 PRODUCT UPGRADES

- 3.54.1 At any point before final acceptance and/or completion of Business blueprint, should new version be introduced by the OEM for software originally offered by the Supplier in its bid, the Supplier shall be obligated to offer to the Purchaser the latest versions of the available technology/version without any additional cost to the Purchaser.
- 3.54.2 During performance of the Contract including AMC, the Supplier shall offer to the Purchaser any technical and/or functional enhancements through patches, updates and/or bug-fixes, as well as related documentation and technical support services, without any additional cost to the Purchaser.
- 3.54.3 The Purchaser shall be free to decide and introduce all new versions, releases or updates of the Software. In no case shall the Supplier stop supporting or maintaining a version or release of the Software implemented during the tenure of the contract.

3.55 TERMINATION/BREAK CLAUSE

- 3.55.1 The Purchaser shall, in addition to his power under other clauses to determine this contract have power to terminate his liability there under at any time by giving three (3) months (or such period as may be mutually agreed) notice in writing to the Contractor of the Purchaser's desire to do so and upon the expiration of the notice period, the contract

shall be determined without prejudice to the rights of the parties accrued to the date of determination but subjected to the operation of the following provisions of this clause.

3.55.2 In the event of such notice being given the Purchaser shall be entitled to exercise as soon as may be reasonably practicable within that period the following power or any of them:-

- a) To direct the Contractor to Complete in accordance with the contract all or any articles, parts .of such articles or components in course of manufacture at the expiry of the notice and to deliver the same at such rate of delivery as may be mutually agreed upon or in default of agreement at the contract rate. All articles delivered by the Contractor in accordance with such directions and accepted shall be paid for at a fair and reasonable price assessed on the basis of the contract price when it exists.
- b) To require the Contractor on the receipt of the notice of termination -
 - i. Immediately to take such steps as will ensure that the production rate of the articles specified in the schedule and parts thereof is reduced as rapidly as possible.
 - ii. As far as possible consistent with (i) above to concentrate work on the completion of parts already in a partly manufactured state and
 - iii. To terminate on the best possible terms such orders for materials and parts bought out in a partly manufactured or wholly manufactured state as have not been completed, observing in this connection any directions given under paragraphs (a) and (b) (i) and (ii) above as far as this may be possible.

3.55.3 In the event of such notice being given, provided the Contractor has reasonably performed all the provisions of the contract binding him to the date of the notice.

- a) The Purchaser may take over from the Contractor at a fair and reasonable price assessed on the basis of the contract price of the completed articles all unused, undamaged and acceptable materials, bought out components and articles in course of manufacture in the possession of the Contractor at the expiry of the notice and properly provided by or supplied to the Contractor for the performance of the contract except such materials, bought out components and articles which the Purchaser may refuse to take over, shall be taken over by the Contractor.
- b) Provided that in case the materials and/or the components are supplied to the Contractor through the intervention of the Purchaser or on his behalf-
 - i. The said fair and reasonable price shall be assessed on the basis of the cost price of such material and/or components and
 - ii. If the Contractor elects to retain any materials, bought-up components and articles as in this clause provided he shall settle all claims of supplier in respect of the materials and/or components supplied to him as aforesaid including any claims to any extra charge (if the original stipulated terms had been concessional) and shall keep the Purchaser indemnified against the same.
- c) The Contractor shall deliver in accordance with the direction of the Purchaser all such unused, undamaged and acceptable materials, bought out components and articles in course of manufacture (except as aforesaid) takeover by or previously belonging to the Purchaser and the Purchaser shall pay to the Contractor fair and reasonable handling and delivery charges thereof.
- d) The Purchaser shall indemnify. the Contractor against any commitments, liabilities or expenditure which in the opinion of the Purchaser are reasonably and properly chargeable by the Contractor in connection with the contract to the extent to which

the Purchaser is satisfied that such commitments, liabilities or expenditure would otherwise represent an unavoidable loss to the Contractor by reason of the termination of the Contract :

- e) Provided that in the event of the Contractor not having observed any direction given to him under sub-clause (ii) hereof, the Purchaser shall not be liable under this sub-clause to pay any sums in excess of those for which the Purchaser would have been liable had the Contractor observed that direction.

3.55.4 If any particular case exceptional hardship arises from the operation of this clause, it shall be open to the Contractor to refer the circumstance to the Engineer who on being satisfied that such hardship exists, shall make such allowance if any as in his opinion is reasonable.

3.55.5 The Purchaser shall not in any case be liable to pay under the provisions of this clause any sum which when taken together with any sums paid or due or becoming due to the Contractor or under this Contract shall exceed the total price of the articles specified in the Schedule payable under the Contract.

3.55.6 The Contractor shall in any substantial order or sub-contract placed or made by him in connection with or for the purposes of this contract take power wherever possible by securing the acceptance of the sub Contractor to terminate such order or sub-contract, in the event of the termination of this contract by the Purchaser of this clause upon the terms of the foregoing sub-clause of this clause and save only that -

- a) The name of the Contractor shall be substituted for the Purchaser through-out except in sub-clause 3(c) where it occurs for the second and third times.
- b) the period of the notice of termination shall be two (2) months (or such shorter period as may be mutually agreed upon)

3.55.7 Substantial orders or sub-let contracts shall in the context mean orders or sub-let contracts of or over Rs. 25,000/- (Rupees twenty five thousand only) in value.

3.56 TERMINATION BY THE OWNER

a) Termination for Convenience

The Owner shall be entitled to terminate the Contract at the Owner's convenience, at any time by giving thirty (30) Days prior notice to the Contractor. Such notice of termination shall specify that termination is for Owner's convenience and the date upon which such termination becomes effective. Upon receipt of such notice, the Contractor shall proceed as follows:

- i. cease all further work, except for such work as may be necessary and instructed by the Owner/Owner's Representative for the purpose of making safe or protecting those parts of the Services already executed, and any work required for leaving the Site in a clean and safe condition;
- ii. stop all further sub-contracting or purchasing activity, and terminate Sub-contracts;
- iii. handover all Documents, equipment, materials and spares relating to the Package prepared by the Contractor or procured from other sources up to the date of termination for which the Contractor has received payment equivalent to the value thereof;

- iv. handover those parts of the Package executed by the Contractor up to the date of termination; and
- v. Remove all Contractor's Equipment, which is on Site and repatriate all his staff and labour from the Site.

b) Termination for Default by Contractor

Notice to Correct

If the Contractor fails to carry out any of his obligations, or if the Contractor does not execute the Services in accordance to the Contract, the Owner/Owner's Representative may give notice to the Contractor requiring him to make good such failure. The Contractor shall remedy the same or take reasonable action to remedy the same within fifteen (15) Days from date of such notice.

If the Contractor:

- a) fails to comply with a notice as above
- b) abandons or repudiates the Contract, or
- c) without reasonable excuse fails to commence or proceed with the Services in accordance with the Contract, or
- d) becomes bankrupt or insolvent, goes into liquidation, has a receiving or administration order made against him, compounds with his creditors, or carries on business under a receiver, trustee or manager for the benefit of his creditors, or if any act is done or event occurs which (under any Applicable Law) has a similar effect to any of these acts or events, or
- e) assigns the Contract without the required consent of Owner, or
- f) fails to comply with Applicable Laws and/or Applicable Permits, or
- g) is in material breach of the Contract,

then the OWNER may, without prejudice to any other right or remedy Owner may have under the Contract after having given thirty (30) Days' notice to the Contractor, terminate the Contractor's employment under the Contract, should Contractor fail to rectify within such notice period or commence to rectify the defaults within fifteen (15) Days of receipt of such notice from Owner; provided always that in the case of paragraph (d) above, the termination shall become effective on Owner issuing the notice of termination.

Without prejudice to the foregoing the amount of Liquidated Damages for Delay for which the Contractor would be otherwise become liable exceeds the aggregate cap, then Owner shall at any time thereafter be entitled (but not obliged) by notice forthwith to terminate the employment of the Contractor

Upon termination, Owner shall automatically without the necessity of any further action by the Contractor stand subrogated to the interests of Contractor in or under any Sub-contracts. Owner shall succeed Contractor in all Sub-contracts and the Owner shall compensate the Sub-contractors under such Sub-contracts the compensation becoming due and payable under their agreements with the Contractor from and after the date Owner decides to succeed to the interests of the Contractor. The Contractor shall simultaneously deliver all Documents relating to the Package prepared by the Contractor or procured from other sources up to the date of termination to the Owner.

Upon termination, if requested by Owner, Contractor shall withdraw from the Site and shall remove as directed by Owner any debris or waste materials (including any hazardous substances) generated by Contractor in performance of the Services.

Owner may take possession of any and all materials, documents, purchase orders, correspondence and schedules that Owner deems necessary to complete the Package. The Owner is also free to take possession of and use Contractor's Equipment at Site free of any cost. The rights and authorities conferred on the Owner and the Owner's Representative by the Contract shall not be affected by such termination.

The Contractor shall not be released from any of his obligations or liabilities accrued under the Contract. For the avoidance of doubt, the termination of the Contract in accordance with this clause shall neither relieve the Contractor of his accrued obligations for Warranty or Latent Defects or his accrued liability to pay Liquidated Damages for Delay and/or Performance nor shall entitle him to reduce the value of Contract performance security.

The Owner may upon such termination complete the Package himself and/or by employing any other contractor. The Owner or such other contractor may use for such completion such of the Documents made by or on behalf of the Contractor, Contractor's Equipment, Temporary Works, plant and materials as he or they may think proper. Upon completion of the Services, or at such earlier date as the Owner/Owner's Representative thinks appropriate, the Owner/Owner's Representative shall give notice that the Contractor's Equipment and Temporary Works will be released to the Contractor at or near the Site. The Contractor shall remove or arrange removal of the same from such place without delay and at his cost.

Upon termination, if Owner is of the opinion that he is not able to complete the Package himself or with the help of other Contractors, then he may reject the incomplete Works. In such an event the Owner shall recover all money paid by the Owner to the Contractor for the in completed /rejected Package. The Contractor shall also dismantle and dispose of the rejected/incomplete Works and also clear the Site at his cost. If he fails to do so, the Owner will dismantle and dispose off the rejected incomplete Package and clear the Site at Contractor's Cost and risk and recover all expenses incurred in this regard from the Contractor.

3.56.1 Payment after Termination

After termination of contract as above, the Contractor shall not be entitled to any further payment under the Contract, except that, if Owner completes the Package and the costs of completion are less than the Contract Price, the Owner shall pay Contractor an amount properly allocable to Services fully performed by Contractor prior to termination for which payment was not made to Contractor or a Sub-contractor, upon completion of the Package by Owner.

The Owner shall be entitled to recover from the Contractor the extra costs, if any, of completing the Works. In addition, Owner shall be entitled to exercise any rights or remedies available to Owner hereunder or at law or in equity.

3.56.2 Contractor's Entitlement to Suspend Work or supply of Goods

If the Owner fails to certify a payment or pay the Contractor the amount due and fails to explain why the Contractor is not entitled to such amount, within 120(One hundred and twenty) Days after the expiry of the time above within which payment is to be made, except for any deduction that the Owner is entitled to make under the Contract, the Contractor may suspend Work or supply of Goods or reduce the rate of Work after giving not less than 60 (sixty) Days' prior Notice to the Owner. Such action shall not prejudice the Contractor's entitlements to payment and to terminate.

If the Contractor suspends Work or supply of Goods or reduces the rate of Work, and the OWNER subsequently pays the amount due, the Contractor's entitlement under contract below shall lapse in respect of such delayed payment, unless Notice of termination has already been given, and Notice period of 60 (sixty) Days has expired and the Contractor shall resume Work.

Payment after termination If the Contractor suspends Work or supply of Goods than all the securities deposited with RVUN either in form of cash or BGs shall be forfeited.

3.56.3 Survival of Obligations

Notwithstanding anything to the contrary contained herein, any termination of this Contract shall not relieve:

- a) Either Party of its obligations with respect to confidentiality as set forth in this Contract,
- b) Either Party of any obligations hereunder which expressly survives termination hereof, and
- c) Either Party of its obligations or liabilities for loss or damage to the other party arising out of or caused by acts or omissions of such First party prior to the effectiveness of such termination or arising out of such terminations and shall not relieve Contractor of its obligations and liabilities for portions of the Work already performed prior to the date of termination.

3.57 **RISK-PURCHASE :-** In addition to the above provisions, the Purchaser will have the right to take action as per following:

3.57.1 In case of delay or non-supply of any or all the material or related services on the dates they are due, the Nigam will have a right to refuse to accept such delayed supplies or services and to make the purchase of the material or services so delayed or not supplied from any alternative source or through departmental manufacture, at the sole risk and cost of the supplier. Any extra expenditure incurred on such purchase or departmental manufacture shall be recoverable in full from the supplier in addition to the Nigam's right or claim for applicable liquidated damages or penalty.

3.57.2 The purchasing authority may cancel the purchase order due to non –fulfillment of its terms (i.e. delivery) by the supplier and give notice for recovering the damages applicable to such non-fulfillment as per the LD clause of GCC.

3.57.3 Where risk purchase action is proposed to be taken, a legal notice should be served by the purchasing authority on the supplier by registered post bringing his defaults to his notice pointedly and asking him to complete all pending supplies immediately, and in any case, within the specified period, (a reasonable period to be specified by the

purchasing authority in the notice), failing which the Nigam shall reserve the right to effect the risk purchase at his sole risk and cost, besides levying, and recovering liquidated and /or other damages admissible under the contract, or to cancel the contract at its sole discretion and recover the damages for non-fulfillment or unsatisfactory execution of the contract. In case he again defaults, he should be issued a further legal notice stating that as he had failed to fulfill his part of the contract by delaying deliveries, the purchasing authority was issuing a tender for the purchase of the quantities or services not delivered by him and any extra cost including the cost of re-tendering will be recoverable from him in addition to the liquidated damages leviable in terms of the contract.

3.57.4 Failing payment of the same by the supplier, the amount of the claim shall be recovered from his outstanding dues and / or security deposits against the relevant contract or any other contract in operation, and for the balance, due process of law shall be initiated.

3.57.5 For deciding upon the question of acceptance of delayed supplies or services, and /or of grant of extension in the delivery dates against the suppliers application in this behalf, or enforcing risk purchase action or even cancelling the purchase order in such terms, the powers of purchasing authority shall be exercised by the Committee constituted by RVUNL in cases where the Whole time Directors, RVUNL, BOD or other higher authority are the competent purchasing authority.

3.58 COMPLIANCE WITH LABOUR LAWS

In respect of all labour directly or indirectly employed in the Works of performance of the Contractor's Part of this Contract, the contractor shall comply relevant rules & regulations made by the Government from time to time in regard to payment of wages, wage period, deductions from wages, recovery of wages not paid and deductions unauthorized made, maintenance of wage books or wage slips, publication of scale of wages and other terms of employment, inspection and submission of periodical returns and all other matters of the like nature as per the Provisions of Contract Labour (Regulation & Abolition) Act, 1970, and the Contract Labour (Regulation & Abolition) Central Rules, 1971, wherever applicable.

3.59 ROYALTIES AND LICENSE FEES

Contractor shall pay all required royalties and license fees with respect to proprietary rights, intellectual property licenses and agreements, and shall procure, as required, the appropriate proprietary rights, intellectual property licenses and agreements, for Materials, methods, processes, systems and Services incorporated into the work or the Project or otherwise relating to the performance of the Work Royalty fee or any other charges against use of the material shall be contractor's account.

3.60 SUB-LETTING OF CONTRACT

The Contractor shall not, without the consent in writing of Purchaser, which shall not be unreasonably withheld, assign or sublet this contract or any substantial part thereof or entrust therein or benefit or advantage whatsoever or for any part or the works of which the makes are named in the Contract provided that any such consent shall not, relieve the Contractor from any obligation, duty or responsibility under the Contract.

3.61 Delivery of Hardware

The bidder shall supply the hardware mentioned in clause no 5.30 within the period of 90 days from the acceptance of the work order.

RVUNV

Schedule-II

3.62 PROJECT INFORMATION

Sl.No.	Name of the project/Plant	Capacity (MW)	Latitude (N)	Longitude (E)
1	KTPS,Kota	1240MW	25.1729°	75.8195°
2	STPS,Suratgarh	1500MW	29.1831°	74.0227°
3	CTPP,Chhabra	1000MW	24.6212°	77.0364°
4	KaTPP,Jhalawar	1200MW	24.4958°	76.1320°
5	RGTPP,Ramgarh	273.5MW	27.3358°	70.5354°
6	GLTPP,Giral	250MW	26.0426°	71.251°
7	DCCPP,Dholpur	330MW	26.41°	77.5°
8	(Rana Pratap Sagar) RPS	172MW	24.9178°	75.5813°
9	(Jawahar Sagar) JS	99MW	25.1000°	75.7081°
10	Anupgarh-I	4.50 MW	29.1912°	73.8815°
11	Anupgarh-II	4.50 MW	29.1989°	73.7297°
12	Mangrol	6MW	21.1172°	70.1158°
13	Charanwala	1.2MW	27.9126°	72.1890°
14	Bisalpur	.535MW	28.2938°	79.8045°
15	PH-I	2X25MW	23°32'41.6"	74°30'20.9"
16	PH-II	2X45MW	23°21'22.1"	74°14'08.8"
17	RMC-I	2x400KW	23°44'32.1"	74°23'27.1"
18	RMC-II	1x165KW	23°43'53.9"	74°15'47.6"
19	STPS-SC,Suratgarh	1320MW	29.1831°	74.0227°
20	CTPP-SC,Chhabra	1320MW	24.6212°	77.0364°

Note: In addition to the table locations defined at geographical scope at clause no 5.3 will be considered for installing of plant level servers with quantity 17±2.

Schedule-III

3.63 PAYMENT SCHEDULE

S. No.	Description of Task	Quantity	Payment	Milestone
1	ERP License			
1.01	Application Developer user licenses (including Add-ons)	100%	As per terms of payment	On delivery; delivery shall be made Immediately after Business Blue Print (To-Be study and GAP analysis).
1.02	Professional user Licenses/Full Use ERP users (including ESS & MSS along with DBMS)			
1.03	Functional user Licenses/Full Use ERP users for ESS			
1.04	MSS Productivity user Licenses including ESS			
1.05	BI Users			
1.06	Payroll licenses			
1.07	Other Bolt-on/ Software Licenses			
Note:	Note- Final quantity of above licenses shall be as assessed after blue printing.			
2	Implementation of Enterprise Resource Planning solution			
S. No.	Description of Task	Payment		Milestone
2.01	Implementation of ERP			
A	Project Inception	20%	• Preparation& approval of the project charter;	
			• Plan & Deployment of Project Manpower;	
			• Preparation & approval of Training plan;	

B	Business Blueprint	20%	<ul style="list-style-type: none"> • Submission of Reports of TO-BE processes and its acceptance by RVUN after GAP analysis;
			<ul style="list-style-type: none"> • Completion of Training to the core team members of RVUN;
			<ul style="list-style-type: none"> • Preparation & approval of Data migration strategy.
C	Realization	15%	<ul style="list-style-type: none"> • Completion of Training to IT team members;
			<ul style="list-style-type: none"> • Customization, Configuration & Development of ENTERPRISE RESOURCE PLANNING system; • Population of sample master data in the system; • Completion of Integration testing; • Planning & approval of Performance Testing Plan; • Data conversion and Migration plan approval;
D	Final preparation & successful Go Live stabilization Period	10%	<ul style="list-style-type: none"> • Preparation & approval of detailed plan for Go-Live; • Completion of data migration; • Establishment of the Helpdesk; • User Acceptance Testing; • Approval of End User Training Plan and its commencement
E	On completion of post implementation support of three months from Go Live	15%	<ul style="list-style-type: none"> • Certificate of successful completion of ENTERPRISE RESOURCE PLANNING solution at Pilot Locations including integration with IMIS, Biometric of RVUN & PIS.
F	On successful roll-out of the solution to remaining locations across RVUN – (Roll Out Phase)	10%	<ul style="list-style-type: none"> • Completion of End User Training; • Final submission of all project related documents;
G	After one month of Roll Out Phase	10%	On successful completion of Stabilization Acceptance Test and Issue of Stabilization Acceptance Certificate & Operational Acceptance Certificate.
Quality Review & Audit services			

2.02				
A	Quality Review & Audit services of ERP by the OEM/Third Party	25%	On submission of Audit Report for Business Blueprint and acceptance by RVUN	
B		75%	On submission of Audit report for successful Go live, full roll out and stabilization and acceptance by RVUN.	
3	Annual Technical Support			
	(i)11 % of total ATS fees shall be payable after every 6 months within 4.5 years/54 months. (ii)Remaining due amount shall be payable after 60 th months.	After every six months.		
	Note: The ATS period shall be reckoned as date of delivery of Licences i.e. after Business Blue Print (6 th Months as per schedule –I) and will continue up to 60 th months from the date of work order/ 54 months from the date of license delivery along with balance payment.			
4	Annual Maintenance Support (AMS/AMC)for ERP Application			
4.01	cost for Annual Maintenance Support for ERP Application for 3 years (36 months) (After Successful implementation)		Per Quarterly basis	After Completion of each quarter on providing satisfactory services during such quarter.
5	Hardware			
5.01	Complete Hardware Supply as mentioned at clause no 5.30	100% quantity	As per terms of payment	On delivery: delivery shall be made within 90 days after placement of work order.

SECTION IV

Contract Forms

Annexure-I

Bid Submission Sheet

Date:
NIT No.:
To:...

.....

We, the undersigned, declare that:

(a) We have examined and have no reservations to the Bidding Document, including Addendum/Corrigendum No.: _____

(b) We declare that we fulfill the eligibility and qualification criteria in conformity with the Bidding Document and offer to execute the following Works/Supply as per designs, drawings, specifications, terms and conditions: _____

(c) Our Bid shall be valid for a period of 120 days from the date of opening of techno-commercial Bid in accordance with the Bidding Document, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;

(d) If our Bid is accepted, we commit to obtain a Performance Security as prescribed in the bidding document for the due performance of the Contract;

(e) Our firm, including any subcontractors or suppliers for any part of the Contract, have nationalities of India or other the eligible countries;

(f) We are not participating, as Bidder in more than one Bid for supply of the subject Goods in this bidding process.

(g) Our firm, its affiliates or subsidiaries, including any subcontractors or suppliers for any part of the Contract have not been debarred by the State Government or the Procuring Entity or a regulatory authority under any applicable law;

(h) We understand that this Bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal Contract is prepared and executed;

(i) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive;

(j) We agree to permit the Procuring Entity or their representatives to inspect our accounts and records and other documents relating to the bid submission and to have them audited by auditors appointed by them;

(k) We declare that we have complied with and shall continue to comply with the provisions of the Code of Integrity including Conflict of Interest as specified for Bidders in the Rajasthan Transparency in Public Procurement Act, 2012, the Rajasthan Transparency in Public Procurement Rules, 2013 and this Bidding Document during the procurement process and execution of the Contract till completion of all our obligations under the Contract;

(l) Other comments, if any:

Name: _____

In the capacity of: _____

Signed: _____

Date: _____

Duly authorised to sign the Bid for and on behalf of: _____

Complete Address _____

Tel: _____ Fax: _____ E-mail: _____

Bid Declaration

In relation to our Bid submitted to [Designation and address of the procuring entity]
for procurement of [Name of the Works] in response to their Notice Inviting Bids
No..... Dated

..... we hereby declare, that:

We are eligible and possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;

We have fulfilled our obligation to pay such of the taxes payable to the Central Government or the State Government or any local authority, as specified in the Bidding Document;

We are not insolvent, in receivership, bankrupt or being wound up, not have our affairs administered by a court or a judicial officer, not have our business activities suspended and are not the subject of legal proceedings for any of the foregoing reasons;

We do not have, and our directors and officers not have, been convicted of any criminal offence related to our professional conduct or the making of false statements or misrepresentations as to our qualifications to enter into a procurement contract within a period of three years preceding the commencement of this procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;

We do not have a conflict of interest as specified in the Rajasthan Transparency in Public Procurement Act, the Rajasthan Transparency in Public Procurement Rules and this Bidding Document, which materially affects fair competition;

We have complied and shall continue to comply with the Code of Integrity as specified in the Rajasthan Transparency in Public Procurement Act, the Rajasthan Transparency in Public Procurement Rules and this Bidding Document, till completion of all our obligations under the Contract.

Date:

Signature of Bidder

Place:

Name :

Designation:

Address:

OEM's Authorization

(To be given on the letter head of the OEM)

Date: _____

NIB No.: _____

To: _____

WHEREAS

We, who are official OEM of _____ having registered offices at _____ and Branch offices at _____ do hereby authorize _____ (Name of Bidder) to submit a Bid in relation to the Invitation for Bids indicated above, the purpose of which is to execution of Implementation of ERP system in RVUNL

In regard to bid submitted by _____ (Name of Bidder) We hereby extend our full Support and services during the currency of the contract in accordance with the Bid documents.

Name: _____

In the capacity of: _____

Signed: _____

Duly authorized to sign the Authorization for and on behalf of (OEM):

OEM' seal: _____

Tel: _____ Fax: _____ e-mail: _____

TECHNICAL DEVIATIONS FROM THE SPECIFICATION
(This shall form part of Technical Bid)

All the technical deviations from the tender specification shall be listed out by the Bidder, Para by Para, in this schedule. Deviations taken in covering letter, standard terms and / or body of the bid but not listed herein will make the Bids liable for rejection as 'irresponsive'.

S.No.	Section/Clause	Ref/Page No.	Deviation	Justification
1	2	3	5	6

Certified that above are the only technical deviations from the tender Specification.

Seal of Company Bidder's Name

Signature

Name

Designation

Date

Note: 1. Continuation sheets of like size and format may be used as per Bidder's requirements and annexed to this Schedule

2. The deviations and variations, if any, shall be brought out separately for each of the item.

COMMERCIAL DEVIATIONS FROM THE SPECIFICATION
(This shall form part of Technical Bid)

All the commercial deviations from the tender specification shall be listed out by the Bidder, Para by Para, in this schedule. Deviations taken in covering letter, standard terms and / or body of the bid but not listed herein will make the Bids liable for rejection as 'irresponsive'.

S.No.	Section/Clause	Ref/Page No.	Deviation	Justification
1	2	3	5	6

Certified that above are the only commercial deviations from the tender Specification.

Seal of Company Bidder's Name

Signature

Name

Designation

Date

Note: 1. Continuation sheets of like size and format may be used as per Bidder's requirements and annexed to this Schedule

2. The deviations and variations, if any, shall be brought out separately for each of the item.

Letter of Authorization/Board Resolution/Power of Attorney for individual to sign on behalf of the Bidder

To

_____ (Procuring Entity)

Sir(s),

Sub: Name of Work/Supply against NIT No....

The Letter of Authorization/Board Resolution/Power of Attorney in respect of the following, authorizing them to sign the Bid Proposal and negotiate and furnish information as and when called by owner, is enclosed herewith:

1.

2.

3.

Date

Place

Signature of Authorised Signatory ...

Name of the Authorised Signatory...

Designation ...

Name of the Organization

Seal ...

Litigation History

To

_____(Procuring Entity)

Sir(s),

The details in respect of history of litigation or arbitration in the last 10 years of our Company are furnished below:

Year	Award 'for' or 'against' the Bidder	Name of the Party, Cause of Litigation and matter in dispute	Disputed Amount in Rs.

Date	Signature of Authorized Signatory ...
Place	Name of the Authorized Signatory...
	Designation ...
	Name of the Organization
	Seal ...

Note:

1. Continuation sheets of like size and format may be used as per Bidder's requirements and shall be annexed to these schedules.
2. Bidder should provide information on any history of litigation or arbitration in the last ten years.

Compliance with the Code of Integrity and No Conflict of Interest

Any person participating in a procurement process shall –

- (a) not offer any bribe, reward or gift or any material benefit either directly or indirectly in exchange for an unfair advantage in procurement process or to otherwise influence the procurement process;
- (b) not misrepresent or omit that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
- (c) not indulge in any collusion, Bid rigging or anti-competitive behaviour to impair the transparency, fairness and progress of the procurement process;
- (d) not misuse any information shared between the procuring Entity and the Bidders with an intent to gain unfair advantage in the procurement process;
- (e) not indulge in any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement process;
- (f) not obstruct any investigation or audit of a procurement process;
- (g) disclose conflict of interest, if any; and
- (h) disclose any previous transgressions with any Entity in India or any other country during the last three years or any debarment by any other procuring entity.

Conflict of interest:-

The Bidder participating in a bidding process must not have a Conflict of Interest. A Conflict of Interest is considered to be a situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations.

A Bidder may be considered to be in Conflict of Interest with one or more parties in a bidding process if, including but not limited to:-

- (a) have controlling partners/ shareholders in common; or
- (b) receive or have received any direct or indirect subsidy from any of them; or
- (c) have the same legal representative for purposes of the Bid; or
- (d) have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of the Procuring Entity regarding the bidding process; or
- (e) the Bidder participates in more than one Bid in a bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which the Bidder is involved. However, this does not limit the inclusion of the same subcontractor, not otherwise participating as a Bidder, in more than one Bid; or
- (f) the Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the Goods, Works or Services that are the subject of the Bid; or
- (g) Bidder or any of its affiliates has been hired (or is proposed to be hired) by the Procuring Entity as engineer-in-charge/consultant for the contract.

Grievance Redressal during Procurement Process (as per RTPP)

The designation and address of the First Appellate Authority is **Chairperson, Jaipur Discom.**

The designation and address of the Second Appellate Authority is **Principal Secretary/Secretary, Energy Department, GOR.**

Filing an appeal

If any Bidder or prospective bidder is aggrieved that any decision, action or omission of the Procuring Entity is in contravention to the provisions of the Act or the Rules or the Guidelines issued there under, he may file an appeal to First Appellate Authority, as specified in the Bidding Document within a period of ten days from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved:

Provided that after the declaration of a Bidder as successful the appeal may be filed only by a Bidder who has participated in procurement proceedings:

Provided further that in case a Procuring Entity evaluates the Technical Bids before the opening of the Financial Bids, an appeal related to the matter of Financial Bids may be filed only by a Bidder whose Technical Bid is found to be acceptable.

1. The officer to whom an appeal is filed under para (1) shall deal with the appeal as expeditiously as possible and shall Endeavour to dispose it of within thirty days from the date of the appeal.
2. If the officer designated under para (1) fails to dispose of the appeal filed within the period specified in para (2), or if the Bidder or prospective bidder or the Procuring Entity is aggrieved by the order passed by the First Appellate Authority, the Bidder or prospective bidder or the Procuring Entity, as the case may be, may file a second appeal to Second Appellate Authority specified in the Bidding Document in this behalf within fifteen days from the expiry of the period specified in para (2) or of the date of receipt of the order passed by the First Appellate Authority, as the case may be.

3. Appeal not to lie in certain cases:

No appeal shall lie against any decision of the Procuring Entity relating to the following matters, namely:

- (a) Determination of need of procurement;
- (b) Provisions limiting participation of Bidders in the Bid process;
- (c) The decision of whether or not to enter into negotiations;
- (d) Cancellation of a procurement process;
- (e) Applicability of the provisions of confidentiality.

4. Form of Appeal

- (a) An appeal under para (1) or (3) above shall be in the annexed Form along with as many copies as there are respondents in the appeal.
- (b) Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.
- (c) Every appeal may be presented to First Appellate Authority or Second Appellate Authority, as the case may be, in person or through registered post or authorised representative.

5. Fee for filing appeal

- (a) Fee for first appeal shall be rupees two thousand five hundred and for second appeal shall be rupees ten thousand, which shall be non-refundable.
 - (b) The fee shall be paid in the form of bank demand draft or banker's cheque of a Scheduled Bank in India payable in the name of concerned accounts authority or as specified in NIB/BDS.
6. Procedure for disposal of appeal
- (a) The First Appellate Authority or Second Appellate Authority, as the case may be, upon filing of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.
 - (b) On the date fixed for hearing, the First Appellate Authority or Second Appellate Authority, as the case may be, shall,-
 - (i) Hear all the parties to appeal present before him; and
 - (ii) Peruse or inspect documents, relevant records or copies thereof relating to the matter.
 - (c) After hearing the parties, perusal or inspection of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties to appeal free of cost.
 - (d) The order passed under sub-clause (c) above shall also be placed on the State Public Procurement Portal.

Additional Conditions of Contract**1. Correction of arithmetical errors**

Provided that a Financial Bid is substantially responsive, the procuring Entity will correct arithmetical errors during evaluation of Financial Bids on the following basis:-

- (1) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the Procuring Entity there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
- (2) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- (3) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (i) and (ii) above.

If the Bidder that submitted the lowest evaluated Bid does not accept the correction of errors, its Bid shall be disqualified and its Bid Security shall be forfeited .

2. Procuring Entity's Right to Vary Quantities

- (I) At the time of award of contract, the quantity of Goods, works or services originally specified in the Bidding Document may be increased or decreased by a specified percentage, but such increase or decrease shall not exceed fifty percent(50%), of the quantity specified in the Bidding Document. It shall be without any change in the unit prices or other terms and conditions of the Bid and the conditions of contract.
- (II) If the Procuring Entity does not procure any subject matter of procurement or procures less than the quantity specified in the Bidding Document due to change in circumstances, the Bidder shall not be entitled for any claim or compensation except otherwise provided in the Conditions of Contract.
- (III) In case of procurement of Goods or services, additional quantity may be procured by placing a repeat order on the rates and conditions of the original order. However, the additional quantity shall not be more than 50% of the value of Goods of the original contract and shall be within one month from the date of expiry of last supply. If the Supplier fails to do so, the Procuring Entity shall be free to arrange for the balance supply by limited Bidding or otherwise and the extra cost incurred shall be recovered from the Supplier.

3. Dividing quantities among more than one Bidder at the time of award

(In case of procurement of Goods)

As a general rules all the quantities of the subject matter of procurement shall be procured from the Bidder, whose Bid is accepted. However, when it is considered that the quantity of the subject matter of procurement to be procured is very large and it may not be in the capacity of the Bidder, whose Bid is accepted, to deliver the entire quantity or when it is considered that the subject matter of procurement to be procured is of critical and vital nature, in such cases, the quantity may be divided between the Bidder, whose Bid is accepted and the second lowest Bidder or even more Bidders in that order, in a fair, transparent and equitable manner at the rates of the Bidder, whose Bid is accepted.

FORM No. I

[See rule 83]

Memorandum of Appeal under the Rajasthan Transparency in Public Procurement Act, 2012

Appeal Noof

Before the (First/Second Appellate Authority)

1. Particulars of appellant:
 - (I) Name of the appellant:
 - (II) Official address, if any:
 - (III) Residential address:
2. Name and address of the respondent(s):
 - (i)
 - (ii)
 - (iii)
3. Number and date of the order appealed against and name and designation of the officer / authority who passed the order (enclose copy), or a statement of a decision, action or omission of the Procuring Entity in contravention to the provisions of the Act by which the appellant is aggrieved:
4. If the Appellant proposes to be represented by a representative, the name and postal address of the representative:
5. Number of affidavits and documents enclosed with the appeal:
6. Grounds of appeal:
.....
.....
.....
.....(Supported by an affidavit)
7. Prayer:.....
.....
.....
Place

Date

Appellant's Signature:

PROFORMA FOR BANK GUARANTEE FOR BID SECURITY (EMD)

Ref: Bank Guarantee No. Dated:

The Chief Engineer (TD)
Rajasthan Rajya Vidyut Utpadan Nigam Ltd., Jaipur

In accordance with Invitation for Bids under your Bid Document No. _____, M/s. _____ having its Registered/Head Office at _____ (hereinafter called the "Bidder") wish to participate in the said Bid for **Implementation of ERP in RVUN**.

As an irrevocable Bank Guarantee against Bid Security for an amount of **Rs.77.00 Lakhs/-(in words) Seventy Seven Lakhs only** valid upto 180 days from technical bid opening date required to be submitted by the Bidder as a condition precedent for participation in the said bid which amount is liable to be forfeited on the happening of any contingencies mentioned in the Bidding Documents.

We, the _____ Bank, _____ (address of branch) having our Head Office at _____, guarantee and undertake to pay immediately on demand by Rajasthan Rajya Vidyut Utpadan Nigam Limited (hereinafter called "Owner") the amount of **Rs.77.00 Lakhs/-(in words) Rupees Seventy Seven Lakhs only** without any reservation, protest, demand and recourse. Any such demand made by the "Owner" shall be conclusive and binding on us irrespective of any dispute or difference raised by the Bidder.

This guarantee shall be irrevocable and shall remain valid up to 150 days from technical bid opening date and a claim period of 30 days from this date i.e. upto _____. If any further extension of this guarantee is required, the same shall be extended to such required period on receiving instructions from the Owner.

In witness whereof the Bank, through its authorized officer, has set its hand and stamp on this _____th day of _____, 20____ at _____

Witness:

(Signature)

(Name)

(Official Address)

(Signature)

(Name)

(Designation with Bank stamp)

Attorney as per Power of Attorney No. _____ Date _____

Note:

- I. Bank Guarantee should be on "Rajasthan" state Government non-judicial stamp paper of required rate as per stamp duty act of GoR i.e. 0.25% of amount secured (Maximum of Rs. 25000/-) or as per the stamp duty made applicable by Government of Rajasthan time to time, from any scheduled Bank in India to ensure the execution of the contract as per respective clauses.
- II. Stamp paper should be purchased from Rajasthan State Government in the name of Bank issuing the guarantee.

Performa of Bank Guarantee in lieu of Security Deposit

The Chief Engineer

Rajasthan Rajya Vidyut Utpadan Nigam Ltd.....

In Consideration of the Chief Engineer (TD), RVUN, Jaipur. (herein after called the Purchaser) or his assigns having agreed that in respect of order No. dated..... (Herein after referred to as Contract) placed with M/s having their registered office at and Branch office at..... (Herein after called the Contractor), the Contractor need not furnished the Security Deposit in cash and/ or Bank draft. We the.....(hereinafter called the Bank) having their registered office at and Branch office (BG executing branch) at undertake to pay the Purchaser on demand the sum or sums money payable as security deposit by the Contractor in respect of order No.....dated..... placed by the Nigam with the Contractor subject to the following terms and conditions:-

1. Payment pursuant in this undertaking will be demanded by the Purchaser from the Bank and will be met by the Bank without demur and question in the case in which the Contractor, on receipt of the order and/or after the acceptance of his tender has been communicated to him by the Purchaser, make default in entering into an agreement or having entered into such Agreement or otherwise, the Contractor makes default in carrying out the Contractor thereof. As to whether the occasion or ground is arisen for such demand, the decision of the Chief Engineer including Additional Chief Engineer and any other Officer exercising the powers of Chief Engineer RVUN, shall be final.
2. The liability of the Bank shall not at any time exceed (Rs.) Rupees(in words).
3. The undertaking will be determined on.....(Date of issue of BG) but not withstanding such determination, continue to be in force till expiry of 6 months including three (3) months claim period from the date of completion of all work against the aforesaid order (s).
4. No variation in the terms of tender, acceptance of agreement as between the Contractor and the Purchaser made without the (Bank's) consent shall discharge this undertaking.
5. No indulgence or grant of time by the Purchaser to the Contractor without the acknowledgment of the Bank will discharge the liabilities of the Bank under this guarantee.
6. The guarantee herein contained shall not be affected by any change in the constitution of the Contractor and guarantee shall be extended by bank as and when required by procuring entity.
7. Notwithstanding anything contained herein before, the Bank's liability under this guarantee is restricted to Rs.(Rupees...) and the guarantee shall remain in force up to_____, unless demand or claim in writing is presented on the Bank within 3 months from that date i.e. Claim Period , the Bank shall be released and discharged from all liabilities there under.

8. The Bank agrees to extend this guarantee for a specified period in response to the Procuring Entity's written request for such extension for that specified period, provided that such request is presented to the Guarantor before the expiry of the guarantee.

9 The Bank-further undertakes not to revoke the guarantee during its currency except with the previous consent of the Chief Engineer (TD), RVUN, Jaipur.

10. We undertake to pay this amount to the Purchaser without any demur Forthwith merely on demand from the owner. Any such demand made on Bank shall be conclusive.

11. All disputes in relation to this guarantee between the Bank and Nigam shall be subject to jurisdiction of court at Jaipur in Rajasthan state alone.

This deed of Guarantee is made this day..... Month of.....Year 20.....

Yours faithfully,

Bankers

(EXECUTANT)

Signed by the above named bank in the presence of witness With address:.

1.

2.....

Note- The above security Bank Guarantee will be on "Rajasthan" state Government non-judicial stamp paper of required rate as per stamp duty act of GOR i.e. 0.25% of amount secured (Maximum of Rs. 25000/-) or as per the stamp duty made applicable by Government of Rajasthan, from any Nationalised/ scheduled Bank in India to ensure the execution of the contract as per respective clauses.

(Attested by Notary Public, First Class Magistrate or directly confirmed by the Executing Bank)

Equipment/System Performance Bank Guarantee Performa

The Chief Engineer

Rajasthan Rajya Vidyut Utpadan Nigam Ltd.

THIS DEED OF GUARANTEE is made this day..... Month Year..... 20.....between the Chief Engineer (TD) RVUN, Jaipur (hereinafter called the owner which expression shall unless excluded by or repugnant to the context includes his successors and assigns) of the one part and the.....(hereinafter called the Bank) having their registered office at and Branch office (BG executing branch) at(Which expression shall unless excluded by or repugnant to the context includes its successors and assigns) of the other part.

WHEREAS with M/s having their registered office at and Branch office at..... (Herein after called the Contractor,) agreed to execute the work of implementation of ERP to the Chief Engineer (TD) RVUN, Jaipur against Purchase Order No.....date (hereinafter referred to as the Contract.)

AND WHEREAS as per the terms of the contract it was provided that the Contractor should furnish a Bank Guarantee of 10 % of the total contract value by way of security for due execution of contract and so as to meet the guarantee and requirements of the contract.

AND WHEREAS at the request of the Contractor, the Bank has agreed to execute these presents. NOW THIS INDENTURE WITNESS AND IT IS HEREBY AGREED AND DECLARED BY the and between the parties herein to as follows:-

1. The Bank hereby guarantees to the Chief Engineer (TD) RVUN, Jaipur the fulfilment by the Contractor of the various obligations imposed on them under the aforesaid contract including the obligation of the Contractor for due execution of contract as per Tender and the Bank further guarantees to the RVUN that the Contractor shall substitute and supply free of cost any software licenses that may be required due to being corrupted arising from any malware/viruses and other to meet the other obligation under the contract, the Bank undertakes to indemnify and keep the Chief Engineer (TD) RVUN, Jaipur Indemnified to the extent of Rs. (in words Rupees) against any delay in implementation that may be caused to or suffered by the RVUN by reason of any failure by the Contractor to timely supply software licenses as aforesaid and under take to pay to the Chief Engineer (TD) RVUN; Jaipur on demand a sum not exceeding Rs. (Rupees) In the event of the Contractor failing or neglecting to perform and discharge the aforesaid duties and obligations on their part to be observed and performed under the said contract.

The decision of the Chief Engineer (TD) RVUN, Jaipur as to whether the Contractor have failed or neglected to perform or discharge their duties and obligations as aforesaid and as to the amount payable to the Chief Engineer(TD) RVUN, Jaipur by the Bank herein shall be final and binding on the Bank.

The guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said contract and it shall continue to be enforceable till the obligation to the RVUN under or by force of the contract have been fully and properly discharged by the said Contractor, subject to the condition that the RVUN will have no right under this guarantee after satisfactory completion of entire ERP system and successful Go live with the completion of all other obligation i.e 18 months and 3 month claim period after submitting the BG for AMC and after successful completion of AMC period and completion of all other obligation i.e 36 months and 3 month claim period as the case may be. Provided further that if any,

claim arises by virtue of this guarantee before the aforesaid, date, the same shall be enforceable against this Bank notwithstanding the fact the same is enforced after the aforesaid date.

3. The guarantee herein contained shall not be affected by any change in the constitution of the Contractor/of Bank.

4. The Chief Engineer (TD) RVUN, Jaipur shall have the fullest liberty without affecting the guarantee to postpone for any time and from time to time any of the power exercisable by the Nigam against Contractors and either to enforce or forebear from enforcing any of the terms and conditions of the said contract and the Bank shall not be released from its liability under this guarantee and exercise of the. RVUN of the liberty with reference to the matter aforesaid or by the reasons time being given to the Contractor or by any other forbearance, act or omission of the part of the RVUN to the Contractor or by other matter or thing whatsoever which under the law relating to the sureties shall but for this provision have the effect of so releasing the Bank from such liability.

5. The Guarantor agrees to extend this guarantee for a specified period in response to the Procuring Entity's written request for such extension for that specified period, provided that such request is presented to the Guarantor before the expiry of the guarantee.

6. Chief Engineer includes Additional Chief Engineer and any other officer exercising the powers of Chief Engineer,(TD) RVUN ,Jaipur.

7. The Bank further undertake not to revoke this guarantee during its currency except with the previous consent of the Chief Engineer,(TD) RVUN ,Jaipur in writing.

8. All disputes arising under the said guarantee between the Bank and the Nigam or between the Contractor and the Nigam pertaining to the guarantee, shall be subject to the jurisdiction of Courts in Jaipur only.

9. Notwithstanding anything, contained herein before, the Bank's liability under this guarantee is restricted to Rs..... (Rupees.....) and the guarantee shall remain in force up to unless demand or claim in writing is presented on the Bank within six months from that date, the bank shall be released and discharged from all liabilities there under. However, the validity off the Bank Guarantee shall be extended as and when required by RVUN.

10. We further undertake to pay this amount to the Chief Engineer (TD) RVUN, Jaipur without demur forthwith merely on demand from the Owner. Any such demand on Bank shall be conclusive.

11. IN WITNESS WHERE OF THE BANK HAS executed these presents the day and year written above.
Yours faithfully,

(EXECUTANT)

Signed by the above named bank in presence of (Name and address)

Note- The above Bank Guarantee will be on "Rajasthan" state Government non-judicial stamp paper of required rate as per stamp duty act of GOR i.e. 0.25% of amount secured (Maximum of Rs. 25000/-) or as per the stamp duty made applicable by Government of Rajasthan, from any Nationalised/scheduled Bank in India to ensure the execution of the contract as per respective clauses. (Attested by Notary Public, First Class Magistrate or directly confirmed by the Executing Bank)

Indenture for Agreement

This indenture of agreement (herein after referred to as contract Agreement) made at this day of month. of the year 20.... Between-

A) The Chairman cum Managing Director, Rajasthan Rajya Vidhyut Utpadan Nigam Ltd a company incorporated under the Companies Act, 1956 having its registered Office at Vidyut Bhawan, Jyoti Nagar, Janpath, Jaipur-302005 in the State of Rajasthan (hereinafter referred to as 'purchaser') which expression unless the context does not permit includes successors and assign of the one part, and

(B) (To be used in case of Limited Companies)

M/s..... a Private / Public Limited Company incorporated in.....under the company's act..... and having its registered office at.....(complete address) and branch office at(address)

(C) To be used in case of Partnership Firms/LLP's

M/s..... a Partnership Firms/LLP's and having its registered office at.....(complete address) and branch office at(address)

(D) To be used in case of Proprietorship Firms

M/s..... a Proprietorship Firms and having its registered office at.....(complete address) and branch office at(address)

Hereinafter, referred to as supplier which expression unless the context does not permit includes their respective successors, heirs, executors, administrators, legal representative and permitted assigns of the second part,

Now hereby set their hands to execute this contract agreement witness as follows:

1. The Contractor do by these presents agree to execute the work to the purchaser(name of work)for.....(name of project) , and the purchaser does agree to get the work from the contractor as per the work specified in the work order nodt.....appended with the terms and conditions contained in the said order and bid document. The general terms and conditions and amendment thereof and SCC appended hereto are also considered as a part of this agreement. The Contractor will also bound to fulfill all the conditions mentioned in the work order /GCC/SCC/bid documents and amendments thereof.

2. The work to be made under this agreement shall be as per terms and conditions of the above order and as per the specification for TN. No.

3. The Contractor has deposited Rs..... in the form of bank guarantee/cash with the owner as security for due performance of this agreement.

4. The specifications of the work to be executed under this agreement shall be, as set forth in the work order/bid documents and as per specification mentioned in TN No.

5. (a) Work to be executed/done as per Tender specification.

(b) GST/any other taxes, duties or charges which may be payable would be the purchaser's liability and if incurred would be to his account where it is specifically exclusive as applicable within stipulated delivery period.

(c) The Purchaser shall reimburse to the supplier, all such freight or other expenditure if any that may be incurred by the suppliers in this behalf by payments from time to time on receipt of the bills from the suppliers supported by receipt or acknowledgement for suppliers receipt provided these are payable under work order.

6. The contractor is also bound to full-fill all the terms and conditions mentioned in the GCC /SCC/ /work order and all bid documents.
7. In case of dispute as to whether any work executed are or are not in accordance with the specification set forth in the work order/GCC/bid documents, decision of the Chief Engineer/Addl. Chief Engineer (TD), RVUN, Jaipur shall be final and binding on both the parties.
8. The work to be executed and completed within a period as specified in Purchase/work Order.
9. Payment of the price for the work under this agreement shall be made as per relevant clause of the Purchase/work Order as admissible.
10. The deposit made by supplier as referred above (at sr. no.3) will be released to the supplier/contractor after due execution of this contract by them or as per provision laid down in the purchase order.
11. If the supplier fails wholly or in part to fulfil this agreement, the purchaser shall be entitled at this discretion to retain the whole or any part of the deposit made by the supplier and if the loss suffered by the purchaser /owner exceeds the amount of said deposit he will be entitled to recover the said loss from the supplier in the manner as may be expedient.
12. If any sum remains due or becomes recoverable from the supplier on account to the non- fulfilment of this agreement or on account of any other reason, the supplier/contractor shall pay the same immediately on demand, if the supplier/contractor do not make such payment on demand, the purchaser shall be entitled to recover the same from the supplier as arrears of land revenue.
13. In witness of the due execution of this agreement, the parties have herein under set their hands the day and the year first above written.
- Signed and delivered and delivered in presence of the witness.

Signature

Designation

By the order and on behalf of the CMD
Rajasthan Rajya Vidyut Utpadan Nigam

Signature

For and on behalf of the supplier

Status

Witness: With Address1

Witness: With Address 2

The above Agreement will be on "Rajasthan" state Government non-judicial stamp paper of required rate as per stamp duty act of GoR i.e. 0.25% of contract value (Maximum of Rs. 15000/-) or as per the stamp duty made applicable by Government of Rajasthan, to ensure the execution of the contract as per respective clauses.

**TO BE FILLED BY ENTITIES CONTROLLED/OWNED/MANAGED BY STATE GOVT. AND UNDERTAKING OF
CENTRAL GOVERNMENT**

Bid Security Declaration

Date: [.....](as DD/MM/YYYY)

Bid No.: [.....]

To: _____[insert complete name and address of Procuring Entity]

We, the undersigned, declare that:-

We accept that we will automatically be suspended from being eligible for bidding in any Contract with Chief Engineer (TD) RVUNL, for the period of time of 3 years from the date of opening of techno-Commercial bid if we are in breach of our obligation(s) under the bid conditions, more specifically, if we:

- (a) Withdraw or modify our Bid after deadline for submission of bids, during the period of bid validity ; or
- (b) Having been notified during the period of bid validity specified in the bid, about the acceptance of our Bid by you and fail or refuse to execute the Contract Agreement within the time period specified in the Bid ,
- (c) Not accept the correction of arithmetical errors in accordance with the RTPP Act and Rules; or
- (d) Breach a provision of the Code of Integrity specified in the RTPP Act and Rules.

We understand this Bid-Security Declaration shall expire if we are not the successful Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder; or (ii) thirty days after the expiration of our Bid.

**Authorized Signatory
With Name, designation and Seal**

**TO BE FILLED BY ENTITIES CONTROLLED/OWNED/MANAGED BY STATE GOVT. AND UNDERTAKING OF
CENTRAL GOVERNMENT**

Performance Security Declaration

Date: [.....](as DD/MM/YYYY)

Bid No.: [.....]

To: _____ [insert complete name and
address of Procuring Entity]

We, the undersigned, declare that:-

We understand that, according to your conditions, the Contract must be supported by a Performance Security Declaration as a guarantee to ensure fulfilment of our all performance obligations under the Contract for _____ [insert name of subject matter of procurement].

We accept that we will automatically be suspended from being eligible for bidding in any contract with you for the period of time of 3 years from the date of opening of techno-Commercial bid starting on the date that we receive a notification from you, if we are in breach of any of our performance obligation under the conditions of the Contract.

We understand this Performance Security Declaration shall expire after 60 days of completion of our all obligations under the Contract including Defect Liability, warranty/ Guarantee, operation, maintenance, etc. in accordance with the conditions of the Contract.

**Authorized Signatory
With Name, designation and Seal**

SECTION V

SCOPE OF WORK

5. Scope of Work

5.1. Objective

Bidders are required to critically review the purpose and requirements of implementation and ensure inclusion of all goods & services (not mentioned specifically) for achieving the objective within the time frame for successful implementation.

5.2. Scope Summary

The overall scope of Work for this project will involve the following areas:

- a) Preparation of detailed implementation plan covering the complete life-cycle of the project.
- b) Complete project management activities as per standard norms & practices.
- c) Deployment of resources on-site at the project location(s) i.e. At the Head quarter level (Jaipur) but in case of critical challenge of customization resources will visit the site as per their requirement to understand the process and standard rates @RVUN facility on accommodation and local transport to be provided by RVUN only Infra limited to telephone, seats, Internet connectivity shall be provided for helpdesk by RVUN.
- d) Supply, Install, Configure, Customize and implement offered ERP software and Hardware as per requirements.
- e) Design, erection and commissioning of the required IT infrastructure (including IT & non-IT components such as servers, OS, database, cooling, electrical work) to meet RVUNL business requirements, ERP performance requirements and service level agreements.
- f) Provisioning of Servers & associated hardware/software/license of suitable configuration required for Training, Development & Configuration, Quality Testing for temporary use during implementation till proposed hardware infrastructure is available for utilization.
- g) Bidder will provide EMS Tools for proposed IT infrastructure (Network, Storage, Server, Applications, Asset Management and Patch management, etc.). Bidder will be responsible for database and application performance monitoring and make necessary changes such as performance tuning and optimization to ensure the complete solution is performing as per contract requirements. This also includes but not limited to provide ITSM, ITAM, DC and DRC Elements Monitoring and Management, Network Monitoring and Management, Application Monitoring and Management, Network Configuration and Backup, Remote Control, Patch Management.
- h) Understanding of RVUNL's existing Business Processes and future requirements through detailed as-is, to-be study and gap analysis.
- i) Design of improved, streamlined, standardized, more efficient to-be processes through business process reengineering based on industry best practices, ERP supported process improvements and RVUNL requirements.
- j) Configuration of the ERP solution and its integration with other RVUNL systems.
- k) Development of forms, reports, interfaces, custom components and enhancements to meet business requirements.

- l) Testing (unit testing, integration testing, user acceptance testing, load testing, stress testing and stabilization testing). All required tools are in the scope of bidder.
- m) Quality assurance through OEM audits and compliance of OEM recommendations not only limited to software but bidder need to proposed hardware keeping consideration to meet out addition of the user license by 20% and database capacity for more than 6 years without any cost on account of hardware scalability in 6 years after Hand-over period.
- n) Preparation of templates for data collection, verification & migration. Provide required training and support to RVUNL in data collection & verification process. Complete responsibility for data migration.
- o) Functional overview training, detailed functional training, technical training and end-user training.
- p) Change Management activities through-out the life cycle of the project (identification of change managers & change champions, trainings, workshops, preparation of change management related material).
- q) Required project activities during the transition period such as completion of user manuals, system manuals, business continuity & disaster recovery manual, master & transaction data migration, end-user training, help-desk setup.
- r) Post Go-live support for ERP product, functional & technical support for implemented solution & related services.
- s) Any other activity for successful integration and implementation of the ERP solution.
- t) E-office: Bidder should provide office automation software/solution sync with proposed ERP solution for meeting the paper less working.

5.3 Geographical Scope

The Project is intended to cover all offices of RVUNL including

1. Corporate office at Jaipur, Rajasthan
2. Generation Baswara circle office at Baswara, Rajasthan
3. Generation Kota circle office at Kota, Rajasthan
4. Ambikapur Coal Mines Chief office.
5. Kota Super Thermal Power Station – 1240 MW Installed Capacity
6. Suratgarh Super Thermal Power Station – 1500 MW Installed Capacity
7. Chhabra Thermal Power Project – 1000 MW Installed Capacity
8. Kalisindh Thermal Power Project – 1200 MW Installed Capacity
9. Ramgarh Gas Thermal Power Station – 273.50 MW Installed Capacity
10. Dholpur Gas Based Combined Cycle Power Station – 330 MW Installed Capacity
11. Mahi Hydel Power Station (PH-I) – 50 MW Installed Capacity
12. Mahi Hydel Power Station (PH-II) – 90 MW Installed Capacity
13. “Mini – Micro Hydel Power Station – 23.85 MW Installed Capacity
14. Giral Lignite Thermal Power Station (RVUNL Subsidiary Company) – 250 MW Installed Capacity
15. Chhabra Super Thermal Power Project – 1320 MW Installed Capacity
16. Suratgarh Super Thermal Power Station – To be functioned FY 19-20, 1320 MW Installed Capacity
17. Rana pratap sagar hydel power station - 172 mw installed capacity
18. Jawahar sagar hydel power station - 99 mw installed capacity

S No	Name of Power Station	Installed Capacity
1	KOTA SUPER THERMAL POWER STATION (2X110MW+3X210MW+2X195MW)	1240 MW
2	SURATGARH THERMAL POWER STATION	1500 MW

S No	Name of Power Station	Installed Capacity
	(6X250MW)	
3	CHHABRA THERMAL POWER PROJECT (4X250MW)	1000 MW
4	KALISINDH THERMAL POWER PROJECT (2x600MW)	1200 MW
5	RAMGARH GAS THERMAL POWER STATION (3MW+1X35.5MW+2X37.5MW+110MW+50MW)	273.50 MW
6	DHOLPUR GAS BASED COMBINED CYCLE POWER STATION (3X110MW)	330 MW
7	MAHI HYDEL POWER STATION (2X25MW+2X45MW)	140 MW
8	MINI-MICRO HYDEL POWER STATION (10 SCHEMES)	23.85 MW
9	GIRAL LIGNITE THERMAL POWER STATION (2X125MW) (RVUN Subsidiary Company)	250 MW
10	CHHABRA SUPER THERMAL POWER PROJECT (Supercritical) (2X660MW)	1320 MW
11	SURATGARH SUPER THERMAL POWER STATION (Supercritical) (2X660MW) (expected FY-19-20)	1320 MW
12	RANA PRATAP SAGAR HYDEL POWER STATION	172 MW
13	JAWAHAR SAGAR HYDEL POWER STATION	99 MW
	Total Installed Capacity after June'18	8868.35MW

5.4. Functional Scope

5.4.1. Objective

The objective of ERP implementation in RVUNL is to have best of the

Industry and business practices offered by ERP product. RVUNL has provided business functions and areas of work to be covered under the project. Further, minimum requirements have been provided in Section IX: Functional Requirement Specifications (FRS) which is indicative of RVUNL business requirements.

Since the Purchaser may not be aware of many of standard modules and functionalities offered by the ERP product and the same may not reflect in FRS. Bidder will need to provide all relevant functional modules to address the functionalities mentioned in the FRS.

The successful bidder / bidder will be required to demonstrate standard functionality of offered ERP modules during business study (as-is, to-be stage) and RVUNL will have an option to choose more standard functionalities than covered under FRS at no extra cost as same will be treated within scope. RVUNL shall decide on these additional functionalities before finalization of Solution design document/Business Blueprint (BBP).

5.4.2. Activities to be part of Solution

Offered ERP Product must be a COTS based solution. The ERP implementation is expected to be completed (Enterprise Go-Live) in 18 months from the date of signing of the contract with the selected bidder. Following functions are envisaged to be covered under the project:

- a) The replacement request shall come from bidder Project Manager or Delivery head.
- b) Bidder will inform the designated Project Manager of RVUNL at-least 1 week in advance of such resource replacements along with the deployment schedule and knowledge transfer plan.
- c) Bidder will provide the detailed justification along with documentary evidence for the request.
- d) Bidder will provide the alternative CV(s) along with the request to the designated Project Manager of RVUNL.
- e) Final decision shall be taken by the designated RVUNL Competent Authority.
- f) Bidder will ensure that the resource replacement and knowledge transfer shall not impact the quality and timeline of the project.

1. General Operations

- a) Generation Planning - Includes periodic (e.g. weekly, fortnightly, monthly, quarterly and yearly generation plans), any modifications/ revisions to plans, mapping actual vs. projected, collation and analysis.
- b) Integration to proposed Generation Control Center system.
- c) Activities pertaining to daily generation scheduling, communication to various stakeholders, SLDC, recording of real time plant operations specification.
- d) Recording of daily plant output data and analysis of routine activity carried out by operations function. This shall include but not limited to output, fuel consumed specific events, daily performance, and Heat Rate assessment/deviation.
- e) Accurate data management, book keeping, analysis and remedial action for inefficiency.
- f) Fault management, reporting, trend analysis, impact on generation etc.

2. Ash Handling

Refer point 5.25 at page 148 of tender document.

3. Finance, Accounting, Costing & Budgeting

- a) Budgeting includes
 - i. Capital and revenue budget preparation, consolidation and approval.
 - ii. Budget Control.
 - iii. Budget variance reporting and analysis.
- b) Payables management includes
 - i. Vendor Master Maintenance.
 - ii. Petty purchases or cash transaction.
 - iii. Domestic/ international vendor Invoice/ Debit Memo/ Credit Memo processing for items, services and contracts, including treatment of applicable taxes and other statutory guidelines.
 - iv. Vendor payment scheduling and processing by cheques, DD, LC, bank transfers etc.
 - v. Making statutory payments.

- vi. Vendor outstanding management, advance payments to vendors.
 - vii. Bank guarantee, LC, EMD & Security Deposit tracking and management.
 - viii. Payables documents management and tracking.
 - ix. Accounting and reporting(e.g. G/L accounts reconciliation, Vendor line items and relevant reports)
 - x. Complying with applicable statutory requirements.
 - xi. Settlement of internal orders.
 - xii. Custom duties (capture & payment of Custom duty elements and availing subsequent credit on the same)
 - xiii. GST payments for raw material, capital goods etc.
 - xiv. GST Challan and GST related all compliance.
 - xv. Withholding Tax.
- c) Receivables management includes
- i. Recording advances and LC from customers, tracking Letters of Credits, BG.
 - ii. Raising Invoices / Debit Memo/ Credit Memo on domestic customers including treatment of applicable taxes and other statutory guideline.
 - iii. Accounting and Reporting.
- d) Bank Reconciliation includes
- i. Loading/ manually entering bank statements.
 - ii. Reconciling bank statements with books of accounts electronically/ manually.
 - iii. GST registers updation like payment details for GST,Cess etc.
- e) Funds Management includes
- i. Fund forecasting/ requirement planning.
 - ii. Centralized cash payments.
 - iii. E-receipts and E-payments.
 - iv. Bank validating and interest computation.
 - v. Investment Planning.
 - vi. Maintenance of fixed assets registers.
 - vii. Addition, adjustment, assignment, transfer, reclassification, de -capitalization, retirement and disposal of fixed assets.
 - viii. Recording maintenance and insurance related details against fixed assets.
 - ix. Running depreciation.
 - x. Accounting and reporting.
- f) General Accounting includes
- i. Chart of Accounts value maintenance.
 - ii. Entering and approving manual journals.
 - iii. Interfacing journals from sub –ledgers.
 - iv. Rectification, reversal of journals.
 - v. Recurring, contingency and allocation journals.

- vi. Inter-unit accounting and reconciliation.
 - vii. Preparing reports/ inquiries to facilitate statutory, tax and cost audit.
 - viii. Month-end, quarter-end and year-end closing including consolidation of unit accounts, preparation of financial reports/statement.
 - ix. Provident Fund accounting.
 - x. Support multi-currency operations.
- g) Cost Accounting includes
- i. Maintaining cost centers.
 - ii. Collection of costs across cost centers.
 - iii. Reallocation of costs amongst cost centers.
 - iv. Preparation of product cost sheet, cost reports.
 - v. Reconciling cost records with financial records.
 - vi. Adherence to cost accounting record and reporting rules.
 - vii. Cost Audit requirements.
 - viii. Product (power) costing, as per rules and regulations.
 - ix. Periodic costing run and order (production and internal) settlements.
- h) Statutory Compliance includes
- i. Handling direct and indirect taxation requirements including Income Tax, TDS, GST etc.
 - ii. Printing forms, challans and maintaining registers.
 - iii. Handling vendor and customer return orders.
 - iv. Generation of returns and supporting statements.
- i) Sales Accounting includes
- i. Customer master maintenance.
 - ii. Generation of primary and supplementary bills as per agreement terms.
 - iii. Managing Memorandum of Understanding/ Special Terms and conditions (e.g. Power Purchase Agreement) with customers.
 - iv. Handling customer complaints.
- j) Generation employee payroll for all categories includes
- i. Managing wages, PF related issues.
 - ii. Handling of component of pay.
 - iii. Computation of various elements including taxes.
 - iv. Computation of pay based on various compensation rules.
 - v. Handling of deductions, loans and advances.
 - vi. Allow salary to be split across different payment.
 - vii. Handling of PF, gratuity rules.
- k) Pension Trust
- l) PF

4. Procurement and Inventory Management

- a) Preparation and revision of periodic (monthly, yearly etc.) procurement plan based on demand including scheduling, cost implications (based on past records), budget (i.e. Activity based budgeting).
- b) Recommended procurement plan and quantity based on past consumption pattern, specific consumption norms (raw materials), existing stock, pipeline stock, estimated requirement and lead times involved.
- c) Indenting including availability checking of material in store before indenting, raising of indent with past precedence of consumption and cost, if material is not available in store, monitor the status of indent etc.
- d) Suggest mode for procurement of material (proprietary, Limited Tender Enquiry, open tender, etc.) and vendors for proprietary purchase or limited tender enquiry as per system defined rules.
- e) Electronic workflow based hierarchical approval of all documents including indents, Purchase Orders etc.
- f) Management of vendor database on the basis of various parameters from past PO and performance.
- g) Monitor work order execution with respect to time and cost budgeted vs. actual.
- h) Record and evaluate the vendor's performance.
- i) Maintain store and sub-store locations, transfer of material between stores/ locations/ plants based on approval etc.
- j) Record receipt of goods in part/ full, generation of road permit, gate pass etc. for movement of goods, inform user department about receipt/ testing of material, recording of material/ equipment inspection/ certification/ testing details before/ after receipt at store, including condition of inspection (pre-dispatch/ post-dispatch etc.), update discrepancy database if material is damaged or fails testing, issuing of Store Receipt Voucher, Store Issue Voucher and other Stores documents.
- k) Manage Bin records and details of location of material storage.
- l) Perform various kinds of inventory analysis.
- m) Alerts to inform user department about receipt of material.
- n) Selectively restrict material issue to indenter or to other department/location upon approval from initial indenter.
- o) Batch management, LIFO, FIFO and other policies for issue of material.
- p) Track and monitor material at various department/ units.
- q) Determine the useful life of a material post installation/ commissioning; highlight any material obsolescence based on user-defined parameters, write-off of material, and track scrap material across locations etc.
- r) Record auction sale results regarding quantity of material and the price.

5. Plant Operations & Maintenance

- a) Material and equipment information – Equipment classification, equipment details, BoM, BOQ, maintenance planning and scheduling etc.
- b) Maintenance works specification - Standardization of works specification, classification of maintenance works, maintenance procedures etc.

- c) Defect inspection.
- d) Creation of Long term (say 5-6 year rolling plan) maintenance rolling plan.
- e) Seasonal maintenance planning and overhauling.
- f) Preventive maintenance including developing maintenance plans (incl. engineering declaration), checklists of critical activities, assessment of resources and spares required, generation of schedules, task allocations etc.
- g) Breakdown maintenance system including breakdown notifications, maintenance planning, outage types, causes of faults, checklists of tasks for fault correction, maintenance schedule prioritization etc.
- h) Condition based maintenance including maintenance parameters monitoring, prediction of potential machine failures, recording data about malfunctioning equipments identifying parameters for monitoring, assessing and maintaining target value, frequency of measurements, data analysis etc.
- i) Maintenance request management including issuance of maintenance request, process maintenance request, close maintenance request etc.
- j) Maintenance work orders including Generate work orders, resource allocation, maintain work order details, generate work order status, work order costing, and material management, work order monitoring (progress, completion etc.).
- k) Safety procedures and Permit To Work (PTW) including maintain safety procedures, arrange for PTW in coordination with operations function, returning PTW, Closing PTW etc.
- l) Spares planning including assessment of spares in store, pending purchase orders, inventory in other stores etc.
- m) Maintenance contract Agreement.
- n) History maintenance including generation of maintenance history, trend analysis, maintenance history, fault analysis report etc.

6. Quality Management

- a) Manage all Quality Management across business process cycle related aspects including those related to generation, maintenance, procurement, statutory compliances/ licenses/ certificates, internal quality control/ safety / audits etc.
- b) Manage all Quality Management related aspects, including requirement, status, renewal date, schedule etc. of testing/ certifications/ reports/ licenses/ quality parameters/ performance parameters/environment parameters etc. against each asset/ equipment/ plant.
- c) Manage functions of quality management as per ISO 9001 standard and related policies as applicable to RVUNL.
- d) Maintain quality related master data, inspection characteristics, inspection methods, where-used lists and replacements related to parts/ spares replacement.
- e) Ability to capture activities of various departments related to quality control such as chemistry department, weight and measurement department, inspection teams, operations review team etc.
- f) Ability to capture calibration details, inventory of test equipment such as Weigh Bridge etc.
- g) Ability to manage material inspection process and related details.
- h) Monitor process quality with the help of control charts.
- i) Application of statistical process control techniques using quality control charts.

7. Fuel Management

- a) Fuel planning and management – fuel planning including assessing the coal linkages, evaluating fuel supply gaps, aggregation of total fuel requirement, vendor management, database and MIS management, fuel quality and quantity availability and requirement assessment, Fuel Supply Agreements (FSA) management, contract management, fuel budgeting, fuel utilization tracking etc.
- b) Transportation and logistics management including imported coal transportation management, high sea sales, rake wise accounting, railway siding maintenance, locomotive management, coal weight measurement, stock management, locomotive breakdown maintenance, signaling and related maintenance, fuel quantity measurement, rakes receipt and confirmation, integrated view of transportation, details pertaining to import, unloading, storage, transportation, transit loss, commercial impact of loss, fuel supplier and transporter performance management, real time rake movements etc.
- c) Consumption and fuel accounting including coal received, consumption and stocking reconciliation, compilation of information pertaining to rebooking, efficiency impact on switching of fuels, losses in internal value chain, record management etc.
- d) Quality management of fuel including monitoring and compilation of fuel sampling analysis report, identification of deviations, fuel quality monitoring etc.
- e) Billing and payment of fuel including automation of workflow for posting, verification, approval and authorization for payment for suppliers and transporters, capturing the details of the bills and its comparison with delivery details recorded by plant personnel, calculation of the cost of consignment based on the agreement conditions, central clearance of bills etc.
- f) Claim management and dispute settlement such as raise claims on suppliers and transporters, track the status of claims and the responses of the various parties, identify missing and unconnected wagons etc.

8. Human Resource Management (Including Employee and Manager Self Service) & Payroll

- a) Managing all transactions and data related to the entire lifecycle of employee management from recruitment to separation.
- b) Organization Management: This module covers the corporate structure of the organization, categories of employees, administrative powers, designations of employees, departments, hierarchy, functions and roles.
- c) Policies and procedures, Service rules, Maintaining service book, Employee self-service: This module covers storing of all the RVUNL policies and complete employee details in terms of employee name, dependents name, address, service history, promotion history, disciplinary history, training history, payroll related information etc.
- d) Training and Development: This module covers the training related processes of the company; training need assessment, training budget, training calendar, nominations, feedback, cost analysis, training expenditure etc. and maintenance of database with respect to training attendance, internal trainings conducted etc.
- e) Recruitment, Manpower planning: This module covers the recruitment process performed by RVUNL (internal and external), the procedures of storing selection lists, generating merit lists, formation of interview panel, seniority lists etc. as per regulations. It also covers the procedures of manpower planning by calculating vacancies based on the differences in sanctioned and existing strength.
- f) Promotion, Regularization / Probation, Appraisal process: This module covers the Performance appraisal process (KPIs, targets, ratings etc.), Promotion process (seniority

lists, mandatory exams etc.) and Regularization or probation process (appraisal process conducted) as per company provisions.

- g) Disciplinary cases: This module covers the process of managing disciplinary cases in the organization as per the provisions; it is proposed that the complete workflow from reporting of an misconduct to issuing a show cause notice or initiating a disciplinary enquiry and award of punishment shall be carried out in the system.
- h) Changes in Employment status: This module covers the various processes of changes in employment status such as all modes of separation (VRS, CRS, Resignation, Technical Resignation, Retirement and Death), transfers and deputation as per company provisions.
- i) Leave and Attendance: This module covers the processes of managing leaves and attendance in the system; configuring the types of leaves, eligibility, reconciliation in case of sanctioned but not availed leaves etc. are few of the sub processes identified.
- j) Grievance redressal and Industrial relations: This module covers the process of managing all types of grievances in the company by designing a format for the same and also devising suitable workflow approvals.
- k) Legal: This module covers the process of managing all types of legal processes (cases) in the company by designing a format for the same and also devising suitable workflow approvals.
- l) Miscellaneous: This module covers the miscellaneous processes in RVUNL; Managing Receipt / Dispatch, Travel management, Managing Medical process, Managing House allotment, Managing Corporate Social Responsibility, Managing RTI and other queries, Management of LTC and Managing issue of NoC.
- m) Exit: This module covers the full and final settlement processes during separation of an employee from the company such as checking of any outstanding balances, generation of leave certificate etc. as per company provisions.
- n) Employee Service, including
 - i. Leave Management
 - ii. Requests for travel advances/ tickets/ guest house/ vehicle.
 - iii. Travel/ medical/ LTC etc. expense Claim.
 - iv. Employee Loans and advances.
 - v. Performance Appraisal and competency view.

9. Project Management - DELETED

10. Document Management & Workflow Management

11. Business Intelligence as per department wise KPI/ KRA's of RVUNL

12. Dashboard as per department wise KPI/ KRA's of RVUNL

13. System Administration

- a) User role maintenance.
- b) Approval maintenance / delegate and bypass approval.
- c) User Creation.
- d) System/ Transaction Monitoring.
- e) Tracking of Data Flow.

- f) Early Watch and Alerts.
- g) Data Back-up and scheduling.
- h) System/ Application upgrades.

14. Others - In order to support the functions described above, the ERP solution should also cover the following

- a) Custom reports across functions aggregating information for various levels of management.
- b) Standard Reports.
- c) Generate custom printouts on the basis of ERP transactions.
- d) Dashboard for Senior Management.
- e) Web Portal.
- f) Integration with existing systems like Biometric, Weigh Bridge etc.
- g) RVUNL intends to implement Energy Billing and File Tracking System. Energy Billing (new requirement) & File Tracking system (existing), SI needs to customize as per RVUNL requirement.

5.5. Implementation Scope

5.5.1. General Scope

- a) Define phase activities and check-list before beginning of the phase and submit completion status of the same before commencement of subsequent phase.
- b) Bidder is required to deploy industry standard / ERP OEM recommended software and compatible hardware solution to manage, monitor and maintain ERP project along with project documents / deliverables (including version control) through-out the life cycle of the project.
- c) Follow industry standard or OEM recommended implementation methodology.
- d) Deploy resources as defined in this document and the bid.
- e) Carry out project activities as per the agreed project plan.
- f) Carry out development, customization, configuration activities to meet RVUNL requirement.
- g) Carry out integration activities.
- h) Carry out all testing activities.
- i) Carry out complete data collection and migration activities.
- j) Provide training & change management services.
- k) Provide all implementation related documents & deliverables.
- l) Provide Post Implementation Support.

Phase I – Project Preparation/ Inception

During the Phase – I of the Project, bidder will carry out the following activities:

5.5.2. Project Plan

Bidder will follow efficient project management methodology. As part of planning, bidder will prepare a detailed project plan to cover the entire life-cycle of the project within the given time

period mentioned in this bid. Project plan will include (but not limited to) all project activities, milestones, deliverables (contractual or otherwise), timelines, dependencies, roles & responsibilities etc. in Work Breakdown Structure.

5.5.3. Resource Planning & Deployment

The bidder will prepare and submit a detailed project structure along with resource deployment plan (onsite & offsite). Bidder is required to deploy all resources (minimum) as defined in this bid document on-site at RVUNL ERP project location. Bidder will submit the resume of all the personnel to be deployed on the project for prior approval of RVUNL.

5.5.4. Resource Replacement

Bidder will not be allowed to add/ replace/ withdraw any personnel from the project without prior written confirmation from RVUNL; and the person withdrawn shall be replaced with the equally qualified and competent substitute after approval from RVUNL. In such cases, the following process shall be followed:

- a) The replacement request shall come from bidder Project Manager or Delivery head.
- b) Bidder will inform the designated Project Manager of RVUNL at-least 1 week in advance of such resource replacements along with the deployment schedule and knowledge transfer plan.
- c) Bidder will provide the detailed justification along with documentary evidence for the request.
- d) Bidder will provide the alternative CV(s) along with the request to the designated Project Manager of RVUNL.
- e) Final decision shall be taken by the designated RVUNL Competent Authority.
- f) Bidder will ensure that the resource replacement and knowledge transfer shall not impact the quality and timeline of the project.

5.5.5. Project Kick-off Meeting

The bidder after preparation detailed project plan and resource mobilization, bidder will conduct the kick-off meeting with RVUNL team to explain the project plan, scope, team members among other aspects.

5.5.6. Project Charter

Bidder will prepare a detailed project charter consisting of Project objectives, scope, deliverables, implementation methodology, Change Management Strategy, timelines, roles & responsibilities, requirements from RVUNL, project risks & mitigation plan, communication matrix, escalation mechanism, governance mechanism, project templates and ERP project KPIs to measure project success etc.

5.5.7. Overview Training

Bidder will provide an ERP product overview training to RVUNL key stakeholders such as Sr. Management and functional nodal officers to familiarize them on product modules, functionalities, nomenclature etc.

5.5.8. Site Survey

- a) DELETED

- b) Bidder will carry out site survey of location for setting up the Data Center/ server room and submit site preparation requirements.
- c) DELETED

5.5.9. Phase II – Business Blueprint/ Elaboration

During the Phase – II of the Project, bidder will be required to carry out the following activities:

5.5.9.1 As-Is, To-Be Study and GAP Analysis

- a) Detailed AS-IS study of RVUNL and documenting business processes including process maps to cover all functions, processes, workflows up-to activity/ task level.
- b) Identify existing business process issues, areas of improvement and opportunities for standardization.
- c) Review the AS-IS processes and design the TO-BE processes that are based on business requirements and ERP enabled Best Practices/ Processes.
- d) Conduct gap analysis of to-be process requirement and ERP functionalities along with best practice solution to meet RVUNL requirements.
- e) Design of improved, streamlined, standardized, more efficient to-be processes through business process reengineering based on industry best practices, ERP supported process improvements and RVUNL requirements.
- f) Identify all reporting requirements as per business needs (internal, external, statutory etc.) including Dashboard and MIS for various levels of management.

5.5.9.2 Functional Training

- a) Bidder will submit a training plan and strategy to RVUNL.
- b) Bidder will provide ERP product training (module wise standard functions & reports available in the product) to RVUNL core team.
- c) Training should be provided on training environment of the ERP product so that users can understand the working process of actual ERP product. Training through presentation slides will not be allowed.
- d) Training needs to be provided for minimum seven days for each module.
- e) After completion of training, bidder will conduct a test and share the results of with RVUNL.
- f) After training, bidder will incorporate process & reporting suggestions provided by nodal officers in business requirement.

5.5.9.3 Business Solution Design/ Blueprint

- a) After detailed study and functional training, bidder will prepare solution design document / business blueprint (BBP) based on complete functional & technical requirements including (Forms, Reports, Interfaces, Customization and Enhancements) and business process changes incorporated in the to-be processes.
- b) Bidder will proceed to the realization phase only after the approval of BBP by RVUNL. The BBP will form the basis of system configuration and development and should incorporate the entire scope of ERP implementation.

5.5.10. Phase III – Realization/ Construction

5.5.10.1. Development, Customization and Configuration

Based on the approved business blueprint, the bidder will be responsible for following activities:

- a) Prepare and submit different codification details of master data.
- b) Prepare functional and technical design documents and submit for RVUNL approval.
- c) Configure and customize ERP as per approved business requirements.
- d) Identify integration / interface requirements between ERP and non-ERP systems based on requirements.
- e) Submit integration strategy document and develop necessary process for seamless integration between ERP and other RVUNL applications to meet business requirements.
- f) Carry out testing activities for the solution (as mentioned in the subsequent sections).
- g) Carry out data collection and migration activities (as mentioned in the subsequent sections).

5.5.10.2 Customization

RVUNL would like to implement standard ERP functionalities as far as possible and adopt standard business processes offered by the ERP system. Bidder will be required to use best judgement while proposing any customization requirements. If any functionality can be met through the standard solution provided by the ERP, same should be adopted unless it is technically required to customize and there is no better solution.

5.5.10.3 Integration/ Interfaces

All external systems should be integrated with the ERP solution on a consistent, on-line, real-time or batch processing or data exchange basis and needs to operate in an automatic manner without manual intervention unless specifically required. Bidder needs to proposed appropriate solution for integration between ERP and other applications including but not limited to RVUNL website, e-procurement portal, GCC system, DCS system. In this context, bidder needs to ensure that:

- a) All required data residing in legacy applications are identified and transferred / integrated with ERP solution.
- b) All interfaces are self-checking so that any exceptions or data validation errors are reported by the system.
- c) Integration logs are maintained to confirm the success or otherwise of the interface, complete with control totals.
- d) Integration solution can be used to undertake any future integration between any applications. This capability of integration solution will allows it to meet reliability, availability, scalability, and performance requirements and avoid overloading the back-end services.
- e) Proposed ERP solution should be capable of fetching data on real time basis from various DCS/ SCADA systems related with various power generation units of various power stations of RVUN. This capability of ERP integration to DCS should not be restrictive/ dependent for any requirement form DCS OEMs. Also this capability should not be restricted by number of Tags to be fetched from DCS and should be capable of integration at plant level. Details of

inputs to be fetched, number of units /plants and other DCS related details/planning will be done at the time of blue printing. More to this bidder need to ensure the security of integration through firewall.

5.5.11 Phase IV – Final Preparation/ Transition

In this phase, bidder will be required to carry out following activities:

- a) Migrate all master and transaction data into the ERP system. All data will be verified and confirmed by RVUNL.
- b) Authorization matrix / user roles & responsibilities is complete, approved and configured in the solution.
- c) Ensure all trainings are conducted (Functional training, technical training and end-user training).
- d) Entire ERP solution is tested and verified. There should not be any pending issues or requirements.
- e) Complete IT and non-IT infrastructure is commissioned and tested to ensure that ERP system is working seamlessly across locations and there is no issue pending.
- f) Propose project status to RVUNL management to take go-live or no go-live decision.
- g) Pre Go-live check is done.
- h) User manuals are complete and approved.
- i) System configuration and other technical manuals are complete and approved.
- j) User support / help desk structure and process is established after due approval from RVUNL.

5.5.11.1.Third Party Audit

- a) The Purchaser may conduct third-party audit solution w.r.t. security as per the guidelines of Government of India (CERT-In) before go-live of the system.
- b) Bidder will have to make necessary changes in the configuration and/or solution as per the recommendations of third-party auditor / the Purchaser without any additional cost to the Purchaser.

5.5.12. Phase V – Go-Live/ Production

During this phase, bidder will be required carry out go-live activities as per agreed approach and methodology. Before go-live, bidder will ensure that following documents are provided to RVUNL, including but not limited to:

- a) Configuration document consisting of system settings and parameters for each module.
- b) User manual including system instructions and use cases, running of a program to perform specific task in the system with sample reports, screen formats etc.
- c) Process flows and description manuals.
- d) Any other document required for usage of implemented solution at each location.
- e) Standard Operation Procedure (SOP) manual.
- f) Online help manuals.

5.5.13. Phase VI – Post Go-Live Support (Stabilization/ Handholding)

5.5.13.1. Stabilization (Handholding) Period

In this project, stabilization period will be three months from the date of go-live including all modules at all locations (successful enterprise wise go-live). Stabilization will be carried out after each Go-live.

Bidder will provide post Go-live support to RVUNL for stabilization of the implemented ERP system in RVUNL. As part of this, following indicative activities will be carried out:

- a) Bidder will deploy all relevant functional and technical implementation team during the stabilization period.
- b) Bidder will deploy at-least five (5) resources viz. 4 functional + 1 technical on disposal of RVUNL to provide solution and assistance from headquarter as well as any additional resource as per site requirement during implementation period and after successful go-live for post go-live handholding support should also be deployed without any additional cost.
- c) During stabilization, bidder will rectify, reconfigure the ERP solution if any issue is identified by RVUNL.
- d) Bidder will update user manuals and other relevant documents if there is any change in the process or solution.
- e) SLA will be monitored during this period and bidder will be responsible for compliance of the same and penalty as per LD clause.
- f) If SLA parameters are not adhered by the bidder, relevant contractual provisions will be enforced by RVUNL if required.

5.5.13.2. Stabilization Test

The Stabilization Tests will be conducted for the ERP Solution after successful enterprise Go-live period. The test shall be conducted for ascertaining Response Time Performance and Availability Performance criteria as defined in tender document for minimum twenty one (21) calendar days continuously. The Stabilization Tests shall be conducted by powering up and continuous operation of all the systems on a 24x7 basis to ascertain that all components of the solution are working in the desired fashion individually and together. During stabilization test, the bidder shall deploy performance measurement tools to establish adherence to desired Standards of Performance.

If the system is found to be lacking in meeting prescribed availability performance and response time performance, the Bidder shall at its cost and expense make such changes, modifications, and/or additions to the “ERP Solution” as may be necessary for fully conforming to the Standards of Performance. The Bidder shall notify the Purchaser upon completion of the necessary changes, modifications, and/or additions and shall request the Purchaser for repeat of the stabilization acceptance tests. If the “ERP Solution” (or sub-system(s)) fails after the second stabilization acceptance test, Purchaser shall levy penalty equivalent to 2.5% (two and a half percent) of the total price for Licenses and Implementation Services (as defined in tender document) for not meeting the response time as mentioned in tender document and will notify the bidder accordingly.

Bidders to note that this penalty for “ERP Solution” failure will be over and above the provisions for penalties defined in bid document such as Liquidity Damage and/or SLA etc. For performance below the Standards of Performance as mentioned in tender document, the Bidder is liable to be rejected. In such case, the Purchaser may recover the entire cost paid to the Bidder alternatively

the Purchaser may proceed for commercial settlement with the Bidder for acceptance of the system at the negotiated price.

In case it is found that additional licenses of the database or other tools are required to achieve the performance parameters as defined in this RFP, the contractor shall supply such license without any extra cost to the purchaser.

5.5.13.3.Help Desk and Maintenance Support

After successful completion of final stabilization period, solution support & maintenance period will commence. The duration of Help Desk and Maintenance Support will be as per contract provisions (i.e., mandatory 3 (Three) years and optional yearly extension based on RVUNL decision).

The scope of work for during this period will be consisted of following minimum activities. The below mentioned aspects are not exhaustive and bidder is required to provide all necessary support to ensure the complete solution is functional as per RVUNL business requirements without any additional cost.

For Helpdesk/Annual Maintenance Support of period 36 Months, RVUNL will provide necessary infrastructure for setting up Helpdesk including space, furniture, phone-line, EPABX(if required) and the same is not only governed by the clause no 5.5.13.4 to 5.5.13.7 but other relevant clause of the tender document.

5.5.13.4.Help Desk Activities

During the support period, the bidder will be required to provide support to RVUNL users through the use of an ERP OEM recommended helpdesk tool, or any other third party tool as agreed between RVUNL and the bidder. Bidder's responsibilities will include:

- a) Prepare detailed help desk methodology and process.
- b) Prepare help desk structure and escalation matrix.
- c) Prepare help desk manual.
- d) Provide training to RVUNL on help desk management software.
- e) Deploy resources for help desk management as per scope and requirement.
- f) Provide basic menu/screen level support, addressing general queries of users, logging requests, assigning requests to specific help desk individual.
- g) Log user calls (through system or verbal communication) and give them a call ID number.
- h) Assign severity level to each call.
- i) Track each call to resolution.
- j) Escalate the calls, to RVUNL if necessary as per approved escalation matrix.
- k) Provide feedback to callers.
- l) Analyze the call statistics.
- m) Creation of knowledge base on frequently asked questions to aid users.

5.5.13.5.Resource Deployment

- a) Deploy minimum 5 functional and 1 technical resources on-site.
- b) Deploy necessary additional functional & technical resources off-site as per requirement.

- c) In case of non availability of resources as mentioned at clause no 5.5.13.5 (a), penalty on the pro rata basis from the running bill against Annual Maintenance Support shall be deducted irrespective of that SLA conditions are fulfilled.

5.5.13.6.Service Window

Bidder will be required to deploy resources and provide onsite support during 9AM to 7 PM during all working days of RVUNL. Further, remote support needs to be provided in case of emergency or non-working hours.

5.5.13.7.Functional and Technical Support

- a) Bidder will provide comprehensive on-site support within stipulated timelines and SLA parameters including but not limited to ERP solution, database, patches and releases.
- b) Implement any functional and/or technical enhancements through patches, updates and/or bug-fixes related to ERP, database, middle-ware or any other software provided as part of the complete solution without any additional cost to RVUNL.
- c) Addition, modification of any Functional, process level, reporting requirements as per RVUNL requirements.
- d) Incorporation of any change in business conditions such as organization restructuring (e.g., change in structure, change in workflow, expansion etc.).
- e) Incorporation of any change in statutory requirements such as State / Central guidelines, Taxes & duties (e.g., GST), change in accounting standards & norms.
- f) Incorporation of any change in solution to due to IFRS or any such norms.
- g) Provide training to RVUNL users if there is any change in the solution.
- h) Updation and maintenance of all documents (user manual, configuration manual etc.).
- i) Incorporate any change in business conditions such as organization restructuring (e.g., change in locations, change in structure, change in workflow etc.).
- j) Installation/reinstallation of all software components as part of the complete ERP solution (e.g., RDBMS, ERP software, third party tools etc.).
- k) Bidder will provide EMS Tools for proposed IT infrastructure (Network, Storage, Server, Applications, Asset Management and Patch management, etc.). Bidder will be responsible for database and application performance monitoring and make necessary changes such as performance tuning and optimization to ensure the complete solution is performing as per contract requirements. This also includes but not limited to provide ITSM, ITAM, DC and DRC Elements Monitoring and Management, Network Monitoring and Management, Application Monitoring and Management, Network Configuration and Backup, Remote Control, Patch Management.
- l) The bidder will be required to undertake regular analysis of events and logs regarding the solution and make necessary changes along with submission of relevant reports to RVUNL.
- m) The bidder will be required to adopt a defined process for change and configuration management in the areas including, but not limited to changes in database, parameter settings, configuration settings, patches etc.
- n) The Bidder will provide a detailed back-up and business continuity strategy after discussions and approval from RVUNL.

- o) The Bidder will be required to coordinate with other service providers of RVUNL for back-up and recovery process and ensure that RVUNL has continuous access and availability of the solution.

5.5.13.8. Training and Change Management

RVUNL considers adequate training & change management as vital for the success of the project. Bidder will be required to carry out all necessary steps in ensuring that training and change management initiatives have been taken at appropriate phases of the project so that RVUNL will be able to adopt and accept the ERP system.

Following activities are envisaged as part of training and change management aspect:

5.5.13.9. Training

- a) Bidder will conduct training need assessment of RVUNL users. Training needs should be continuously refined and reconfirmed with RVUNL users and implementation team as per project progress and requirements.
- b) Bidder will prepare detailed training strategy and plan based on training requirements during different phases of the project.
- c) Training needs to be carried out at corporate office and field locations as per requirements and RVUNL approval.

For ERP Management / Execution committee Members

Minimum 3500 Man-Days at locations Jaipur, Kota, Suratgarh, Chhabra

For ERP end users at local Execution committee at Plant level

Minimum 3000 Man-Days (10 locations * 6 days * 50 Man) at any 10 locations defined at clause no 3.62 of tender document.

- d) Bidder will prepare detailed training schedule, course material.
- e) Post training, bidder will conduct training assessment along with RVUNL to assess the effectiveness of training by conducting test. If the assessment is not satisfactory i.e. at least 60 % should clear the test. If not so bidder will repeat the training process without any additional cost to RVUNL..

5.5.13.10. Training Material

- a) Industry standard / OEM recommended training tools / materials will be used by the bidder.
- b) Adequate training materials such as training manual, practice guide, quick-reference guide will be provided by bidder in both hard copy and soft copy.
- c) Training material should cover subjects like ERP fundamentals, standard functionalities, RVUNL relevant configured system, technical training, job / activity wise training etc. as per agreed plan and requirements.

5.5.13.11. Training Infrastructure

Bidder will not be responsible for providing training infrastructure.

5.5.13.12. Training Types

Following types of trainings are envisaged to be covered under the scope of this project

Training Type	Participants	Days
ERP Overview	RVUNL Management	
ERP Standard Functionality	RVUNL business users/ Functional Team and IT Team	
Configured ERP Solution (including configuration aspects)	RVUNL expert users/ RVUNL IT Team	
Role wise training/ End-user Training	RVUNL users	
Self Service functionality	RVUNL users (all employees who are going to use the processes)	
Technical Training	RVUNL IT Team	

Note: days/training schedule to be indicated on later stage.

5.5.13.13. Change Management

RVUNL considers implementation of ERP will have significant impact on its business processes and people. Effective change management activities will be required to ensure that RVUNL employees are aware about the ERP project and the change in work practices. Bidder will be required to carry out following activities as part of change management initiatives:

- Prepare a detailed change management strategy and plan covering the entire life-cycle of the project.
- Provide support to RVUNL in identifying change managers and change champions.
- Prepare change management related materials such as newsletters, booklets etc.
- Conduct change management workshops at corporate office and agreed locations.
- Identify process level changes and/or role level changes due to ERP implementation and support RVUNL in conveying the same.

5.5.13.14. Data Collection and Migration

Scope of data migration will cover ICS data of STPS & KTPS and RVUN Intranet, any other running applications, all master data and transaction data required for the ERP system to cover the functional areas covered in the project. For migration of existing data if any support required from existing contractor, shall be in the scope of bidder.

5.5.13.15. Bidder responsibilities

- Prepare a detailed data collection and migration strategy and plan for master and transaction data.
- Prepare data architecture and schema for all major categories of items including but not limited to chart of accounts, cost accounting chart, asset/ material codification etc.
- Prepare data collection templates for master and transaction data.
- Train RVUNL team in data collection, entry and verification process.
- Prepare necessary system driven activities (e.g., scripts) for data verification activity to ensure data sanctity.

- f) Prepare migration scripts and migrate data through system driven process from RVUNL legacy systems and filled data templates provided by RVUNL into the ERP system.
- g) Provide necessary details to RVUNL to confirm data migration accuracy and completion.

5.5.13.16. RVUNL responsibilities

- a) Collect data as per bidder data templates.
- b) Verification of data.
- c) Checking and Sign-off on migrated data.

Though RVUNL will collect data as per bidder templates and provide verified data, bidder will be responsible ensuring data collection and migration activities are carried out as per agreed plan and project requirements.

5.5.13.17. Testing and Quality Assurance

ERP solution needs to be tested during various phases of the project to ensure that the developed/configured solution meets RVUNL requirements and as per standard practice. The actual testing methodology, tools and success parameters will be mutually decided by RVUNL and the bidder before carrying out the tests. Different types of testing which will be done during the project are mentioned below:

5.5.13.17.1. Bidder responsibilities for testing & quality assurance

- a) Prepare detailed testing strategy and plan.
- b) Prepare template for testing.
- c) Prepare test cases / test scripts/ business scenarios and submit the same to RVUNL for approval.
- d) Conduct testing sessions.
- e) Record and maintain log for all issues identified during testing.
- f) Provide resolution to all issues and demonstrate the same to RVUNL.
- g) Carry out necessary changes in the developed/configured solution to rectify or change as per suggestions of RVUNL.
- h) Solution will be re-tested to ensure all issues/ defects are closed.
- i) Ensure all issues are closed.

5.5.13.17.2. Testing Types

Indicative list of tests to be conducted are given below. Additionally, the bidder will need to carry out testing as recommended by the ERP OEM.

Testing Type	Objective
Unit Testing	Process/ activity wise testing of developed / configured solution for each module
System Integration Testing	End to End integrated test of business process involving multiple modules or applications
User Acceptance Testing	Complete testing of the ERP solution based on user roles &

Testing Type	Objective
	responsibilities
Load & Stress Testing	To test the system based on simulated growth in terms of users and transaction volume. Solution should meet SLA parameters.
Stabilization Test	To test if the solution meets SLA parameters and complete functioning as per requirements.

5.5.13.18.Preparation of BOM & RFP for IT & Non-IT Infrastructure

- a) DELETED
- b) The bidders need to size for adequate infrastructure based on ERP modules, database, all other relevant applications, RVUNL current & future requirement.
- c) Infrastructure sized for all the complete solution (ERP, database, connectivity etc.) should be redundant and scalable.
- d) Bidders need to consider vertical and horizontal scalability as the suggested infrastructure needs to scale based on user or business volumes, on the same infrastructure with additional components such as processors, memory etc.
- e) Bidder will provide detailed infrastructure sizing calculations to meet RVUNL requirements.
- f) For sizing purposes, empirical third party reports / evidence would be required in the form of benchmarks on that class of infrastructure with the suggested processors / components for the proposed ERP solution to accept the hardware sizing calculations.
- g) The bidder should design the network for connecting all the units with RVUNL head office with redundant connectivity (connectivity is in the scope of RVUN but any hardware requirement if any for successful implementation of ERP is in the scope of bidder).
- h) DELETED
- i) The bidder will supply IT infrastructure for unit/office server viz. Storage and back-up facility, UPS, site preparation with LAN, System Access Control (Biometric), printers and scanners etc. required for the proposed ERP Solution.

5.5.13.19.Supply of ERP Suite and Database

- a) The Bidder should propose all required the modules/functions from a single ERP suite to meet RVUNL requirements. In case of any specific function not available in the proposed standard ERP suite, Bidder may propose additional ERP OEM modules or third party bolt-on tools.
- b) Bidder will ensure that the entire solution is seamlessly integrated and user will operate through a single sign-on.
- c) In case there is a change in version or upgrade before closure of business blueprint / elaboration phase, the bidder should provide latest version all required upgrade & patches of the ERP suite to the Purchaser without any additional cost.
- d) The Bidder needs to supply database license which is compatible with offered ERP solution and other peripheral solutions. Bidders need to provide full use ERP and Database licences

without any restriction to any functionality, database size, modules, server architecture etc. and should be available in both DC and DR in same proportion. No additional procurement or payment to the Supplier regarding database license will be allowed in case of change in the server (s) or architecture. Bidder also provide the database without any restriction and capable to store any data growth in future for the given number of users as the RFP requirement [clause no 5.2 (m)] without any additional cost to RVUNL.

5.5.13.20. Supply of ERP and Database Licenses

- a) The bidder should provide requisite all types of licenses for ERP, related database, middle-ware, additional bolt-on third party tools (if proposed) and all other required tools and/or applications with sufficient number of licenses.
- b) The licenses can be on the name of RVUNL at the time of delivery after mutual agreement between RVUNL and the bidder after sign off business blue print or after server infrastructure readiness whichever is later. Mean while bidder should arrange temporary Hardware for all activities to meet out the delivery schedule period without any financial liability to RVUNL.
- c) DELETED
- d) Licenses should be provided only after server infrastructure readiness for deployment of ERP is complete.

5.5.13.21. IT Policy and Procedures

- a) The bidder will review RVUNL IT policy requirements considering guidelines provided by Government of India, Government of Rajasthan, CERT-In etc.
- b) Bidder will prepare detailed procedures and practice manual for different policies.
- c) Bidder will train RVUNL employees on procedures.
- d) Bidder will help RVUNL in implementing and monitoring adherence to IT policies and procedures through system, manual, process driven methods.

5.6. Scope of OEM / Third Party Audit

5.6.1. Objective

The ERP implementation at RVUNL needs to be audited / reviewed on continuous basis at critical milestones by the ERP OEM / Third Party for ensuring proper, smooth and timely implementation as per the requirement of RVUNL and ERP product standards. The cost involved this is to be borne by the bidder and included in their Price Bid.

As part of the technical bid, an authorized representative of the ERP OEM / Third Party will provide an undertaking that they have made contractual arrangements with the bidder to deliver the below mentioned work. These services are exclusive of ERP OEM support as part of Annual Technical Services. ERP OEM / Third Party shall submit its reports directly to RVUNL.

5.6.2. Scope Summary

The scope of work for this project will involve the following areas:

- a) ERP OEM will be part of the project steering committee, participate in critical review meetings and recommend appropriate resolution to bidder and RVUNL on critical activities.
- b) Conduct audit as per below mentioned phases, provide appropriate recommendation to bidder and ensure appropriate measures are taken as per OEM standards and practices.

- c) ERP OEM will provide module wise audit observations and recommendations to RVUNL for compliance by bidder.
- d) After suitable incorporation of recommendations by bidder, ERP OEM will verify for compliance and submit compliance report to RVUNL.
- e) In case of any version change or upgrade of the supplied product, ERP OEM will inform and explain the advantage / disadvantages of the new product to RVUNL so that RVUNL management can take appropriate decision in this regard.

5.6.3. Detailed Scope

5.6.3.1. Technical Bid Submission Requirements

- a) Third Party/OEM will verify the Functional Requirement Specification (FRS) compliance prepared by bidder. This is to ensure all requirements are covered as per ERP functional module & sub-modules as well as solution proposed by bidder is appropriate for RVUNL.
- b) SI will prepare the bid response and supply manpower as per the RFP requirement & OEM Certified resource) to meet requirements as covered in ERP Bill of Material (BOM).
- c) ERP OEM will verify and certify that all required modules & sub-modules to meet requirements are covered in ERP Bill of Material (BOM) and supplied.
- d) ERP OEM will verify that infrastructure BOM, sizing, configuration, architecture and approach is as per OEM recommendations and appropriate for RVUNL considering business requirements, ERP requirements and SLA requirement.
- e) ERP OEM / Third Party and bidder will jointly submit a indicative plan and detailed phase wise activities for carrying out OEM / Third Party audit as per the scope.
- f) ERP SI will submit a detailed list of all products, software, documents, tools available and/or supplied free of cost to RVUNL.
- g) ERP OEM will ensure compliance of standard methodology and project management tools as provided along with ERP license.
- h) ERP OEM customer support structure and escalation matrix for RVUNL needs to be defined in the bid document.

5.6.3.2. ERP Implementation Audit

5.6.3.2.1. Business Blueprint/ Solution Design Review

- a) ERP OEM will review as-is, to-be, gap analysis and solution mapping document along with any other related document.
- b) ERP OEM / THIRD PARTY will prepare module wise detailed observations covering (including but not limited to) process coverage, usage of ERP product functionalities, risks in customized processes (if any). If any standard ERP functionality, module or sub-module is not used by bidder, same needs to be informed to RVUNL (with or without business process re-engineering).
- c) ERP OEM / THIRD PARTY will recommend industry best practices for RVUNL as appropriate (e.g., organization structure, CoA structure, codification etc.). If there is any better solution other than the one proposed by bidder, OEM / THIRD PARTY will recommend the same to RVUNL and ensure its compliance through bidder.

- d) Audit process will be carried out through review of documents and on-site discussions with bidder and RVUNL team.
- e) ERP OEM / THIRD PARTY will prepare a detailed audit report and submit the same to RVUNL. If required by RVUNL, ERP OEM / THIRD PARTY needs to present audit findings to RVUNL management.
- f) Bidder will be required to comply with ERP OEM / THIRD PARTY observations.
- g) After compliance by bidder, ERP OEM / THIRD PARTY will verify and confirm that either all relevant observations/ recommendations are incorporated by bidder or the solution provided by bidder is acceptable to ERP OEM / THIRD PARTY considering RVUNL requirements.
- h) ERP OEM / THIRD PARTY will verify the IT infrastructure Bill of Material and specifications to confirm that it is in line with the RVUNL performance and SLA requirements.

5.6.3.2.2. Development Review

Development review is to determine whether the design and implementation adheres to proven OEM / THIRD PARTY standards.

- a) ERP OEM / THIRD PARTY will review all custom developed components / objects.
- b) ERP OEM / THIRD PARTY will verify that there is no standard ERP functionality, module, sub-module which can be used to meet RVUNL requirements.
- c) In such cases, ERP OEM / THIRD PARTY will verify and review that the custom development approach and methodology is as per ERP OEM / THIRD PARTY recommended standards. Further, OEM / THIRD PARTY will also identify risks for RVUNL in such developments.
- d) Audit process will be carried out through review of documents & solution and on-site discussions with bidder and RVUNL team.

5.6.3.2.3. Configuration Review

After final configuration of the solution based on RVUNL requirements is done, ERP OEM / THIRD PARTY will verify that

- a) Configuration document prepared by bidder is as per the solution and standards.
- b) Configuration is done to completely meet RVUNL requirements.
- c) There are no configuration level errors or incorrect processes.
- d) Audit process will be carried out through review of documents & solution and on-site discussions with bidder and RVUNL team.

5.6.3.2.4. Pre Go-Live Audit

- a) ERP OEM / THIRD PARTY will verify and confirm before go-live (number of audits will be as per bidder implementation approach), technical preparedness of the system is appropriate for Go-Live.
- b) 3333ERP OEM / THIRD PARTY will review technical & operational procedures, system performance, user support documents & structure is as per scope and OEM / THIRD PARTY standards.

- c) Bidder OEM / THIRD PARTY will review technical & operational procedures, system performance, user support documents & structure is as per scope and OEM / THIRD PARTY standards.

5.6.3.2.5. Post Go-Live Audit

- a) ERP OEM / THIRD PARTY will conduct post go-live audit to confirm that the solution is performing as per RVUNL SLAs. OEM / THIRD PARTY report will be pre-requisite to the completion of ERP stabilization phase.
- b) ERP OEM / THIRD PARTY will ensure closure of all audit observations to its satisfaction and provide final report to RVUNL.

5.6.3.2.6. Deliverable

5.6.3.2.7. Key Deliverables

Phase wise key deliverables are provided below. Bidders should note that all deliverables as part of ERP implementation and necessary for the successful completion of the project needs to be provided whether exclusively mentioned or not. If the Purchaser requests for any other reasonable document / deliverable considering the project requirements, Bidders will have to provide the same.

5.6.3.2.8. Deliverables Acceptance Procedure

- a) Initially, Bidder will provide draft deliverable to RVUNL for their review and feedback within stipulated timelines.
- b) RVUNL will provide feedback within the agreed timelines to make necessary changes, corrections (if required). Bidder will be required to resubmit the revised document/deliverable.
- c) Feedback will be an iterative process.

5.6.3.2.9. Key Deliverables List (ERP Implementation)

Phase	Key Deliverables	Indicative Timelines (To be finalized with successful bidder as per approved project plan)
Phase I: Project Preparation/ Inception	<ol style="list-style-type: none"> 1. Project Inception Report <ol style="list-style-type: none"> a. Detailed Project Plan (In Work breakdown structure along with dependencies) b. Detailed Site Survey Plan c. Detailed BOM for IT and Non-IT Infrastructure including related software and licenses d. Resource Deployment Plan e. List of complete deliverables f. Communication Matrix g. Project Management Templates h. Roles & Responsibilities and Expectations from RVUNL 2. Detailed Training Strategy 3. Detailed Change Management Requirement & Strategy 4. Presentation on ERP Product overview to Sr. Management 5. Project Preparation/ Inception Phase Closure 	
Phase II: Business Blueprint/ Elaboration	<ol style="list-style-type: none"> 1. Detailed As-Is Study report including all existing business processes, work-flows, reporting requirements, process maps. 2. Functional Training completion certificate for Training to RVUNL team on standard functionalities of the ERP product. 3. Detailed to-be report with identified gap analysis and solution. 4. Final Business Blueprint/ solution design document (including integration/ Interface strategy and process with legacy and other required systems and integration of existing system) 5. Data collection, Preparation & Migration strategy along with templates 6. Initial ERP audit report with observations. 7. Final ERP audit report with compliance report. 8. Business Blueprint/ Elaboration phase closure report. 	
Phase III: Realization/ Construction	<ol style="list-style-type: none"> 1. Functional and Technical design documents for custom components 2. Draft Roles & Responsibilities of Users (Authorization Matrix) 3. Unit Testing & System Integration Test 4. Functional training (configuration) completion certificate for the complete solution to Core Team/ Nodal Officers 5. Initial ERP audit report with observations related to development and configuration. 6. Final ERP audit report with compliance report. 	

Phase	Key Deliverables	Indicative Timelines (To be finalized with successful bidder as per approved project plan)
	7. Realization/ Construction Phase Closure Report	
Phase IV: Final Preparation/ Transition	<ol style="list-style-type: none"> 1. Final Roles & Responsibilities of Users (Authorization Matrix) 2. User Training Manual 3. End User Training Completion Certificate 4. All Master Data Migration Completion Report 5. All Transaction Data Migration Completion Report 6. Load and Stress Test Report 7. Standard Operating Procedure Documents 8. Configuration Manual 9. Help Desk Structure, Process and Operational Manual 10. Pre Go-Live Assessment Report (Bidder) 11. Pre Go-Live Assessment (ERP OEM) with compliance 12. Final Preparation/ Transition Phase Closure Report 	
Phase V: Go-Live/ Production	<ol style="list-style-type: none"> 1. Go-Live completion report (if multiple go-lives are considered, completion report for each Go-Live will have to be provided) 2. Enterprise wide Go-Live completion report 	
Phase VI: Post Go-Live Stabilization Period	<ol style="list-style-type: none"> 1. System Performance Report (SLA Compliance) 2. Solution usage report 3. Issue log and resolution report 4. Initial ERP audit report with observations 5. Final ERP audit report with compliance report 6. Successful Stabilization phase completion report 	
AMC	<ol style="list-style-type: none"> 1. Monthly activities report 2. Issue log and resolution report (Action Taken Report) – as per requirement 3. System Performance Report (SLA Compliance) as per requirement 	
Project Management (Across Phases)	<ol style="list-style-type: none"> 1. Weekly Progress Report 2. Monthly Progress Report 3. Phase Completion Report 4. Project Issue Log and Resolution status report 	

5.6.3.2.10. Schedule of Supply

The following table provides indicative Bill of Material and Schedule of Supply. Bidders are required to provide all the items as per the solution requirement but server size and number will

be decided as per the load calculation provided by the ERP-OEM based on the desired user licences with consideration of clause No. 5.2 (m) of this tender document and provide the same in the item wise BOQ.

S. No.	Particulars	Quantity
1.	Application Developer user licenses (including Add-ons)	20
2.	Professional user Licenses/Full Use ERP users (including ESS & MSS along with DBMS)	1500
3	Functional user Licenses/Full Use ERP users for ESS	2000
4	MSS Productivity user Licenses including ESS	1000
5	BI Users	50
6	Payroll Licenses	4500
7	Other Bolt-on/ Software Licenses	(As per Proposed Solution)

Note:

- Developer User-** These are the Technical Users, who are part of your technical team and will work on your development server for any changes or modification of your ERP system
- Professional Users/ Full use ERP Users.** - These are the users who have full right to access any modules of the ERP system without any restriction.
- Employee Self Service Users-** These users are especially used by employee for their personal HR activities like- Service Record, Appraisal, Travel, Expenses, Salary etc.
- Payroll-** This is basically engine to run payroll of the employees.
- Also, the offered ERP software product licenses for 3500 users (against item no 2 and 3) should be cross-functional full use for all defined modules.
- Database will not be restricted for offered ERP application.
- Licenses for ERP solution and database should be available for DC&DR in 1:1 ratio without any additional cost to RVUN.

5.6.3.2.11. Hardware Bill of Material & Specifications

S No	Description	Primary Data Centre at Jaipur (No's)	Secondary Data Centre at Kota (No's)	Plant Level (No's)
1	Servers for ERP	4	4	
2	SAN Storage	1	1	
3	SAN Switch	2	2	
4	Network Switch	2	2	
5	Tape Library	1	1	
6	Backup Management Server	1	1	
7	Backup Software	1	1	
8	Servers			17

9	Erection Hardware/ Accessories required to complete the ERP system	1 set	1 set	1 set for each plant
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Note: Bidder is requested to check hardware sizing for proposed ERP. If additional resources (servers) are needed more than minimum specified, please quote accordingly as per server specifications available in tender document [clause 5.30 (i)]. Commercials for the same to be quoted separately in section 4.0.9 (Erection of hardware & accessories to complete the ERP system) of BOQ.

5.7. Compliance Sheet

Bidder needs to comply with all bid requirements and provide following details:

S. No.	Particulars	Compliance (Yes/ No)	Page No. of Bidder's
1	Earnest Money Deposit (EMD)		
2	Proof of Purchase of Tender Document		
3	Proof of Payment towards e-Service Fees		
4	Online submission of all required documents (Technical and Price Proposal) and as per the process defined in the bid document		
5	One Original hard copy of Technical Proposal		
6	Details of Bidder		
7	Please confirm you agree to all clauses specified in the Section I: Instruction to Bidders		
8	Please confirm you have submitted all the mandatory forms specified in Section VIII: Bidding Forms		
9	Please confirm you have noted that the Performance Guarantee will be furnished as per Performance Guarantee		
10	Please confirm you have provided all the document proof to substantiate you qualifying the eligibility criteria as per Section III: Qualifying Requirements		
11	Please confirm you have noted the delivery and completion schedule specified in tender document		
12	Please confirm that you comply to all clauses specified in the General Conditions of Contract specified in Section VI: Scope of Work		
13	Please confirm that you comply to all clauses specified in the General Conditions of Contract		

S. No.	Particulars	Compliance (Yes/ No)	Page No. of Bidder's
	specified in Section IV: General Conditions of Contract		
14	Please confirm that you comply to all clauses specified in the Special Conditions of Contract specified in Section V: Special Conditions of Contract		
15	Please confirm that all goods (Software and licenses) and services have been included in the price proposal and is complete in all respects without any deviation/ missing items.		
16	Please confirm you comply with the Payment Terms and conditions specified as part of Price Proposal in Section I: Instruction to Bidders		
17	Please confirm you have noted the SLA guidelines and penalty clauses applicable as specified in Section XI: Service Level Agreements (SLA)		
18	Please confirm you have provided sufficient Earnest Money Deposit in proper form		
19	Please confirm you have responded to all specifications in Section IX: Functional Requirement Specifications (FRS)		
20	Please confirm you have responded to all specifications in Section X: Technical Requirement Specifications (TRS)		
21	Please confirm that you have checked the final quote provided in Section 8.1.13: Financial Proposal		
Authorized Signatory of the Bidder: Full Name: Address: Seal of the Firm:	Please confirm that you have checked the final quote provided in Section 8.1.13: Financial Proposal		

Certificate as to Corporate Principal

(To be signed by any Board Director or Company Secretary)
I _____ certify that I am _____ of the Company under the laws of _____ and that _____ who signed the above bid is authorised to submit this bid on behalf of the Company / Firm by authority of its governing body.
Authorized Signatory on behalf of the bidder: Full Name: Address: Seal of the Firm:

5.8. Particulars of Bidder

Particulars of Bidder, related information and commercial terms & Conditions		
S. No.	Particulars	Enclose Documents
1	State the following and enclose relevant documents:	
	Name of the Company or Firm:	
	Legal Status: Registered Company in India: Registration No.:	
	Country of Incorporation:	
	Registered Address:	
	Year of Incorporation:	
	Principal Place of Business:	
	Brief description of the company:	
	Details of Authorized Signatory of the Bidder: Name: Designation: Company: Address:	

Particulars of Bidder, related information and commercial terms & Conditions		
S. No.	Particulars	Enclose Documents
	Phone No: Fax No.: Website: Email Address:	
	Financial Details of the Bidder: 2016-17: 2017-18: 2018-19: Net Worth:	
2	Furnish the following information along with relevant documents and undertaking to be furnished by the Bidder:	
	a) Has the Bidder been penalized by an arbitral or judicial authority for poor quality of work or breach of contract in the last three years (Yes/ No)?	
	b) Has the Bidder ever failed to perform any agreement, complete any work awarded to it by any public authority/ entity in last three years (Yes/ No)?	
	c) Is the Bidder debarred by any Government department/ Public sector undertaking and barring subsists as on date of proposal (Yes/ No)?	
	d) Has the Bidder suffered bankruptcy / insolvency in the last three years (Yes/ No)?	
	Note: If answer to any questions at (a) to (d) is Yes, the Bidder will not be considered eligible for this assignment	
3	Whether documentary evidence has been furnished for verification of Pre-Qualification as per Section III: Qualifying Requirements (Yes/No)	
4	Whether agreeable to Performance Guarantee as per Instructions to Bidders (Yes/No)?	
5	Whether agreeable to Penalty General Conditions of Contract and	

Particulars of Bidder, related information and commercial terms & Conditions		
S. No.	Particulars	Enclose Documents
	relevant clause of Contract (Yes/No)?	
6	Whether agreeable to the Payment Clause General Conditions of Contract (Yes/No)?	
7	Whether agreeable to Payment (milestone based payment) as per relevant Clause of GCC (Yes/No)?	
8	Whether offer is valid for a period of 180 days from the bid submission date (Yes/No)?	
9	Whether an eligibility criterion is met (Yes/No)? If so, please provide all list of supporting documents enclosed	
<p>Authorized Signatory of the Bidder:</p> <p>Full Name:</p> <p>Address:</p> <p>Seal of the Firm:</p>		

5.9. Financial Capability of the Bidder

(Certificate needs to be provided by the Statutory Auditor. In case the Bidder does not have a Statutory Auditor, it shall provide the certificate from its Chartered Accountant that ordinarily audits annual accounts of the bidder)

S. No.	Financial Year	Average Annual Turnover from IT Services in India (In Crores)	Enclosed Documents
1	2016-17		
2	2017-18		
3	2018-19		

Certificate from the Statutory Auditor:

This is to certify that (name of the Bidder) has received the payments shown above against the respective years.

Name of the Audit Firm:

Seal of the Audit Firm:

Date:

(Signature, name and designation of the authorized signatory)

Authorized Signatory of the Bidder:

Full Name:

Address:

Seal of the Firm:

5.10. List of Current Contract/ On-going Projects

(Details need to be provided by the Bidder for current contracts of similar nature, i.e., ERP implementation and support)					
S. No.	Client Name	Project Details (Brief Scope of Work)	Project Start Date	Project End Date	Total Contract Value (In Crores)
1					
2					
3					

Authorized Signatory of the Bidder:

Full Name:

Address:

Seal of the Firm:

5.11. Resource Strength

(Self-Certification for minimum number of full-time resources on the payroll of the company)
I _____ certify that I am _____ of the Company under the laws of _____ and that we have _____ (number) of full-time resources of the proposed ERP Product and we have _____ (number) of ERP OEM certified professionals of the proposed ERP Product on the payroll of the company.
Authorized Signatory of the Bidder: Full Name: Address: Seal of the Firm:

5.12. Curriculum Vitae (CV) format

S. No.	Details
1	Proposed Position (Only one resource shall be nominated for each position):
2	Name of Firm:
3	Name of Staff:
4	Date of Birth: Nationality:
5	Education (indicate college/university and other specialized education of staff member, giving names of institution, degree obtained and date of obtainment):
6	Other Training:
7	Countries of Work Experience:
8	Languages:
9	Employment Record (starting with present position, list in reverse order every employment held by staff member as per following): From (year) To (Year) Employer: Position Held:
10	Detailed Tasks assigned (List all tasks to be performed by the staff member under this assignment):
11	Work undertaken that best illustrates capability to handle the tasks assigned: i. Name of assignment or project: ii. Year (from and to) iii. Location iv. Client: v. Main project features: vi. Position held: vii. Actual activities performed:
12	Certification:

S. No.	Details
	<p>I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.</p> <p>(Signature of staff member) Date:</p>
<p>Authorized Signatory of the Bidder:</p> <p>Full Name:</p> <p>Address:</p> <p>Seal of the Firm:</p>	

5.13. Summary of Resources and Certificate from Bidder

(Summary of Resources Proposed to be deployed)						
S. No.	Position	Name	Qualification	Professional Experience	Relevant experience in years	Task proposed to be assigned
<p>Certification from Bidder</p> <p>We have verified and certify that the above mentioned resources proposed are adequately qualified and experienced to meet the bid requirements.</p>						
<p>Authorized Signatory of the Bidder:</p> <p>Full Name:</p> <p>Address:</p> <p>Seal of the Firm:</p>						

5.14. Resource Deployment Plan

(Bidder needs to provide the resource deployment plan for the entire life cycle of the project. Both onsite and off-site deployment needs to be specified)								
S. No.	Resource Name	Role	Onsite/ Offsite	Phase: Month 1	Phase: Month 2	Phase: Month 3	Phase: Month 4	Phase: Month N

Authorized Signatory of the Bidder:

Full Name:

Address:

Seal of the Firm:

5.15. Deviation/ Assumption Sheet

(In case of no deviation/ assumption, a statement to that effect must be given)

5.15.1. Deviation Details

Date:					
Bid Number:					
Bidder Name:					
S. No.	Bidding Document Reference/ Section No./ Page No.	Content of Bidding Document requiring Clarification	Deviation/ Assumption	Financial Impact	Scope Impact

5.15.2. Assumption Details

Date:					
Bid Number:					
Bidder Name:					
S. No.	Bidding Document Reference/ Section No./ Page No.	Content of Bidding Document requiring	Deviation/ Assumption	Financial Impact	Scope Impact

		Clarification			

Certificate:

We confirm that,

- i. Only above mentioned deviation and/or assumption are need to be considered. If there is any deviation and/or assumption mentioned anywhere in our proposal, same should be ignored.
- ii. The Purchase is not bound to accept any of the above mentioned deviation and/or assumption and may reject any or all without giving any reason thereof.
- iii. The Purchaser may consider the financial impact and/or scope impact during the bid evaluation process.
- iv. Except the above mentioned deviations and/or assumptions, subject to the approval and acceptance by the Purchaser, the entire work shall be performed as per the bid requirements.

Authorized Signatory of the Bidder:

Full Name:

Address:

Seal of the Firm:

5.16. Financial Proposal

5.16.1. Introduction

- 1) The price schedules are divided into separate schedules as follows:
 - Grand Summary of Cost
 - ERP License Cost
 - ERP ATS Cost
 - Implementation Cost
 - Implementation (AMC) Cost
 - Audit Cost
 - Hardware Cost
- 2) The Schedules do not generally give a full description of the solution to be supplied, installed, and operationally accepted, or the Services to be performed under each item. However, it is assumed that Bidders shall have read the Requirements and other sections of these Bidding Documents to ascertain the full scope of the requirements associated with each item prior to filling in the rates and prices. The quoted rates and prices shall be deemed to cover the full scope of these Requirements, as well as overheads.
- 3) If Bidders are unclear or uncertain as to the scope of any item, they shall seek clarification in accordance with the Instructions to Bidders in the Bidding Documents prior to submitting their bid.

- 4) Bidder should provide all prices as per the prescribed format. Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate "0" (zero) in all such fields.
- 5) All the prices (including taxes & duties) are to be entered in Indian Rupees Only (% values are not allowed).
- 6) It is mandatory to provide breakup of all Taxes, Duties and Levies wherever applicable and/or payable.
- 7) RVUNL, reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.
- 8) RVUNL shall take into account all Taxes, duties & levies for the purpose of Evaluation.
- 9) The Bidder needs to account for all Out of Pocket expenses due to Travelling, Boarding, Lodging and other related items.
- 10) The Unit Rate as mentioned in the formats shall be valid for additional procurement of those items during the contract period, if RVUNL feels the need for additional items to be procured. If the unit rate is valid for a minimum quantity of items then the same should be mentioned in the "Matrix" column. However, based on the market trends, RVUNL retains the right to negotiate this rate for future requirements to decrease the unit rate.
- 11) Payment for Annual Maintenance Contract, Annual Technical Support will be calculated and made on pro-rata basis depending upon year and quantity.
- 12) In case of additional procurement of licenses, no escalation in AMC cost will be allowed. Bidder will provide AMC services for the complete solution irrespective number of user. ATS will be paid on pro-rata basis based on the quoted unit cost for ATS.

5.16.2. Financial Proposal Submission Sheet

To,

.....

Subject: Proposal for Enterprise Resource Planning (ERP) Implementation

Ref: Tender No..... dated

Sir / Madam

We, the undersigned Bidder, having read and examined in detail all the Tender documents in respect of <Bid Name> do hereby propose to provide services as specified in the Tender document number.....dated

1. Price and Validity

1.1. All the prices mentioned in our tender are in accordance with the terms as specified in the tender document. All the prices and other terms and conditions of this tender are valid for a period of 180 calendar days from the bid submission date

1.2. We hereby confirm that our tender prices include all taxes. However, all the taxes are quoted

separately under relevant sections.

1.3. We declare that if there is any change in taxes and duties as per the prevalent law, we shall pay the same

2. Unit Rates : We have indicated in the relevant schedules enclosed the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to/decrease from the scope of work under the contract

3. Deviations: We declare that all the services shall be performed strictly in accordance with the tender documents except for deviations / assumptions, all of which have been detailed out exhaustively in Form Deviation / Assumption Sheet, irrespective of whatever has been stated to the contrary anywhere else in our bid. Further, we agree that additional conditions, if any, found in the tender documents, other than those state in Deviation / Assumption Sheet, shall not be given effect to.

4. Tender pricing: We declare that our bid prices are for the entire scope of work and contract period as specified in the bid document. These prices are attached with our bid as part of the bid. The prices quoted will remain firm during the contract period.

5. We hereby declare that our bid made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief

6. We understand that our bid is binding on us and that you are not bound to accept our bid

7. We confirm that no deviation(s)/condition(s)/assumption(s) is/are attached here with this financial offer

The total Price of our bid is

(Rupees)

Authorized Signatory of the Bidder:

Full Name:

Address:

Seal of the Firm:

5.17. FRS and TRS Compliance

(ERP OEMs may provide the following certificate either jointly with the Bidder or separately without modifying the contents)

Date:

Bid Number:

Bidder Name:

Certificate:

We(ERP OEM Name) and(Bidder name) confirm that:

i. the compliance provided in Functional Requirement Specification (FRS) and Technical Requirement

<p>Specification of the above mentioned bid are as per the proposed ERP product standards</p> <p>ii. Solution approach to meet the business requirements will be as per the compliance given in FRS & TRS</p> <p>iii. All the required modules / software are provided/proposed as part of Bidder's proposal</p> <p>iv. If any module and /or sub-module is not supplied and found to be required during the contract period, same will be provided by the Bidder to the Purchaser without any additional cost towards supply, implementation, training and other related services</p>
<p>Authorized Signatory of the Bidder:</p> <p>Full Name:</p> <p>Address:</p> <p>Seal of the Firm:</p>
<p>Authorized Signatory on behalf of OEM:</p> <p>Full Name:</p> <p>Address:</p> <p>Seal of the Firm:</p>

5.18. ERP Modules & Sub-Modules Bill of Material Confirmation

(ERP OEMs may provide the following certificate either jointly with the Bidder or separately without modifying the contents)

Date:				
Bid Number:				
Bidder Name:				
S. No.	Module	Sub-Module	Version	Function/ Purpose
Certificate: We (ERP OEM Name) and (Bidder name) confirm that: i. above mentioned module and sub-modules are adequate to meet the functional requirement specification (FRS) and bid requirements of the Purchaser ii. above mentioned module and sub-modules are proposed to be supplied as part of Bidder's proposal iii. If any module and /or sub-module is not supplied and found to be required during the contract period, same will be provided by the Bidder to the Purchaser without any additional cost towards supply, implementation, training and other related services				
Authorized Signatory of the Bidder: Full Name: Address: Seal of the Firm:				
Authorized Signatory on behalf of OEM: Full Name: Address: Seal of the Firm:				

FUNCTIONAL REQUIREMENT SPECIFICATIONS

(FRS)

Compliance status				ERP Module	
S	C	TP	NC	Module	Sub-Module

S: Standard

C: Customization

TP: Third Party Solution

NC: Non-Compliance

5.20. Generation

S. No.	Requirement
1	Ability to integrate with Generation Control Centre system of RVUNL, including data exchange, reporting, analysis etc.
2	Ability to generate periodic (e.g. annual and monthly) generation plan
3	Ability to automate collation and approval of generation plan by various levels of different stakeholders
Monitoring against Targets	
4	Ability to revise targets based on the periodic (e.g. weekly, monthly & quarterly) performance reports
Long Term Planning	
5	Ability to prepare a long-term generation plan based on user inputs
6	Ability to manually record or source the operational data from external plant data/ Generation Control Centre (GCC) server to evaluated plant performance parameters
7	Ability to facilitate merit order ranking of the units based on their performance and availability
8	Ability to centrally record the details of communications related to SLDC/RLDC regarding declaration of capacity
9	Ability to prepare the daily schedule based on the capacity dispatched by SLDC/RLDC
10	Ability to trigger the alarms/ reports/ messages in case of deviations to the commitments to SLDC in terms of declared capacity
11	Ability to simulate the grid condition and make it available centrally
12	Ability to display the information about commitments to the customers in the open market
13	Ability to display declaration of capacity (DC), calculation of sending out capability (SOC), communication to SLDC/RLDC and revision to the agreed schedule
14	Ability to analyse and compare the performance of various shift groups in a power (on a set of performance metrics such as analysis of tripping report, station heat rate, specific fuel consumption, etc.)
15	Ability to generate a monthly summary for the operational performance for the unit/station/plant
Data Collection	
16	Ability to record the shift log books centrally and accessed by all concerned
17	Ability to capture the plant and BOP (Balance of Plant- coal handling, water treatment plant, CW pump house, ash handling, switchyard, etc.) process parameters from process control automation systems

S. No.	Requirement
18	Ability to access and process the manual data from various units
19	Ability to store the monthly operational data from all power-plants centrally for benchmarking purposes, evaluation of station performance and data linked with motivational schemes and awards.
20	Ability to capture the operations data, store in a central data warehouse and able to manage for further use
21	Ability to make available design, operational and maintenance data (technical diary), data for energy audit and heat balance centrally for all station/units.
22	Ability to modify the data entered in the log-books/system after appropriate approval
23	Ability to archive operation logs and reports monthly in the plant information database
Data Analysis	
24	Ability to depict the operational performance of station, auxiliary consumption monitoring (energy audit) at unit and plant level by compiling the operational data for the various units
25	Ability to ascertain performance and develop trends of predefined equipment parameters based on user defined model
26	Ability to assess equipment condition based on a user defined model which uses current operational data
27	Ability to assess the financial impact using measured plant performance parameters
Reporting	
28	Ability to generate the reports containing operational performance parameters for head quarter monitoring and other regulatory authority.
29	Ability to generate the reports from the operational data in the formats as per the statutory requirements
30	Ability to make available centrally the details of the remedial plan and the rectification steps subsequent to an event leading to generation loss
31	Ability to calculate and report the financial impact of a tripping/breakdown
32	Ability to generate a 'Fault-Analysis Report' for the major breakdown
33	Ability to send the generation loss reports/fault analysis reports to the central operation monitoring department/cell
34	Ability to record and track centrally the actions taken against tripping-analysis committee's recommendations till their closure .
34-a	Ability to generate reports based on cost of generation and performance linked with motivational schemes and awards.
34-b	Ability to generate all reports and energy billings at station and unit wise for sent out energy, DSM charges and daily cost of generation based on UI dates.
34-c	Ability to generate reports consolidated unit and station wise regarding status of license, insurance, environment clearance and other statutory compliance status and due dates for renew.
34-d	Ability to generate report compiling all station data as per the requirement of monitoring and commercial wings at the headquarter related to energy billing and DSM charges and other commercial issues.
Work Permit (Safety Document)	
35	The system should be able to track the status of work-permits
36	Ability to capture the information like type of fault, man power used, time consumed, spares consumers and consumables at the time of cancellation of PTW

S. No.	Requirement
37	Ability to generate fault history of equipments
38	Ability to carry out gap analysis – Cost effectiveness assessment for operating various equipments beyond thresh hold limits
39	Ability to carry out performance optimisation study
40	System should have capability of document management and repository management, wherein all the key documents, procedure, guidelines, manuals should be documented
41	Ability to facilitate operations review team
42	Ability to measure the efficiency gains pre and post overhauling or any other maintenance activity based on the integrated as well as manual data entry.
43	Ability to carry out what if analysis due to any variations in plant operating parameters
44	Ability to maintain sequence of events (Shift engineer report) for trend analysis

5.21. Plant Maintenance

S. No.	Requirements
1	Ability to create the equipment master list which includes elements such as: power station, unit, main system, sub-system, sub-system identification, equipment number, equipment identification, equipment group, material code and linked with the store/material code, sub-assembly, equipment description and other acquisition details such as cost, manufacturer, model, etc.
2	Ability to link the technical information/ documents (scanned or otherwise) to the corresponding sub-assemblies in the equipment master list which includes information such as design data-sheet, drawings, base line vibration signature, multimedia files, equipment spares list along with population, hierarchy diagrams, etc.
3	Ability to track the inter-changeability of equipment/ parts
4	Ability to manage central repository of Operation and Maintenance documents/ manuals, master list of safety instructions / isolation requirements (generated along with the permit) etc. with easy search and retrieval.
5	Ability to record a defect of an equipment in a user defined format giving details of the defect such as the equipment name, priority of defect, description of defect, impact of the defect on operation, type of job, etc.
6	Ability to prioritize maintenance jobs
7	Ability to send alerts/ SMS/ email (possibly through separate, external systems) to designated users, when a breakdown/ defect is reported
Work Classification	
8	The system should have a facility to classify maintenance jobs including Breakdown (Corrective)/ Preventive/ Predictive or Condition based/ Seasonal / Planned maintenance (Overhauling) etc.
Breakdown Maintenance	
9	Ability to generate/retrieve user defined codes such as but not limited to breakdown impact, job cancellation reason, job incomplete reason, reschedule reason, etc. as feedback in the work request
10	Ability to generate a cost estimate based on material, services and contract requirements
11	Ability to identify breakdown jobs which require shut-down for a specified duration
12	Ability to allow the user to directly create work / maintenance orders without going through the work request planning process to override for dealing with emergency situations

S. No.	Requirements
Preparation of Short Term Maintenance (Predictive and Preventive) Plans	
13	Ability to generate/retrieve/ update preventive maintenance schedule based on user-defined criteria. Also able to create Overhaul Preparedness Index (OPI) to track readiness of overhaul related procurement/contracts activities.
14	Ability to amend the preventive maintenance schedule for equipment where the preventive maintenance was carried out during an unplanned breakdown or unit shutdown
15	Ability to generate alerts/ notifications for the requests generated against the preventive maintenance schedule
Condition Based Monitoring	
16	Ability to retrieve the maintenance data as per predictive/ diagnostic maintenance techniques likes Digital Control System (Process Automation); Condition based monitoring of: Vibration Monitoring, Acoustics Monitoring, Infrared Thermography, Dissolved Gas Analysis, Noise Level Monitoring, Motor Current Analysis, Oil Analysis, Boiler tube thickness monitoring, and any other. Ability to record this data either manually or automated import from external systems.
17	Ability to reschedule all related preventive maintenance jobs requests based on predictive and condition based monitoring (CBM)
Work Request Management	
18	Ability to prioritize work requests for various maintenance works based on the availability of material and services
Preparation of Maintenance Budgets	
19	Ability to support Activity Based Budgeting i.e. Ability to support maintenance budgets by providing all information such as material, manpower and contracting resource availability.
20	Ability to Monitoring of site store (Sub store) – existing Form 4 details for each JE shall get reflected on the ERP system
Plan for Spares, Consumables and Services	
21	Ability to provide information on consumption, stock, procurement status of spares, consumables and services etc. for preparation of a consolidated requirement of spares and consumables for maintenance requirements
Work Planning and Control	
22	Prepare Work Specifications Ability to generate a work specification that includes all the following sets of information but not limited to: <ul style="list-style-type: none"> - Individual maintenance tasks to be undertaken - Manpower (Skill sets, number of staff required and duration) - Material (Spare parts and consumables) - Special tools - Contractor services required - Special services (consisting of in-house or out-sourced services) - Standard safety guidelines including requirement of work-permit. - Details of the scrap which would be generated
23	Ability to estimate the cost of a work order based on all resources pertaining to the work request
24	Ability to provide the central access to the spares list, running contracts
Scheduling of Jobs	
25	Ability to maintain a database of the maintenance activities scheduled to be taken up later or during outage
Workshop Jobs	
26	Ability to track and report spares and consumable requests, their issue and usage based on user defined criteria such as by user ID, Equipment No., Work order, etc.
27	Work-Permit/ Permit to Work (PTW) (Safety Document)

S. No.	Requirements
	Ability to create work-permits including but not limited to the following types: <ul style="list-style-type: none"> - Permit for Work at height - Permit to work at confined place - Permit to work - Limited Work Certificate - Sanction for Test
28	Ability to track the status of work-permits; raise flag/ alert/ notification in case PTW exceeds allowed time limits; manage multiple permits on same equipment.
29	Ability to capture the information like type of fault, man power used, time consumed, spares and consumables consumed at the time of cancellation of PTW
Execute Job	
30	Ability to generate the actual maintenance costs of spare parts, contract, duration of work, etc. including: <ul style="list-style-type: none"> - For a Work Order, Equipment / item, Equipment groups, Sub-system, System, Power generating unit, power station etc.
31	The system should be able to record material and services in the job card issued against work-order.
32	Ability to track all chargeable, non-chargeable and returnable material issued to contractors per their respective contracts
33	Ability to record the details of the scrap generated in any maintenance or work-orders. This shall be linked to the assets register.
34	Ability to store standard work specifications / OEM repair procedures for easy creation of maintenance jobs
Update Equipment Maintenance History	
35	Ability to record the additional notes for closed Work Orders which will assist in the upkeep of maintenance history The notes shall contain the information such as: <ul style="list-style-type: none"> - 'As found' and 'As left' conditions for the Equipment. - Feedback for maintenance planning to improve future work-packages - Feedback from the initiator of work-request/Operations.
36	Ability to generate the list of frequently occurring faults for a sub-systems/equipments
Performance Management	
37	Ability to record the schedule compliance and time taken for closing the maintenance order
38	Ability to compare the equipment maintenance costs Vs equipment replacement costs
39	Ability to generate user defined reports be defined covering all maintenance information including but not limited to: <ul style="list-style-type: none"> - Percentage of preventive maintenance - Percentage of total breakdowns - Percentage of predictive maintenance - Percentage of proactive maintenance - Mean time between failure (MTBF) - Mean time to repair (MTTR) - Boiler tube failure per 1000 running hours - Condenser tube failure per 1000 running hours
40	Ability to automate the work-flow for the closure of maintenance work which require validation and approval from various stakeholders
Maintenance Costs	
41	Ability to record the break-up of the maintenance cost This includes the details such as: <ul style="list-style-type: none"> - Percentage cost of preventive, break-down and conditions based maintenance - Function wise break-up of maintenance cost
42	Ability to prepare a schedule / project plan for overhauling and annual maintenance along

S. No.	Requirements
	with the PERT chart for proposed completion of overhauling exercise
43	Ability to generate a detailed maintenance schedule including the list maintenance activities using a project plan for overhauling/Annual Maintenance
44	Ability to record and display the stock of spares and consumables and their order status for purpose of project resource planning from each unit/plant and center
45	Ability to record and display the order status of the overhaul contracts for project resource planning
46	Ability to generate list of required spares, consumables after assessing pending PO and spares available in store
47	Ability to create of indent for spares required for overhauling but should submit for procurement after requisite approvals
Overhaul Execution and Monitoring	
48	Ability to track the actual progress against the overhaul plan
49	Ability to report the completed overhaul jobs that includes but not limited to the following information: <ul style="list-style-type: none"> - Resources planned versus used - Contracts placed and used - Pre and post overhaul test results in user defined formats - Quality check results - List of departments that have completed overhaul jobs - Checks undertaken and their acceptance (Maintenance Protocols)

5.22. Quality Management

S. No.	Requirements
1	Manage all Quality Management across business process cycle related aspects including those related to generation, maintenance, procurement, statutory compliances/ licenses/ certificates, internal quality control/ safety / audits etc.
2	Functions of quality management as per ISO 9001 standard and related policies.
3	Maintain quality related master data, inspection characteristics, inspection methods, where-used lists and replacements related to parts/ spares replacement.
4	Ability to capture activities of various departments related to quality control such as chemistry department, weight and measurement department, inspection teams, operations review team etc.
5	Ability to capture calibration details, inventory of test equipment such as weigh bridge etc.
6	Ability to capture data and generate reports on boiler water and steam cycle, DM plant operations, water treatment plant operations.
7	Ability to capture chemical analysis reports including analysis of coal, unburnt carbon, coal fineness, Flu gases, water, oils (turbine/ engine etc.) etc.
8	Material Inspection
9	Ability to manage inspection planning including schedule (pre-dispatch, on receipt, dates etc.)
10	Ability to capture all data related to inspection processing, creation of inspection lots, detailed inspection results, defects recording, desired quality level, measurement of quality-related costs etc.
11	Manage quality related notifications to concerned users.
12	Manage details of various types of quality certificates against each item/ equipment including requirement, status, expiry etc.
13	Link quality characteristics with the inspection characteristics in the material specifications
14	Manage purchase order/ vendor-related technical delivery terms and quality assurance

S. No.	Requirements
	agreements
15	Trigger and manage goods receipt inspections
16	Monitor process quality with the help of control charts
17	Application of statistical process control techniques using quality control charts
18	Quality scores for inspection lots
19	Quality notifications for processing internal or external problems and initiating corrective action to correct the problems
20	Manage other quality management related requirements as mentioned elsewhere.

5.23. Fuel Management

- a. Fuel planning and management – fuel planning including assessing the coal linkages, evaluating fuel supply gaps, aggregation of total fuel requirement, vendor management, database and MIS management, fuel quality and quantity availability and requirement assessment, Fuel Supply Agreements (FSA) management, contract management, fuel budgeting, fuel utilization tracking etc.
- b. Transportation and logistics management including imported coal transportation management, high sea sales, rake wise accounting, railway siding maintenance, locomotive management, coal weight measurement, stock management, locomotive breakdown maintenance, signaling and related maintenance, fuel quantity measurement, rakes receipt and confirmation, integrated view of transportation, details pertaining to import, unloading, storage, transportation, transit loss, commercial impact of loss, fuel supplier and transporter performance management, real time rake movements etc.
- c. Consumption and fuel accounting including coal received, consumption and stocking reconciliation, compilation of information pertaining to rebooking, efficiency impact on switching of fuels, losses in internal value chain, record management etc.
- d. Quality management of fuel including monitoring and compilation of fuel sampling analysis report, identification of deviations, fuel quality monitoring etc.
- e. Billing and payment of fuel including automation of workflow for posting, verification, approval and authorization for payment for suppliers and transporters, capturing the details of the bills and its comparison with delivery details recorded by plant personnel, calculation of the cost of consignment based on the agreement conditions, central clearance of bills etc.
- f. Claim management and dispute settlement such as raise claims on suppliers and transporters, track the status of claims and the responses of the various parties, identify missing and unconnected wagons/rakes etc.

To be inserted:-

- i. Quantity management of fuel including quality monitoring for computation of weight for stock purpose , identification of deviations, impact of transit loss and computation of consignment wise coal & landed cost etc.
- ii. Verification of invoices pertaining to transportation as well as supplies for adjustment against the advance and identification of claim if any consignment/ source wise.

S. No.	Requirements
1.	Ability to prepare annual fuel procurement plan based on consumption data, Long-term contracts and fuel sourcing options available as per Fuel Supply Agreements (FSA) for CIL subsidiaries and Agreements of coal Mining and others etc.
2.	Ability to automatically aggregate the requirement at station and plant level to calculate the total requirement of the plants.
3.	Ability to estimate fuel requirement of the new plants with inputs from Project Management team.
4.	Ability to estimate fuel requirement for new projects based on standard formulae for fuel consumption
5.	Ability to maintain database of fuel sources in deregulated environment: including potential and existing suppliers, both domestic and international. Based on requirements of the project, prospective suppliers are intimated on requirement. This includes quantity, quality, delivery schedules and logistics.
6.	Ability to calculate the fuel shortage based on the requirement and the available fuel sourcing options.
7.	Ability to maintain database of fuel sources in a regulated/ controlled environment: Fuel source identified based on the linkages granted by the statutory bodies (Gas Linkage committee for gas, Standing Linkage Committee (Long Term) for Coal). Based on requirements of the project, linkages are granted by appropriate bodies and accordingly fuel supply agreements are then entered into. This includes quantity, quality, delivery schedules, logistics, reliability and long term availability.
8.	Ability to maintain details of the Fuel supply agreements (FSA) with various suppliers in a database.
9.	Ability to monitor certain clauses of the agreement continuously as the supplier delivers the fuel. Based on the delivery performance, system shall be able to monitor the deviations from agreed upon commercial and operational parameters.
10.	Ability to keep record of all Fuel Supply Agreements (FSAs) incorporating the clear terms and condition pertaining to coal receipt, payment, sampling, claims, disputes, charges payable for coal such as basic price, sizing charges, transportation charges, royalty, commercial tax and other taxes for each grade, mine, mode of transport mode etc.
11.	Ability to prepare the consolidated fuel budget for all the plants based on the procurement plan, Including the budget for all kinds of fuel i.e. coal and oil etc.
12.	Ability to track actual utilization of fuel-budget based on payments to suppliers.
13.	Ability to record details of regular interactions with external agencies / vendors.
14.	Ability to forecast daily requirement for coal based on generation schedule, coal stock, available source of coal etc.
15.	Ability to create delivery schedule based on supply-agreements while taking the requirement into consideration.
16.	Ability to calculate the amount of coal actually supplied by vendors against FSA and others.
17.	Ability to Automatically Aggregate the Station wise fuel requirement as per stipulation of MOEF.
Transportation and Logistics	
17.	Ability to match transport and logistics arrangements to contracts. Capture transportation cost for every delivery. (Rake wise)
18.	Ability to record the details of wagons (Rakes) received and prints the confirmation receipt for transporters.

19.	Ability to generate integrated view containing delivery parameters including quantity, losses, wharfage, demurrage, freight-charges, and the details of the supplier for a particular consignment for all types of fuel such as coal and oil (HSD & Furnace oil) etc.
20.	Ability to have the details related to import, unloading, storage transportation and receipt of imported coal be recorded in system
21.	Ability to record the transit losses for every consignment received including supplier, quantum of loss and commercial impact etc.
22.	Ability to map/ track the performance of the fuel suppliers and fuel transporters to the terms and conditions of the various fuel supply and transport agreements, and scheduled vs. actual supply.
23.	Ability to provide alerts/ messages in case the supply of gas, coal and other fuels falls short against the schedule, and enable recording the reasons for deviations
24	Ability to provide alerts/ messages in case of extra detention hour of coal rakes & wagons and ability to compute the demurrage charges rake wise , progressive & monthly and yearly basis.
Consumption and Accounting	
24.	Fuel Supplier supplies fuel as per agreed quality. The quality is in conformity to the requirement of Genco Turbines / Boilers. It is interfaced with Fuel supplier & Genco Chemistry Dept.
25.	Ability to capture data related to quantity of coal being stacked in the coal yard and the coal being reclaimed from it, stored and retrieved by a user defined criteria
26.	Ability to capture information related to storage, retrieval and transfer of fuel at various points in the internal fuel value chain
27.	Ability to capture costs and the power generation efficiency impact when switching fuels in power plants, and what-if analysis for different varieties of fuel (coal etc.)
28.	Ability to capture the losses in the internal and external value chain and generate reports
29.	Ability to maintain yard-wise coal stock, daily / monthly summary report of coal stock containing receipts, consumption, transit losses, rejects, transfers, GCV etc.
30.	Ability to capture the weight of consignment at loading and unloading point, rake weight, along with time and date, etc. System should be capable of generating reports on Annual/Monthly/Daily transit losses plant wise / mine wise / transporter wise.
Quality Management	
31.	Ability to capture the results of fuel sampling and analysis
32.	Ability to capture the deviations from the quality parameters agreed in contract. In-house quality testing data has to be compared with the results of fuel quality received from loading point. Parameters can be UHV/GCV, stones and moisture content etc.
33.	The system should have provision to define coal of various qualities in the system based on Ash Ratio, Rated fuel content, Sulphur content, Moisture Content, Stones etc.
33.	Ability to compute quality results of coal sampling loading ends , unloading ends by RVUN and third party , comparison , referee result if any and computation of claims source wise
Billing	
34.	Ability to capture and automate the workflow for posting, verification, approval and authorization for payment for suppliers and transporters as per RRVUNL's formulae, policies ad coal accounting manual.
35.	Ability to capture the details of vendor bills and compare it with delivery details cost of consignment, terms of contract etc. to check its validity and the actual payable amount.
36.	Ability to calculate the landed cost of fuel for various suppliers

Claim Management and Dispute Settlement	
37.	Ability to raise and track claims on suppliers and transporters
38.	Ability to identify missing and unconnected wagons based on the delivery details, and support accounting and settlement with the transporter
Miscellaneous	
39.	Ability to account for diversion/rebooking of coal consignment including financial impact , maintenance of railway sidings, mill rejects and stone rejects,
40.	Ability to integrate the various modules as per the fuel accounting manual
41.	Ability to capture activities of weight and measurement department, their policies, weigh bridge calibration details and other related requirements
42.	Ability to capture derailments, their locations, causes, costs and other details.
43.	Ability to capture notification /circular of MoC, MoP, CIL subsidiaries & railway boards.

5.24. Procurement and Inventory Management

S. No.	Requirements
Procurement and Inventory Management	
Indenting	
1	Ability to check availability of required material in RVUNL store(s), and raise requisition for issue of material if available
2	Ability to manage rate contracts for material and order directly from vendor if deficient in store
3	Ability to raise indent for multiple items through user-defined, rule based (e.g. Delegation of Power/ type of material), hierarchical approval, define timelines for approval, and alert/ notify/ message the next officer/department to take necessary action.
4	Ability to recommend procurement plan and quantity based parameters like past consumption pattern, specific consumption norms (raw materials), existing stock, pipeline stock, estimated requirement and lead times involved.
5	Ability to track status of documents (indent/ tender/ PO etc.) by user dept./ cost center/ buyer group/person, approval stage (raising to Financial concurrence, approval, release of NIT/ Enquiry, receipt of offers, placement of order, LC status, material in transit, receipt at stores, inspection, stock charging & payment) etc.
6	Ability to evaluate the indent online and reject/ suggest modification/ approve with comments/ notes by approving authority, and resubmit for approval by initiator after necessary modifications
7	Ability to generate a unique indent application number: item subgroup, department, indenter-wise etc.
8	Ability to capture following details in an indent – last Purchase Order (PO) number and date, last 3 years consumption, last purchase cost, Current inventory status, Pending orders, estimated delivery date, description and number of items required, nature of item (proprietary, general), type of purchase required (e-procurement, Limited Tender Enquiry, Rate Contract, Proprietary purchase, Open tender), total budget allocated to the dept. and the available to date budget, name of indenter, department etc.
9	Ability to attach scanned documents (approved note sheets, design, drawing, etc.)
10	Ability to define quantity tolerance on indented item
11	Ability to specify vendor(s) while raising the indent for proprietary purchase or Limited Tender Enquiry
12	Ability to specify whether indented items are proprietary and link to proprietary certificate with justification.

S. No.	Requirements
13	Ability to create internal indent by a unit/dept. etc. on another unit/dept.
14	Ability for online budget monitoring and display of budget status during indent stage and accordingly display alerts/ messages on exceeding the specified budget limit.
15	Ability to raise request to finance and accounts department for increasing the budget allocation to the requisitioning department and online hierarchical approval.
16	Ability to record and print technical write up (for imports) against procured items required for customs clearance at ports.
17	Ability to track and generate reports on items critical to operations, critical to quality, having limited shelf-life etc. for adequate stock level and automatically raise alarm/ notification for indenting
18	Ability to add to indent remarks/description, Special instruction on Packing requirement, inspection requirement, sample submission (free/chargeable), legal transit needs, delivery scheduling, test certificate requirement, Pre-dispatch inspection needs, etc. and track these in tender/ PO stage.
Vendor Selection	
19	Ability to capture vendor details along with their agents/ dealers, HO, works units, bankers, sister concerns, zonal offices, PAN number, Service tax no., Bank account number, link to item/materials supplied, category – supplier/ contractor/ subcontractor/ transporter etc., status – approved/ registered/ blacklisted/ active/ not active/ dormant/ under trial etc.
20	Ability to evaluate vendors based on Quality, Cost, Delivery, Service and any other user defined parameter on the basis of contract performance with RVUNL
21	Ability to generate Vendor analysis reports for spend analysis, performance in terms of on-time, in-full delivery, rejections, etc.
22	Ability to generate custom vendor registration certificate indicating eligible item groups.
23	Ability to generate renewal letters/ reminders for registration and if no response is received facilitate de-registration of the vendor.
24	Ability to record details of all correspondence made with the vendor against query.
25	Ability to collate requirements from various sites and enable centralized procurement for common and similar items
26	Ability to prepare an estimate based on standard cost data, last purchase and latest applicable taxes and duties ,transport cost etc.
27	Ability to prepare multiple Purchase proposals for approval
28	Ability to amend purchase proposal as per query of Approving authority
29	Ability to create LOI and send to the vendor and tracking it till conversion to PO
30	Ability to prepare a draft PO for pre-audit of Finance dept.
31	Ability to create or issue multiple Pos as per requirement
32	Ability to amend Purchase Order with user's approval/ financial/ account concurrence and approval of Competent Authority and to keep track of all past amendments.
33	Ability to provide for various/special terms and conditions etc. in the Purchase order
34	Ability to track Budget code for each PO
35	Ability to provide for ship-to-address, bill-to-address, invoice sent-to-address in the PO
36	Ability to intimate Accounts department if pre-payment or payment through bank is the criteria for release of goods by vendor
37	Ability to capture inspection requirements, acceptance criteria, etc. in PO
38	Ability to alert user dept. after receipt of pre-inspection request from vendor
39	Ability to generate Purchase order without a quotation/ offer (emergency PO/ RC/ Repeat Order)
40	Ability to generate PO with a unique number

S. No.	Requirements
41	Ability to generate purchase orders with quantity but no delivery schedule eg. Part, full, staggered, etc.
42	Ability to generate purchase orders/ release order against an open PO (in case of staggered delivery) as and when material is required by the user department.
43	Ability to raise alerts regarding schedule of payments, liquidated damages, schedule of delivery, etc.
44	Ability to handle delayed deliveries and the relevant Liquidated Damages
45	Ability to run query on Purchase order history by vendor, location wise, item code, PO number, indent no.
46	Ability to modify GST input credit, and other statutory components
47	Ability to track payment/ refund status against a PO
48	Ability to track Bank Guarantee against advance, PBG and EMD against PO in terms of value, receipt and validity and raise alerts whenever required
49	Ability to track and amend Letter/Line of Credit (Local and foreign LC)
50	Ability to amend/ cancel a Purchase Order, item wise/price/price basis/Terms & condition
51	Ability to specify packing, shipping, scheduling instruction against item for PO (if desired unit wise packing may be asked for)
52	Ability to capture standard documents of latest version like Standard Terms and Conditions of Indigenous/Import procurement, Performance Bank Guarantee (PBG) , Bankers List, EMD, etc.
53	Ability to capture payment terms like LC, revolving LC, part payments, advance along PO, advance by readiness of material by Bank Guarantee, Demand Draft, LC or any combination.
54	Ability to generate LC terms as per the requirement of supplier (individual statements are to be edited)
55	Ability to capture the freight details (sea freight/Air freight against each consignment, transporter lead time etc.)
56	Ability to identify and track the import purchase order unit wise/ product wise
57	Ability to track LC amendments and Payments released against a PO
58	Ability to track completion of material delivery at store
59	Ability to seek review of material from user department for closure of PO
60	Ability to inform accounts department for release of Bank guarantee/EMD/PBG against closed PO
61	Ability to generate documents for resolving LC discrepancy.
62	Ability to generate necessary documents for return of imports if rejected/ sent for repair.
Works and Service Procurement (O&M)	
63	Ability to schedule works and activities as per the O&M plan for periodic or need based overhauling/ R&M as per allocated budget
64	Ability to breakdown works into activities for the purpose of scope of work before raising of indent
65	Ability to generate a work schedule for various activities along with service item number, description, completion date, status Updation etc.
66	Ability to create a schedule of rates for various service items that would be used for all cost estimation for service procurement
67	Ability to forward indent to approving authority for vetting and issue of NIT as per Delegation of Power
68	Ability to create a proposal/estimate with details of list of service items, Bill of Quantity, estimated rates, cost center and total cost

S. No.	Requirements
69	Ability to make detailed estimates for Civil, Mechanical, Electrical, Instrumentation works, etc.
70	Ability to compare the current offer with previous offers on another Work Order
71	Ability to generate unique Work order number
72	Ability to specify staggered job completion pattern
73	Ability to revise BOQ and value of work order, if required, during the execution of the work order
74	Ability to monitor the work order execution with respect to time and cost budgeted vs. the time and cost left
75	Ability to record acceptance/ rejection/ partial acceptance of the service provided
76	Ability to monitor release of payment against satisfactory completion of activities
77	Ability to evaluate the contractor performance based on pre-defined parameters like time overrun, cost overrun change in specifications, etc. and record them and provide feedback to the procurement and indenter department
78	Ability to inform the Accounts department regarding completion of contract and release of payment and EMD/ PBG, etc.
79	Ability to generate special terms condition based on user defined criteria with provisions of amendments along with due approvals
Inventory Receive, Inspect and Storage of Items	
80	Ability to assist in generating road permit from Road Transport Authority
81	Ability to generate list of pending Road Receipt/Goods Received for goods clearance
82	Ability to generate report on payment of freight charges transporter wise
83	Ability to generate Gate Pass on the basis of advance delivery notice from the vendors or as per requirement and attach scanned documents if any
84	Ability to update consignment database (Consignment Register) and generate Material Inward Slip
85	Ability to receive goods in part/ full by air/rail/ road/ courier/ hand delivery/ bank/ post, etc.
86	Ability to receive goods without P.O. or without proper documents and subsequent adjustment/regularization
87	Ability to record partial delivery and follow-up till closure when only part quantity delivered
88	Ability to provide list of disputed items with quantity and value against the Pos
89	Ability to record the Daily Receipts in the system (Daily Receipt Book) against PO ref.
90	Ability to notify user department about arrival of goods and request inspection
91	Ability to specify sample (type, quantity, free/charged) requirement for testing
92	Ability of receiving free samples/ free supplies/ replacement of component and tracking its usage against a PO.
93	Ability to generate inspection report and record the inspection results in the Inspection database (Inspection Register) and forward the same to purchaser/ user department
94	Ability to direct goods for laboratory inspection/ site testing (if required) as per the PO terms
95	Ability to record damaged condition of consignment in discrepancy database (Discrepancy Register) on receiving at Store
96	Ability to manage transit insurance of materials including damage claims
97	Ability to generate a Store Receipt Voucher (SRV) after passing inspection
98	Ability to update store database (stock measurement book/ store ledger) online against item code number
99	Ability to display updated inventory status after goods receipt for individual items, item groups and across Trans-stores

S. No.	Requirements
100	Ability to document item details in Bin card and subsequent Updation
101	Ability to maintain details of bin, etc.
102	Ability to raise alert for accounts department by forwarding SRV to process vendor invoices for payment (attach scanned invoice copy)
103	Ability to raise bill for payment with workflow based approval hierarchy for evaluation of payment
104	Ability to send alert to Accounts dept. regarding receipts, issues, adjustments, returns, etc. of material
105	Ability to track expiry details of shelf life items
106	Ability to deliver part consignment at one unit and allow to take the rest out and deliver at other unit as per PO/Challan.
107	Ability to track and control return of goods by user dept./ contractor.
108	Ability to track the material receipts with regards to rejections, excess, shortage and damage
109	Ability to raise alert in case the supply does not meet the requirements or relate/recover from invoices against future receipts against other orders of the same vendor
110	Ability to close over shortage/damaged/rejected after receipt of material or on payment
111	Ability to track issue of failed items for repair and record vendor details
112	Ability to receive item post repair from vendor
113	Ability to do inventory analysis of various types.
114	Generate reports on fast moving, slow moving, non-moving & dead items (FSND analysis), ABC analysis, SDE analysis, VDE (vital, desirable, essential) analysis, ageing analysis, etc.
115	Ability to analyse future demand forecasts/trends based on historical data such as consumption, warranty period and generate reports
116	Ability to generate monthly and Yearly stock position (as on 31 st March) with value
117	Ability to record item details under warranty and non-warranty period
118	Ability to track guarantee/ warranty period of item and intimate about the expiry before a defined timeline
119	Ability to raise alert to procurement and stores department when materials reach reorder point or safety stock level depending on consumption pattern
120	Ability to estimate lead time for delivery for individual items for stock replenishment
121	Ability to estimate order quantity and delivery schedule for individual or multiple items, which can be converted automatically into purchase requisitions (intimation to the concerned authority to prepare requisition and send to competent authority for approval)
122	Ability to classify the items into stock/non-stock, proprietary/ non-proprietary items, etc.
123	Ability to schedule physical stock verification in the system.
124	Ability to receive alert from the department which made the material requisition
125	Ability to send alert to the user department which raised material requisition
126	Ability to display material issue requests awaiting release order from Store
127	Availability of material control functionality to check against issue requests, available inventory and approval status for issue of goods
128	Ability to restrict material issue to indenter or to other department/location upon approval from initial indenter
129	Ability to display updated store inventory status based on goods issued and available inventory at the store
130	Ability to record details of goods issued against approved release order on an item wise basis
131	Ability to generate Store Issue Voucher (SIV) by an authorized personnel (whose signature is

S. No.	Requirements
	stored in the database)
132	Ability to issue Gate pass with respect to issue and rejected items
133	Ability to capture bio-metric signature of person collecting material and verify (as per requirement)
134	Ability to track and monitor issues based on FIFO (First In First Out)/LIFO (Last In First Out) requisition through batch management
135	Ability to generate a Goods issue document at the end of the month (Raw materials/consumable/spares) to account for the consumption/ capitalization in the month
136	Ability to support valuation of material on various methods during receipts and issues
137	Ability to support and track inter-unit/station transfer of material
138	Ability to track and monitor stock at various departments/units
139	Ability to issue goods by authorized personnel/indenting dept. to the requesting department upon approval
140	Ability to generate Store Issue Voucher and forward it to Accounts for booking cost against user dept.
141	Ability to track scrap material across the unit/organization with certain reason codes and attach description
142	Ability to highlight material obsolescence, through inventory analysis, to the respective stakeholders
143	Ability to select committee members for decision on obsolescence of material
144	Ability to modify quantity and value or specification of the identified scrap item in the inspection report
145	Ability to record the observations of the Scrap Disposal Committee on the condition and expected sale price of the materials identified for disposal
146	Ability to evaluate the proposals for write-off of the materials and intimate Accounts dept. regarding write-off
147	Ability to take into account statutory compliances at the time of sale as to Taxation and Duties, Environmental Requirement including reversal of duty benefits taken if any as per law.
148	Ability to record the MSTC delivery orders in the system
149	Ability to analyse the original value of inventory and the value realized out of scrap sale and report the difference
150	Ability to issue gate pass for sale/ disposal of scrap
151	Ability to have physical stock verification of scrap material and its valuation
152	Ability to evaluate RFP/NIT in view of RTPP act 2012 & 2013.
153	Ability to amend purchase orders / work orders in view of RTPP act. like non availability of preferred make in the contract/ technological changes in a transparent and time bound manner.
154	Ability to maintain records of inspections and MDCC issued.
155	Ability to maintain records of vendor approval project wise.
156	Ability to maintain records of inspections reports.
157	It is proposed that a separate online portal link may be provided in ERP system for filling applications for registration of vendors under following categories. a. Regular supply items like stationary, furniture, plant consumables etc. b. Hiring services for plant maintenance & office assistance works, housekeeping etc. c. Vendor approval under EPC contracts in cases where preferred vendors are not specified in the contract/ tender documents. d. Additional vendor approval under EPC contracts in cases where preferred vendors are already specified in the contracts/ tender documents.
158	A marking system may be adopted in which points to allocated to various performance &

S. No.	Requirements
	reliability parameters like past orders execution list for similar items/ works, end users experience, after sales service, quality control, delivery, timely execution, financial capability etc. vendor who qualifies the minimum criteria will be eligible to participated in first two categories. this will facilitate quick end transparent vendor empanelment and reduce procurement time for regular supply items.
159	For EPC turnkey contract, contractor may be provided online portal link to furnish all the requisite data in the prescribed format and only after fulfilling and qualifying the stringent short listed criteria, request may be considered under conditions

5.25. Ash Management

S. No.	Requirements
Ash Management	
1	Ability to monitor ash generation vis-à-vis government mandated limits for both dry fly ash and wet ash
2	Ability to measure amount of wet/ dry ash produced per unit generation of power/ coal consumed and other plant performance parameters
3	Ability to manage process of sale of dry fly ash, cenosphere etc. and accounting for these.
4	Management of disposal of wet ash, cenosphere and other by-products.

5.26. Finance and Accounting

Finance, accounting, costing & budgeting

a. Budgeting includes

- i. Capital and revenue budget preparation, consolidation and approval.
- ii. Budget Control
- iii. Budget variance reporting and analysis

b. Payables Management includes

- i. Vendor Master Maintenance.
- ii. Petty purchases or cash transaction.
- iii. Domestic/ international vendor Invoice/ Debit Memo/ Credit Memo processing for items, services and contracts, including treatment of applicable taxes and other statutory guidelines.
- iv. Vendor payment scheduling and processing by cheques, DD, LC, bank transfers etc.
- v. Making statutory payments.
- vi. Vendor outstanding management, advance payments to vendors.
- vii. Bank guarantees, LC, EMD, Retention Money & Security Deposit tracking and management.
- viii. Payables documents management and tracking.
- ix. Accounting and reporting(e.g. G/L accounts reconciliation, Vendor line items and relevant reports)
- x. Complying with applicable statutory requirements.

- xi. Settlement of internal orders.
- xii. Custom duties (capture & payment of Custom duty elements and availing subsequent credit on the same)
- xiii. GST Payments, Returns & all other related compliances
- xiv. Withholding tax.
- c. Receivables Management includes
 - i. Recording advances and LC from customers, tracking Letters of Credits, BG.
 - ii. Raising Invoices / Debit Memo/ Credit Memo on domestic customers including treatment of applicable taxes and other statutory guideline.
 - iii. Accounting and reporting.
- d. Bank Reconciliation includes
 - i. Loading/ manually entering bank statements.
 - ii. Reconciling bank statements with books of accounts electronically/ manually.
 - iii. GST return details preparation & updation like GSTR 1, 2 & 3
 - iv. GST registers updation like payment details for GST and Cess etc.
- e. Funds Management includes
 - i. Fund forecasting/ requirement planning.
 - ii. Centralized Cash payments.
 - iii. E-receipts and E-payments.
 - iv. Bank validating and interest computation.
 - v. Investment Planning
 - vi. Maintenance of Fixed Assets Registers
 - vii. Addition, adjustment, assignment, transfer, reclassification, de -capitalization, retirement and disposal of fixed assets.
 - viii. Recording maintenance and insurance related details against fixed assets.
 - ix. Running depreciation.
 - x. Accounting and reporting.
- f. General Accounting includes
 - i. Chart of Accounts value maintenance.
 - ii. Entering and approving manual journals.
 - iii. Interfacing journals from sub –ledgers.
 - iv. Rectification, reversal of journals.

- v. Recurring, contingency and allocation journals.
- vi. Inter-unit accounting and reconciliation.
- vii. Preparing reports/ inquiries to facilitate statutory, AG, Tax and Cost audit.
- viii. Month-end, quarter-end and year-end closing including consolidation of unit accounts, preparation of financial reports/statement.
- ix. Provident Fund Accounting
- x. Support multi-currency operations.
- g. Cost Accounting includes
 - i. Maintaining cost centers.
 - ii. Collection of costs across cost centers.
 - iii. Reallocation of costs amongst cost centers.
 - iv. Preparation of product cost sheet, cost reports.
 - v. Reconciling cost records with financial records.
 - vi. Adherence to cost accounting record and reporting rules.
 - vii. Cost Audit requirements.
 - viii. Product (power) costing, as per rules and regulations.
 - ix. Periodic costing run and order (production and internal) settlements.
- h. Statutory Compliance includes
 - i. Handling direct and indirect taxation requirements including Income Tax, TDS, IGST, SGST, CGST etc.
 - ii. Printing forms, challans and maintaining registers.
 - iii. Handling vendor and customer return orders.
 - iv. Generation of returns and supporting statements.
- i. Sales Accounting includes
 - i. Customer master maintenance
 - ii. Generation of primary and supplementary bills as per terms of agreement
 - iii. Managing Memorandum of Understanding/ Special Terms and conditions (e.g. Power Purchase Agreement) with customers
 - iv. Handling customer complaints
- j. Generating employee payroll for all categories includes
 - i. Managing wages, PF related issue
 - ii. Handling of component of pay

- iii. Computation of various elements including taxes
 - iv. Computation of pay based on various compensation rules
 - v. Handling of deductions, loans and advances
 - vi. Allow salary to be split across different payment
 - vii. Handling of PF, gratuity rules
 - viii. Preparation of requisite information regarding Actuary
- k. Pension Trust
- l. PF

S. No.	Requirements
Finance & Accounts – General Requirement	
1.	Ability to integrate with following modules at on-line basis in order to monitor and analyze reporting, but should not limited to: <ul style="list-style-type: none"> - General Ledger - Accounts Receivable - Accounts Payable - Asset Accounting - Material Management - Inventory Management - Order and Project Accounting System - Budget Controlling - Payroll Accounting
Reporting Requirements	
2.	Ability to upload data from external system, for example, Excel spreadsheet, Access, etc. into application system
3.	Ability to download information to PC Compatible spreadsheet (e.g. Excel), word, PDF for user analysis
4.	Ability to print various reports as required by users and management
5.	Provide flexible Report Writer with the following minimum features: <ul style="list-style-type: none"> - Specify the format and layout of reports - Summarize and total the information to be reported - Select records to be included in the report - Select details from each record to be included - Perform arithmetic calculation on the information selected or totals - Ability to add narrative comments to reports - Ability to show financial data in thousands, lakhs, millions etc. without creating rounding problem

S. No.	Requirements
	<ul style="list-style-type: none"> - Store the report format for later use - Produce reports in graphical form for presentation purposes.
6.	Ability to generate customized reports as per user Requirement
Accounting Requirement	
7.	Appropriate access rights at multiple levels for data entry, audit, administration and audit trial, etc.
8.	<p>Multiple books of accounts for various purposes:</p> <ul style="list-style-type: none"> - Indian financial reporting, Companies Act - Indian Accounting Standards - Cost Audit Report Rules, 2001 and Cost Accounting Standards - Indian tax laws - Applicable Electricity regulations for State (for filing the generation tariff petition)
9.	Fixed Asset Register (addition, augmentation, withdrawal, retirement, disposal)
10.	Multiple Depreciation schedules (as per various statutory requirements, as depreciation as per companies act, 2013, depreciation as per regulatory requirements and depreciation as per income tax act)
11.	<p>Ability to manage accounts both on accrual and cash basis.</p> <p>System should be able to record the transactions on cash basis or accrual basis as per the user defined rules</p>
12.	Write Offs, Deferments, Amortizations to be charged as determined by the User
13.	Facilitate preparation and control of budgets
14.	Facilitate preparation and control of ARR
15.	Loan Accounts, Interest calculations, repayment schedules
16.	Maintain data required for statutory compliances (as Revised Sch. III, GST compliances, TDS, Income Tax, etc.)
17.	Inter unit reconciliation, Bank reconciliation, Store Reconciliations
18.	<p>Manage Database for</p> <ul style="list-style-type: none"> - Vendors - Customers - Employee

S. No.	Requirements
	with details of Creation history, present status etc.
19.	PF and Pension, Accounting and History
20.	Ability to have proper system of checks and balances in the system, clearly defined Maker checker relationships
Finance & Accounts - COA	
21.	Structure the General Ledger code block as Company/Entity, Project Account, Cost Centre, Activity, etc.(Please specify each of these segments together with their length and order within the code block.)
22.	Ability to provide facility to define and relate the logical grouping structure and numbering convention for generation of Account Code
23.	Maintain the account numbering scheme. The scheme can use alpha characters, numeric characters, or both.
24.	Maintain Cost Centers, Profit Centers, and Activities. Data maintained includes Name, Description, Valid account ranges for posting.
25.	Maintain individual accounts. Data maintained includes Name / Description, Classification (Assets, Liabilities, Income, Expense, or Statistical), Status (Active or Inactive), Analysis code(s) (These codes are used to group accounts)
26.	Control creation of new account/modifications made to COA with proper control & authorization and without extensive program or system change
27.	Import/export facility for COA creation
28.	Prohibition of account use based on the user profile
29.	Ability to transfer account from one office to another in case of change of area
30.	Option to have centralized maintenance of chart of account
31.	Ability to have parent-child hierarchy in chart of account values.
32.	Prohibit new transactions from posting to GL accounts that have been de-activated
33.	Capture short as well as long description of accounts
34.	Ability to immediately put across the electronic notification to relevant users after creation or change in Codes
Accounting Basis	
35.	Accrual based accounting – Record the liability / receivable transaction, as also the payment / receipt transaction.

S. No.	Requirements
GL Relationships	
36.	Ability to provide the facility to have multiple, independent general ledgers/ schedules
37.	Ability to allow information to be consolidated within and across general ledgers for reporting purposes
38.	Ability for each General Ledger (GL) to be capable of supporting and be fully integrated with all modules
39.	Ability of each sub-ledger to relate to a separate control account in the general ledger
40.	Ability to open Memorandum Accounts
41.	Ability of automatic posting (Postings to sub-ledgers should result in automatic postings to the control accounts in the general ledger)
42.	Ability to provide access to operate the books of accounts of the previous year parallel with the current year until the previous year books are closed by the appropriate authority
GL Master Data	
43.	<p>Ability to maintain the following master data records to store control information on how postings done into the general ledger account: -</p> <ul style="list-style-type: none"> - Name of the account - Description - Type of account (e.g. revenue/asset) - Tax Rates and classification (TDS, GST, etc.) - Level of transaction details to be maintained within the GL Account - Alternative account number to store existing GL account (easier for user to search new account code)
44.	<p>Ability to</p> <ul style="list-style-type: none"> - Copy accounts between entities. - Automatically renumber account codes. - Closed accounts – block/ mark for deletion. - Add accounts. - Delete accounts. - Change description of accounts.
45.	<p>Provide facility for mass creation of GL accounts that includes:</p> <ul style="list-style-type: none"> - Copying entire chart using another chart of accounts as reference. - Copying single account. - Copying multiple accounts - Performing data transfer of GL account master data from legacy system - Allowing deletion of inactive accounts or accounts with no outstanding balance.
46.	Ability to retrieve an account master record via account alias

S. No.	Requirements
47.	Ability to Assign an activity status to accounts (e.g. – active/inactive)
48.	Ability to immediately put across the electronic notification to relevant users after creation or change of master data.
49.	Ability to provide audit trail to log the creation, amendments and deletion of each GL account code.
Calendar	
50.	Maintain General Ledger calendar. For each fiscal year, define the start and end dates of each accounting period and the status of the accounting period.
51.	Ability to control users to access past period for adjustments (e.g. to reopen a period that has been closed).
Accounting Period and Closing	
52.	<p>Closure of financial books:</p> <ul style="list-style-type: none"> - Periodic closing of books (through Memo JVs) without passing entries in main books - Automatic closing and opening entries on closing of books - Entries pertaining to a period to be passed in next period (for closing purposes only) i.e. allows back dated entries in Memo books
53.	<p>Provisional entries (Multiple memorandum books) for periodic closing of books:</p> <ul style="list-style-type: none"> - Transfer of balances from one set of books to a parallel set of books as required by user - These entries should not impact the financial books if desired by user - Back-dated entries can be made in the memo book maintained for periodic closing - Pass Correction Entries - Auto-reconciliation between different books and MIS Reports - Impact on cost centers and profit centers of entries in Memorandum books
54.	Option to make entries without sub-ledger in the memo books
55.	Ability to setup an adjustment period.
56.	Allow preliminary month-end, quarter closing and year-end closing, which support journal entries not allowed after preliminary closing, Journal entries not allowed after final closing
57.	Track postings to the adjustment period separately.
58.	Ability to process the Prior year transactions for the previous accounting period posted in

S. No.	Requirements
	the current period
59.	Ability to support the provisional entries (Performa JVs)
60.	Ability to ensure that all necessary postings from various other modules are posted to the ledger before starting the closing run
61.	Ability to automatically carry forward balances at the end of the year to the balance sheet and reset all profit and loss account
62.	Ability to prepare schedules/sub-ledgers with details
63.	Ability to provide for Accounting estimates as per accounting standards as applicable to the company and company policies
64.	Ability to effect Audit Entries
Consolidation	
65.	Ability to : <ul style="list-style-type: none"> - Consolidate at multi levels - Consolidate actual and budget at balance sheet, profit/ loss account, cash flow statement, expenses and revenue account levels, Trial Balance Level - Automate generation of elimination transactions - Automatic generation of inter Office/ Department balances
66.	Facility to change consolidation logic from time to time
Allocation Code	
67.	Allocation codes can be used in place of a GL code block value when entering GL transactions. The allocation code specifies how the amount entered is to be distributed amongst many GL code block values.
68.	Allocation methods can include fixed amount, percentage-based, percentage of the rupee value of other account(s), statistical account-based, and formula-based (user defined).
69.	Perform Allocations to spread amounts in one or more accounts across other accounts.
70.	Perform Chain Allocations.
71.	Perform allocations for reporting purposes without affecting the actual account balances.
Currencies	
72.	Maintain multiple currencies.
73.	Several exchange rate types can be defined. For example spot, weighted average.
74.	Maintain exchange rates between each currency used in the system.

S. No.	Requirements
75.	Exchange rates can be loaded electronically, should have ability to interface exchange rates from 3 rd party s/w, e.g. Reuters etc. Mandatory rate can also be recorded at transaction level.
76.	Compute the unrealized gain/loss on foreign currency transactions at user-defined frequencies.
Journal Entry/ Postings	
Journal Structure	
77.	Each journal contains a journal type, indicating the source of the journal (e.g. from accounts payable, accounts receivable, general ledger, fixed assets, material management). User defined journal types for data imported from legacy / custom systems.
78.	In addition to the journal type, an analysis code can be attached to the journal to further describe its purpose.
79.	Ability to search account code, account name, account number and description or responsible area during posting of documents
80.	Ability to assign unique number to journal entry
81.	Ability to restrict access to certain accounts by user-defined groups.
82.	Ability to control journal posting function by user-defined authorization
83.	Ability to provide facility to: <ul style="list-style-type: none"> - Allow storing (park) incomplete documents without carrying out extensive entry checks. - Specify templates to capture details of recurring transactions (e.g.: - fixed prepayments and accruals) - Allow amendment or deletion to recurring transactions prior to posting - Perform the posting automatically according to user-defined specification
84.	Ability to perform real time and batch processing. In case of batch processes, following functionalities should be available: <ul style="list-style-type: none"> - Update by batch mode while other users are still active in the system - Provide exception report for batch update - Post through overnight batch - Provide information on batch status (e.g.: - posted, processing, error) - Automatically assign document or batch number after journals are posted - Provide a journal edit listing on screen and printed. The information should contain but should not be limited to the following: <ul style="list-style-type: none"> * Batch Number, Journal Posting date, Journal Creation date, journal type, source of journal, journal text, G/L account code, G/L account name and description, debit/credit amount, batch total and number of transactions.
Journal Functions	

S. No.	Requirements
85.	Define Journal approval hierarchy w.r.t various levels, financials, approval authority etc.
86.	Allow modification of the Journal approval work flow
87.	Facility to add, delete, modify the journals under proper authorizations
88.	Avoid duplication of entries
89.	Validation of code block values is done at journal creation time. The journal cannot be submitted for posting unless a valid code block value is recorded.
90.	Notes in the form of text, documents, pictures, web links etc can be attached to journals to fully describe the reason for raising the journal at journal and journal line level.
91.	All journals are effective-dated, allowing posting to any open accounting period (Including Prior and Future periods)
92.	When business transactions occur between companies, the associated journals automatically debit or credit the appropriate inter-company clearing accounts.
Types of Journal	
93.	Maintain Reversing Journals; these journals automatically reverse in the following accounting period. E.g. provision entries.
94.	Maintain Recurring Journals; recurring or standing journals are used to record business transactions that are repeated regularly. The code block values and the amounts do not change.
95.	Maintain Template Journals; these journals have the account details and amounts need to be filled.
96.	Accrual journals, which automatically reverse themselves in the following accounting period.
Manage Inter Unit Transactions	
97.	Ability to provide an electronic platform for units to record inter-unit transactions, with provision to view scanned documents
98.	Automatic alerts/reminders in inter-unit accounting recipient unit that an entry pertaining to the unit has been made
99.	Ability to provide for electronic acceptance or rejection of inter-unit accounting by the recipient unit with provision for comments
100.	Ability to generate a report of pending, responded and un-responded Inter Unit Transfers (IUTs)
101.	Ability to automatically create relevant accounting entries at both units on acceptance of

S. No.	Requirements
	the inter-unit accounting by the recipient unit
102.	Ability to generate Consolidated Unit-wise Reconciliation statement
Store Reconciliation	
103.	Manage the Store accounting for receipt, returns, dispatch of goods etc.
104.	Facilitate in preparation of Store Reconciliation of the stores Books with the Books of accounts and incorporate the adjustment entries
105.	Ability to reflect the Store Balance Report category wise (moving/non- moving stock etc.)
106.	Ability to generate Consolidated Store-wise Reconciliation statement
107.	Ability to reflect the Goods in transit
Year End Reporting	
108.	<p>Ability to produce the following financial reports across multiple levels (e.g. whole organization, reporting units such as Plant, departments etc.) and for a user-defined period (for the month, year to date), but should not limited to:</p> <ul style="list-style-type: none"> - Profit and loss account - Analysis of Profit and Loss account - Analysis of operating expenses - Balance sheet - Analysis of Balance Sheet - Earning Per Share and Diluted Earnings per share - Trial Balance - Cash flow and Funds flow statement - Statement of Changes in Equity - Notes to the financial accounts (account breakdowns)
109.	Ability to split schedules into multiple sub schedules
110.	Ability to produce user defined TDS, CENVAT, GST, Income Tax, Statutory Reports, etc.
111.	<p>Ability to compare actual data to budgeted data and/ or budgeted data to actual data in:</p> <ul style="list-style-type: none"> - Annually, - Semi-annually, - Quarterly, and - Monthly
112.	Ability to automatically carry forward closing balances of a particular financial year to opening balance of the current year, with user defined control and authorization
113.	Ability to create multiple versions of financial statement report and ability to customize reports as required by the user

S. No.	Requirements
114.	Ability to generate comparative statements for various periods as defined by the user
115.	Ability to support computation of various financial ratios as defined by users and ability to compare the same with the previous year and year to date
116.	Ability to circulate the details required from various users across the organization from ERP/Non-ERP databases for the purpose of accounts closing/auditing and also ability to receive information in response to the said circular and automatically generate accounting entries and MIS
117.	Ability to maintain Contingent Liability register
118.	Transaction listing -By Account -By Date -By Voucher Number -By Voucher series -By User
119.	Allow for generating financial statements at the following levels -For Corporate Office -Across Plants -Across cost centers – Eg. Across departments
120.	Should provide for generating financial statements as per Schedule III requirements, Ind AS requirements, CARO Requirements, etc.
121.	Ability to comply with all tax related statutory requirements in force in India and applicable to the company and the system should be upgraded with the latest tax laws on a regular basis
122.	Ability to generate all statutory reports applicable to the company as per prevailing laws
123.	Ability to comply with all future statutory requirements like IFRS, GST, etc. as and when it is applicable to the RRVUNL
124.	Ability to adhere to the changes in the Statute / Company Policies
125.	Ability to generate exceptional reports like wrong A/c code, Suspense Account balances etc.
126.	Ability to generate Age-wise Analysis of debtors, liabilities, Creditors, Advances, etc.
127.	Ability to allow prior period adjustments, with proper control & authorization
Audit Requirements	
128.	Ability to track Government Audit Comments and replies thereto with facilities to maintain additional relevant details and string search facility

S. No.	Requirements
129.	Ability to generate information & reports for CAG, Statutory, Supplementary, Tax, Cost & Internal audit purpose by the respective departments
130.	Ability to compile all information and replies for the audit queries for submission to the auditors
131.	Ability to retrieve required information as per the provisions of statute (eg: requirements of CARO, 619(3))
132.	Ability to maintain the ageing analysis of the pending audit paras
133.	Ability to generate alert messages for pending audit paras to the concerned departments/Offices
Budget Preparation and Budgetary Control	
134.	Support bottom-up (input at detail level) and top-down budgeting (budget at high level and then distributed to lower level).
135.	<p>Ability to create the following budgets but not limited to:</p> <ul style="list-style-type: none"> - Activity based budgeting - Revenue Expenditure budget - Operating Expenditure/Depreciation budget - Capital Expenditure budget - Forecast Balance Sheet for 25 years - Forecast Profit & Loss for 25 years - Forecast Cash Flow for 25 years - Forecast Financial Ratio - Forecast Retained Income
136.	Ability to support periodic (mid-year) budget revision.
137.	Support multiple year rolling budget.
138.	Support budget version control.
139.	Control access to budgets for making modifications and inquiries.
140.	Budget changes to be input by users to control updating to monitoring database after proper approval.
141.	Ability to Freeze budgets.
142.	Interfacing of budgets from Spreadsheets, legacy systems.
143.	Ability to provide Windows-based spreadsheets for budget preparation
144.	Ability to check and balance the detailed-level budget and the summary-level budget

S. No.	Requirements
145.	Ability to navigate within the budget hierarchy (e.g. expand/ collapse structure, drill down for details)
146.	Ability to provide a graphical representation of the budget hierarchy
147.	Ability to calculate and compare budget vs. actual in: <ul style="list-style-type: none"> - Amount variance - Percentage variance
148.	Ability to define tolerance limits either as a percentage or absolute value, depending on the amount exceed, automatically perform the following: <ul style="list-style-type: none"> - Trigger warning to user - Trigger warning to user and mail to budget owner - Disallow posting
149.	Set-up budgetary control as Absolute (Do not allow users to enter transactions exceeding the budget), Advisory (provide warnings when actual exceed budget).
150.	Fund Requisition and release of fund should be done only for the transactions which are approved and requested for in the budget Linking of the payments should be available with the budget, to ensure that the payment do not exceed the budget. Provide alerts when payment exceed budget.
151.	Factor in PO commitments for checking funds (budget) available.
152.	On-line balances for determining funds (budget) availability.
153.	Support registering and update of indented, committed or/and actual liability.
Budget Reporting	
154.	Ability to generate variance analysis (Actual/ Budget) reports by user- defined parameters (e.g., time period, level of detail, activity, etc.). Ability to print the report and electronically route the reports to allow users to review reports.
155.	Ability to provide exception reports for responsible areas (e.g. Area Office, zones) that exceeded budget with details such as: <ul style="list-style-type: none"> - Revenue/ expenditure (according to chart of accounts) - Actual to date - Budget - Variance (i.e. amount in excess of budget)
156.	Ability to automatically check and highlight abnormal data i.e. actual exceed budget more than 10% or less than 10%
157.	Ability to provide over/under budget reports
158.	Ability to check fund availability real-time basis (for capital budget)

S. No.	Requirements
159.	Ability to view source of fund for each project in capital expenditure budget report
160.	Ability to generate budgeted financial statements for the accounting units
General	
161.	Accounting of expenses at various locations (e.g. zonal offices, branches) in one stage
162.	Continuous voucher numbers; even if a voucher prepared has not been ultimately authorized.
Standard Reports	
163.	Standard/Statutory Reports
164.	Statement of Revenue
165.	Statement of costs (including customized reports on Operational Costs such as Costs of running per km of a train etc.)
166.	Consolidated Cash Flow Statement
167.	Trial balance of general ledger accounts
168.	Transaction / journal and account listings
169.	Cost Centre Reports
170.	Activity Reports
171.	Budget Variance Reports
172.	Maintain inception-to-date project transactions history
173.	Maintain Balances for Period to Date(PTD), Quarter to Date (QTD), Year to Date(YTD), Project to Date(PJTD)
174.	Provide exception report for adjustment entries made in the current period for prior periods.
User Defined Reports	
175.	Balance Sheet, Consolidated Profit and Loss Statement
176.	Schedule III summary for balance sheet
177.	MIS, Ratios etc.
178.	Provide multi-dimensional user reports, e.g. by business unit, cost center, and other user defined criteria.

S. No.	Requirements
Inquires	
179.	Enquire on the master data.
180.	On-line commitment/expenditure Position Enquiry.
181.	Drill down from account balances to the journals.
182.	Drill down from the general ledger to the source transaction (e.g. AP/AR / FA).
183.	Drill down of management accounting report items (e.g., staff cost, overheads, etc.) to details.
184.	Supports lakh/crore format
185.	Notes to balance sheet can be created
186.	Support data selection based on user requirements, e.g. Current period, Last Period, Same period last year, etc.
187.	Ability to export the reports to office automation products.
188.	Internal Reporting – Audit Trails, Transaction Listings. Changes to all master data are recorded by date, time, and user and can be reported by date range.
189.	Listings of GL journals are available by various selection criteria such as account, type, date, and user.
Accounts Payable	
190.	Centralized vendor master facilitating single vendor description and code across the organization (across units)
191.	Multiple addresses against each vendor
192.	Automatic vendor numbering
193.	Alternate/short name of each vendor
194.	Contact person for each vendor address
195.	Bank account against each vendor (both e-payment and cheque payment)
196.	Ability to incorporate vendor ratings (to be updated by the Procurement department) and to be able to extract the vendor list based on the vendor ratings
197.	Vendor classification (multiple parameters required to meet reporting, preferential treatment like waiver of EMD etc. payment prioritization and other needs) such as SSI, PSU, Inter Unit etc.
198.	Tax details, PAN Number, TAN Number, TIN Number etc. required for ensuring compliance

S. No.	Requirements
	with Indian Tax laws considering both direct & Indirect taxes.
199.	Default currency for invoice/ payment.
200.	Ability to control the creation and change of vendor master data according to DOP
201.	Ability to allow for specified fields in the master data to be made mandatory or optional entry.
202.	Debarring parties with effective date, with facilities to re-activate.
203.	Limit maintenance / access to vendor master to specific users (With approval for creation, edit, and deletion of vendor)
204.	System control on similar vendor definition
205.	Merge / correlate vendor details (Eg. One vendor taking over another vendor). Enabling tracking change of status from a date
Invoice Processing	
206.	Ability to support 2 way (matching with PO and Supplier Invoices), 3 way (matching with PO, Order quantity received and Supplier Invoices) and 4 way matching (matching with PO, Order quantity received, order quantity accepted and Supplier Invoices) in the system for bill processing
207.	Ability to capture details from procurement to payment as Cross reference options to enable drilling down for information for any query, audit or review
208.	Classify Invoices as: - Asset related invoices; - Employee related invoices; - Service Invoices; - Civil Work Invoices; and create necessary interfaces with related modules
209.	Ability of tracking invoice received but not processed/paid
210.	Enter required vendor invoice details manually for matching at material receipt / payment level
211.	Ability to generate invoices automatically based on predefined criteria (e.g. running bills, invoices based on receipt of material etc.)
212.	Interface invoice data from other ERP/ non-ERP applications or from vendors
213.	Enter invoices individually or in a batch
214.	Ability to allow Price Variation adjustments at the time of invoicing

S. No.	Requirements
215.	View and match invoice to PO, Receipt in the system at line level and online acceptance of material by user eliminating need for physical PO / GRN and User Certificate
216.	Automatic alert for non-compliance of PO terms (documents, price, delivery date other conditions of contract)
217.	Automatically place hold on invoices not matched to PO for specific vendors
218.	Automatic accounting for invoices based on Pos/ GRN by linking to A/c master
219.	Default tax details from vendor master
220.	Calculate / deduct TDS / statutory taxes etc. automatically
221.	Calculate taxes and duties with respect to effective date both prospectively & retrospectively.
222.	Generate TDS certificate and various statutory forms & returns.
223.	Calculate monthly/ periodic TDS to be deposited to government, excluding adjustment entries.
224.	Maintain exchange rates centrally, with payment in centralized / decentralized way.
225.	Manage Year End / Accounting period end GL date to the respective accounting period only.
226.	Calculate pay-by date from invoice date or material receipt date as specified by user / contract.
227.	Automatically apply contract wise rates of tax / freight / handling charges across multiple invoice lines.
228.	Place invoices on hold and prevent further action like payment etc. at different stages. Generate alert for such event.
229.	Workflow enabled invoice approval hierarchy based on user approval limits, item etc. in line with defined approving authority limits.
230.	Approve invoices individually or in a batch.
231.	Automatic calculation of discount as per contractual payment terms
232.	Recording project invoices with details of project code, activity, task etc.
233.	Allocate single invoice expense line to multiple GL account
234.	Calculate liquidated damages based on delivery period
235.	Facility to store scanned / digitized soft copy of all related documents along with the

S. No.	Requirements
	Running Account Bills
236.	System generated reports/ alerts in case an invoice has remained unapproved beyond specified time frame.
237.	System generated reports/ alerts in case the time interval between receiving an invoice and making payment against it exceeds specified time frame.
238.	System generated reports/ alerts where material has been received against a PO and payment is pending through Bank.
239.	Indicate vendor balances on different accounts before making any payment. Ability to adjust against different balance before making any payment.
Miscellaneous Bills (Travel, Medical etc.)	
240.	Approval of certain category of invoices like those for hotel bill, car hire, newspaper and periodicals, tuition fees, electricity bills etc. based on individual employee's entitlement and make recoveries and adjustments based on approval.
241.	Ability to generate advance for specific purpose and adjust against the payment. Ability to show advance in personal account and adjust expenses against the same.
242.	Ability to generate checklist of items to be checked before approval based on type of payment/expense
243.	Purpose of Travel and the location of travel(in India or foreign) to be tracked and report based on purpose of travel can be taken (for Eg: like employees travelling for training)
244.	For medical Bills details of Medicine and the reason of illness (cardiac etc.) to re-recorded, so that the management is aware of the Medical reasons for illness of the employee.
245.	Ability to create master data and link it to payment process (entitlement, calculation) for particular type of expenditure. For example: Hospital master data, medicine master data for medical advance and adjustment; city list for travel expenditure.
Debit/ Credit Memo	
246.	Enter Debit / Credit notes against specific invoice(s) to adjust vendor liability
Making Payment	
247.	Pay each invoice individually or multiple invoices together for same vendor and manage outstanding balances accordingly by linking payment to invoices.
248.	Link every payment to invoice(s) and manage outstanding balances accordingly.
249.	Show alert for predefined vendors/Pos/Wos before payment.
250.	Ability to have third party payment (Bank attachment cases, Power of attorney cases)

S. No.	Requirements
251.	System based payment approval hierarchy based on amount, vendor category in line with Delegation of Power
252.	Ability to appropriate/ adjust advance payments against multiple contracts/ invoices
253.	Pay advance and link to specific PO to ensure only invoice matched to that PO can be settled with the advance
254.	Schedule payments on different dates
255.	To support payment for emergency/ petty purchases against approved Note sheet without following the formal ordering route.
256.	Ability to handle e-payments to vendors.
Viewing Vendor Account	
257.	Age vendor outstanding balance i.e. balance due to / from vendors
258.	Generate vendor account statement to be sent to the vendors
Bank Guarantee Monitoring (Issued/ Received)	
259.	Record bank guarantee details such as vendor name, project / department code, PO number, BG type, BG validity, BG receipt date, BG confirmation date etc. and link to payments.
260.	Compare BG details with list of approved Banks.
261.	Link PO / invoice approval to receipt / confirmation of bank guarantee and BG validity.
262.	System based monitoring of expiry date of open bank guarantee with automatic alerts reminding of expiry date 30 days prior to expiry
263.	System generated hold on vendor invoices in case bank guarantee has expired
264.	Link bank guarantee to specific purchase orders, contracts or projects
EMD (Deposits) Monitoring	
265.	Handle EMD (Earnest Money Deposits) in form of BGs, DD, Cheque etc.
266.	Record collection of Deposits from vendors / service providers / customers with linkages with NIT/ Contract.
267.	Refund / adjustment of deposits with age-wise analysis.
268.	System generated reports/ alerts on deposits not returned / adjusted.
Integration	

S. No.	Requirements
269.	Integration with General Ledger
270.	Ability to drill down from an account balance to specific transaction, whether invoice, debit memo or payment and generate reports.
271.	Integration/Interface with Pay roll, Direct & Indirect Tax modules, Stores Accounting etc.
Payable Reporting	
272.	Ability to produce the following payable reports, but should not be restricted to: <ul style="list-style-type: none"> - Invoices selected for payment by period, bank, payment method - List of approved invoices - List of cheque printed by cheque number and date - List of vendors with vendor master details - AP Liabilities Listing - Invoices under retention - List of inactive vendors - Outstanding Cheque which are overdue - List of cancelled and void cheque - Details of unpaid invoices (payment proposal exception listing) - List of realized and unrealized gains/ losses - Number of invoices and vendors processed within a payment run - Vendor aging report - Advance Paid Report, Age wise analysis of advance paid ledger - recurring invoice listing -Report of vendor account balance -Report of open invoices
273.	Ability to provide access to projected cash requirement information based on selected items or any defined criteria
274.	Ability to generate vendor payment history report
275.	Ability to generate reports on any retentions/ deductions made from invoices.
Manage Bank Reconciliations	
276.	Ability to integrate bank reconciliation system with the payment recording modules to eliminate any duplicate data entry
277.	Auto reconciliation of the bank statement transactions with the system transactions
278.	Ability to extract the BRS details as list of reconciled or non-reconciled items
279.	Ability to enter bank statement details:- <ul style="list-style-type: none"> - manually - by electronic means to match bank transaction information with receipts and payments in the system to produce an electronic bank reconciliation

S. No.	Requirements
280.	Ability to record bank statement transactions including:- <ul style="list-style-type: none"> - bank and other charges - interest received or paid - electronic fund transfers - periodic payments - dishonored cheque (incoming/ outgoing)
281.	Ability to automatically generate postings into the general ledger for outgoing cheque/ transfers as follows: - <ul style="list-style-type: none"> - cleared cheque/ bank transfer data delivered by the bank to generate the clearing entries
282.	Ability to automatically generate postings into the general ledger for incoming cheque/ transfers as follows:-Bank transfers and cheque received/ banked in to generate the clearing entries
283.	Ability to print cheque deposit and bank transfer listing
284.	Ability to post incoming cheque individually or in batch
285.	Ability to provide function to overview cheque deposit processing status online
286.	Ability to:- <ul style="list-style-type: none"> - record stop payment of cheque - enable the matching of multiple receipts in the system with a single receipt transaction on the bank statement
287.	Ability to allow for short term planning from sources affecting the cash/bank position. This includes:- <ul style="list-style-type: none"> - Bank balances - Maturing deposits and loans - Notified incoming payments posted to the bank accounts - Incoming payments (e.g. cheque) with a value date - Outgoing cheque posted to the bank clearing account - Post-dated cheque
288.	Ability to:- <ul style="list-style-type: none"> - Allow update of bank balance by bank accounts - Group bank accounts in a logical hierarchy by the type of account - Display bank accounts by group or in more details by bank accounts via drill down
289.	Age wise analysis of BRS items
Cash Position	
290.	Ability of the system to reflect daily cash position
291.	Ability of the system to create the multiple cash position templates with different buckets and generate the report accordingly as per user defined period

S. No.	Requirements
292.	Ability to alert in case actual cash holding exceeds the user defined limit (any amount as defined by the user) to consider the funds for investments instead of keeping it idle
Cash/ Bank Payment	
293.	Integrate bank reconciliation system with the payment and collection recording modules to eliminate any duplicate data entry.
294.	Integrate bank reconciliation system with General Ledger to consider any bank related journal entries such as those for bank transfers etc.
295.	Up-load bank statements into system in any format for any period.
296.	Ability to support automatic reconcile bank statement with payments, collections, adjustments etc. recorded in the system based on the cheque number or such other reference no.
297.	Bank Master Maintenance – maintain list of approved banks
298.	Ability to print Cheque with pre-printed Stationary
299.	Support alerts if cash payment being prepared/ authorized exceeds particular limit.
300.	Ability to maintain denomination wise control over cash balance
Forecasting	
301.	Forecast expected date of payment to vendors based on payment terms (linked to PO raised, expected date of delivery, receipt of invoice etc.) both at unit level and at an organization level for a user defined period
302.	Forecast expected date of collection from customer based on payment terms (linked to Sale Order date, expected date of shipment, invoice date etc.) both at unit level and at the organization level
303.	Periodic forecast of receipts and payments across the unit/ Organization.
304.	Forecast in currencies (separately for USD, EUR and INR etc.)
305.	Ability to prepare Fund/ cash flow statements from revenue and capital budget.
Importing Journals	
306.	Import journals from non-ERP Applications
307.	Schedule journal import to run as and when required.
308.	Provision to set rules to check correctness of journals before import.
309.	Facility to make or prevent changes to journals imported from non-ERP systems/ ERP sub

S. No.	Requirements
	ledgers
Costing Accounting & Reporting	
310.	Capture and report costs against each dimension in the chart of account structure such as unit, department, location, product, project etc.
311.	Ability to allocate cost in various levels, for example: <ul style="list-style-type: none"> - Responsibility cost center (Department/ Plants/ Projects) - Activity Cost Centers
312.	Ability to handle process costing, standard costing, activity based costing etc.
313.	Ability to run iterative/non-iterative cost allocation processing in system
314.	Facility to pool costs and then allocate/ reallocate costs to other cost centers/ across organization based on predefined basis.
315.	Print various allocation schedules prior to the financial closing of the period.
316.	Support allocation schedules using a percentage distribution to compute the required allocation of overhead expenses to the various cost centers.
317.	Rerun cost allocations when the underlying data changes.
318.	Combine the costs for several input sources and allocate in one allocation source through parameters.
319.	Test an allocation procedure prior to scheduling it.
320.	Allocate common costs across departments/ products/ units based on predefined base.
321.	Generate periodic cost sheets for each product, process & services.
322.	Facility to reconcile costing reports with financial reports.
323.	Facility to compare actual costs with standard costs and analyze variances.
324.	Ability to support comprehensive and flexible information system to analyze costs and expenses within organization, classification of expenses and must have provisions for grouping at various levels and various criteria
325.	Should provide exception reports by amount/event/employee/nature of expense/variance
326.	Support compliance with AS2 Cost Audit/ Cost Accounting related statutes, rules and standards (Cost Audit Report Rules, 2001)
327.	Create Cost Accounting Report in compliance with AS2 Cost Audit/ Cost Accounting related statutes, rules and standards

S. No.	Requirements
328.	To support variance analysis between budget and actual across various periods.
329.	Ability to serve user to follow all costs to their origin, even down to the document level
330.	Ability to monitor, analyze and evaluate reports on real time access
331.	To generate product wise cost sheet for specific period with user defined allocation criteria. Ability to allow/disallow specific expense
Loans, Equity, Grants and Deposit	
332.	<p>Ability to maintain the following information in the loans and deposit master, but should not be limited to:</p> <ul style="list-style-type: none"> - Loan Number, Lender details - Agreement date (If any)/ Effective Date - Funded under scheme - Loan Term, Moratorium - Loan amount, reset clause (required in case of loan receipt in tranches having single repayment and interest servicing) - Installment amount - Interest rate, reset clause (in case of floating interest rate), tenure of interest - Loan type - Loan Source (Government or Private) - Short Term / Long Term Loan - Security Details (BG, hypothecation, escrow etc.) - Other loan details and conditions - Floating charge on assets
333.	<p>Ability to manage various types of Borrowings/Investments/Equity (as below, but not limited to):</p> <ul style="list-style-type: none"> - Loans, - Foreign Currency Loans - State Loans (Equity) - Cash Credit/OD - Fund Based Limits - Non Fund Based Limits (LC, BG, etc) - Debentures - Bonds - Equity -Fixed Deposits, etc
334.	Record payment due date for each type of borrowing/investment
335.	Ability to provide function for handling the complete loan process for e.g. calculation of repayment schedule, Installments due, Interest calculation, payment of installment and interest, liability calculation and posting into books and reversal and vice versa etc.

S. No.	Requirements
336.	Manage Restructuring of loan, short closure of loans, Government loans in the form of Equity
337.	Ability to provide for consolidating various borrowings/ Investments by parties, source, scheme, etc. to facilitate tracking the overall exposure
338.	Ability to manage the details of loan as per user defined parameters (egg: Sourcing of loan, Scheme of loan, disbursement of loan)
339.	Ability to manage running status of loans and other details in multiple currency (like loan in dollars and INR both) however, the posting shall be as per the user defined currency only
340.	In case of foreign loans, ability to auto effect the exchange fluctuation as per AS 11 with proper authorization and controls
341.	Ability to derive the Loan Disbursement Schedule for calculation of Borrowing cost as per AS 16
342.	Ability to record Asset hypothecation details in the system and provide for reports of Asset Hypothecation classifying assets as secured and unsecured
343.	Ability to auto effect TDS and other statutory liabilities on Loan payments and Interest payments
344.	Ability to effect conversion of loan to equity, interest to equity etc. if any applicable to the company issued by the government (FRP)
345.	Ability to change the terms of loan after the loan is created in the system
346.	(i) Ability to define loan details received from State Government / Central Government / Funding Agencies/ Any other third party (ii) Ability to define multiple disbursements schedule of one loan (iii) Ability to treat each disbursement as separate loan component with terms & conditions and consolidate all disbursements under one loan (iv) Ability to link any project / asset with disbursement component or loan (e.g., parent-child relationship)
347.	Ability to provide for Order Wise Disbursement wise Loan Schedule for the period as defined by the user, Scheme wise, funding agency wise loan statement or reports any other loan details as per the user defined requirements.
348.	Ability to generate alerts for Interest and Loan repayment due for payment
349.	Ability to print repayment schedule of any loans(including future years)
350.	Facility of auto calculating rebate/penalty on interest of the loans as per terms of loan
351.	Facility for handling accrual of interest entries at the year end.

S. No.	Requirements
352.	Facility to generate overdue position of principal and interest as well as confirmation of loan balance as on a particular date
353.	Ability to provide for Cash flows for periods as defined by the user and at various levels (Circle, Division, etc.)
354.	Ability to access the Working Capital requirements as per the user defined parameters
355.	Ability to generate alerts near completion of loan repayment
356.	Ability to generate comparatives with previous years for loan and interest as per defined parameters
Investments	
357.	Functionality to manage both short term and long term Investments with details of the Investment type, amount, period, expected return, Active/ closed etc.
358.	Ability to maintain the history of investments and the terms of investment of different instruments in the past
359.	Ability to record for investments and return on investments in the books of accounts as per the Standards of accounting
360.	Ability to auto effect TDS and other statutory liabilities on Investments
361.	Ability to effect for the change in the terms of Investment after the investments are recorded, and compute and record the variation due to the change In investment terms.
362.	Ability to generate reports, as cancelled Investment, Maturities by date etc. reports
Cash Reporting	
363.	Ability to print reports on inter unit transfers based on bank account/period/value etc.
364.	Total collections into bank vs Total confirmations from bank
365.	Total Transfers to HO account by bank account number and transaction
366.	Cheque deposited Vs Cheque credited into bank
367.	Dishonored checks by bank account number and identifying issuer of cheque
368.	Total cheque issued Vs Bank debits by bank account number
369.	Un-reconciled statement
Fixed Assets	
370.	Centralized definition of fixed asset categories, description, multiple depreciation rates, predefined residual values etc.

S. No.	Requirements
371.	Centralized definition of content of the Fixed Asset Register to support CARO and other statutory requirements
372.	Centralized/ decentralized definition of location data structure
373.	Ability to maintain parent-child relationship across asset classes.
374.	Ability to support WDV/ straight line method of depreciation.
375.	Different treatment of assets for accounting and taxation purposes, for instance, different categories/ classification, depreciation etc.
376.	Creation of separate reports for taxation and accounting purposes for assets.
Fixed Asset Register	
377.	Maintain FA register locally at units with custodian-wise identification.
378.	Automatically consolidate FA Register at units into FA Register for the company
379.	Prevent units from entering/ updating data in any FA Register other than their own FA Register
380.	Categorize assets based on multiple criteria like plant assets, moveable/ immovable etc.
381.	Ability to differentiate between new asset and value adjustment/ up gradation like capacity expansion.
382.	Record fixed assets with retrospective date placed in service in the past / future.
383.	Merge one asset into multiple fixed assets and vice versa into one fixed asset
384.	Provision to rectify errors in recording fixed assets in the same period or in previous periods
385.	Record number of units against each fixed assets e.g. chairs – 10 units
386.	Record fixed assets taken on lease, assets on other's property, asset under possession but owned by other party
387.	Generate Fixed Assets Schedule in accordance with the statutory requirement for instance, Schedule III
Retire Fixed Assets	
388.	Ability to handle impairment of asset as per Indian accounting standard
389.	Retire entire or part of an existing fixed asset
390.	Record salvage/ scrap value, sale proceeds, cost of removal etc.

S. No.	Requirements
391.	Automatically calculate gain/loss on retirement
392.	Record reason for retirement
393.	Record mode of retirement e.g. sold, scrapped, donated etc.
394.	Re-instate fixed assets incorrectly retired
395.	Ability to identify assets awaiting disposal
Assignment	
396.	Option to assign each fixed asset to one or multiple custodians
Location	
397.	Record the physical location of each fixed asset
398.	Generate reports on fixed assets at specific location
Transfer	
399.	Record transfer of fixed assets from unit to unit, one location to another or from one employee to another etc.
Insurance	
400.	Record insurance details against each fixed assets
401.	Record multiple insurance policies details against individual fixed assets
402.	System generated reports/ alerts/ reminders to designated users about insurance premium payable
Impairment of Assets	
403.	Ability to account for impairment of assets as per Indian accounting standards.
Revalue Fixed Assets	
404.	Revalue an existing fixed asset or a group of fixed assets or all fixed assets belonging to a category or all fixed assets in the fixed assets register
Reclassify Fixed Assets	
405.	Reclassification to automatically update depreciation rates
406.	Reclassify individual fixed asset or a group of fixed assets
Physical Verification of Fixed Assets	

S. No.	Requirements
407.	Provision to record manufacturer's serial number
408.	Provision to record bar code number
409.	Provision to facilitate physical verification of fixed assets by printing fixed assets reports location-wise, employee-wise, category –wise etc.
410.	Provision to enter/ electronically upload fixed assets physical verification data for the system to list out or alert missing fixed assets or not at recorded location or not with recorded employee
Accounting	
411.	Create accounting automatically for fixed assets addition, depreciation, re-categorization, evaluation, retirement, transfers etc.
412.	Automatically interface accounting entries to the GL module
413.	Facilitate drilldown facility from the GL to individual fixed asset transaction in the fixed asset module
Depreciation	
414.	Multiple Depreciation schedules (as per various statutory requirements, as depreciation as per companies act, 2013, depreciation as per regulatory requirements and depreciation as per income tax act)
415.	Support change of useful life and effective rate of depreciation
416.	Run/ roll back depreciation multiple times
417.	Suspend depreciation on specific or categories of fixed assets for specified period of time
418.	Maintain depreciation data cost center wise
419.	Forecast the depreciation and written down value for any user defined periods
420.	Calculation of depreciation for defined period on existing asset as well as memorandum entries
Sales Accounting	
421.	Sales include: <ul style="list-style-type: none"> - Sale of Power including FPA and Late payment surcharge, - Scrap Sales, - Sale of Reject Coal, - Sale of Dry Fly Ash (By products), - Sale of Tender Forms, etc.
Accounting Customer Collection	

S. No.	Requirements
422.	Ability to support accounting of collection received at location other than where invoice is raised.
423.	Ability to account for receipt of cheque /DD, track whether dishonored or not
424.	Support accounting of advance received from customers, with ability to track against respective order , reference no, transaction etc.
425.	Ability to raise alerts and seek approval before acceptance of payment where either the amount falls short of minimum dispatch value or non-conformance of defined parameters like submission of declaration form etc.
426.	Ability to account for receipts under centralized Cash Management system, upload of statement received from bank about realizations, reconciliation with amount credited by bank against Cash Management deposits etc.
427.	Ability to handle accounting of collection received from customers received in e-payment Mode
428.	Ability to adjust receipt with invoice and show net amount outstanding against particular receipt.
Sales Accounting	
429.	Record all types of Sales (Open market Sales/PPA) etc. for Power Sales and Other Sales as Scrap Sales, By products sales, etc.
430.	Ability to update GST register (case) on dispatch of finished goods and accounting of GST at plant and stock yards.
431.	Ability to link delivery challans with invoice, related reports, queries, alerts
432.	On line accounting of sales on generation of invoice based on LR date, updating customer ledger
433.	Create a mechanism to Record Energy Sales, Surcharge, FPA etc.
434.	Sale of Dry Fly Ash with GST Credit to be recorded and reconciled
435.	Ability to support accounting of discount on sales as per price circular and generation of credit notes, forwarding letters and various status reports.
436.	To support various types of discount such for both on invoice and off-invoice and calculation there-of such as flat discounts, volume based discount, MOU based discount etc.
437.	Handling credit notes on customers for shortages, quality complaints etc.
438.	Handling debit notes on customers for interest on overdue payments etc.

S. No.	Requirements
439.	Support accounting of railway freight paid in advance
440.	To support generating either one GST cum Commercial Invoice or separate GST and Commercial invoices
Indirect Taxes	
441.	Support GST reconciliation etc.
442.	Auto Record input tax credit claims in the books.
443.	Recording receipt of GST forms from customers
444.	Generate monthly/ annual tax returns and registers, payment of taxes to government treasury etc.
445.	Ability to prevent creation of duplicate customer master records
Customer Account Reporting	
446.	Support availability of customer balance on real time basis (i.e. any date not necessarily being month end date)
447.	Ability to display break up of customer balance against each sales order/ invoice
448.	Generation of customer outstanding statement on a consolidated basis across units/ regions or only with respect to individual unit/location
449.	Support customer ledger on gross basis (showing all debit and credit entries) and net basis (only outstanding or unadjusted debit or credit entries)
450.	Ability to generate report on customer profile/customer statement of account for a specific period.
451.	Ability to prevent direct accounting entries being passed in Customer ledger control account (i.e. entries only to be routed thru sub-ledger)
452.	Support generate ageing analysis (less than / more than six months etc.) required for balance sheet presentation and the late payment surcharge mechanism should be properly built as per the terms of the PPA/regulator. Provide the sensitivity analysis on the Surcharge component and derive the scenarios
453.	Facilitate computation of Fuel Price Adjustment (bill for the variation in coal cost and calorific value of the coal)
454.	Ability to generate customer/group/sales type wise reports for a specific period.
Scrap Sales	
455.	Ability to record receipts and account for Scrap Sales as per the compliances as applicable

S. No.	Requirements
	to RRVUNL
456.	Ability to compute profit/loss on sale of Scrap and posting of the same in the General ledger
Indirect Taxes	
457.	Support Input tax credit for GST, etc.
458.	Ability to support accounting of GST, generating GST returns
459.	Ability to raise inter-unit GST transfer invoices
Accounting of Port Expenses	
460.	In case of Import of Coal – Custom, Stamp Duty, CIF Charges, Transit Insurance, Packing and Forwarding Charges, Indian Freight, Port Clearance Charges , Haulage, Siding etc. by linking it with dispatch of material
461.	Reconciliation of port expenses with respect to dispatch and accounting of stock.
462.	Alert for payment of port dues.
LC Monitoring and Receipts	
463.	Ability to track LC with respect to Imports as well as Domestic Sales and purchase
464.	Maintain LC details such as country of origin, currency, bank name and address, supplier / customer name, Swift Code of the Supplier bank, amount, date, validity, type (usance etc.), receipt date, reference of purchase/sales order, negotiation etc.
465.	Handling amendments to LC
466.	Ability to link with Marketing module for exercising control over dispatch of material only after receipt of LC, where applicable.
467.	Ability to control that value of Performa Invoice is within value of LC
468.	Ability to generate alerts/ reports to highlight cases where LC is required as per terms and conditions of purchase/sales order
469.	Ability to generate status report including pricing reports
470.	Ability to send system generated auto-mail to customers on various transactions
471.	Ability to print LC in Bank format
472.	Ability to track bank wise, supplier wise LC and status report
473.	Ability to link with purchase module and payment module to trigger instruction to bank

S. No.	Requirements
474.	Full cycle monitoring for 57F4 process status
475.	Excess / Shortage register Branch / Stockyard wise
TDS	
476.	TDS accumulation
477.	Multiple vendors in one invoice
478.	Multiple tax line items in one invoice
479.	TDS deducted by customers
480.	Deduction, remittance and certificate issue for multiple TAN
481.	Integrated challan update and account clearing
482.	TDS Surcharge
483.	Periodic returns for sections 194C, 194D, 194I, 194J etc.
Other Taxes and Statutory Compliances	
484.	Manage GST record, TCS, Labour Cess on Civil Works, Income Tax computation, MAT Calculations, Deferred tax liability all other future additional tax if any applicable to RRVUNL
485.	Auto Computation of Taxes, Foreign Exchange Variation, Price Variation and effect of the same in accounts with proper approvals of the competent authority.
486.	TCS collected from the party need to be deposited to the Government. Ability to manage the TCS details on deduction as per the statutory requirements (as Item, Tan number, Settlement Date, payment authority)
487.	Ability to derive the tax detail report (with information in the format as required for return filling)
Fuel Accounting	
488.	Should be able to account for coal accounting and manage reporting for Coal as per the Coal Accounting Manual of RRVUNL
489.	Generate yard wise coal stock register, daily / monthly summary report of coal stock containing receipts, consumption, transit losses, rejects, transfers, GCV etc.
490.	Maintain information related to storage, retrieval and transfer of fuel at various points in the internal fuel value chain
491.	Provide for the costs and the power generation efficiency impact when switching fuels in

S. No.	Requirements
	power plants
492.	System should be capable of capturing the weight of consignment at loading and unloading point, rake weight, along with time and date, and computation on the basis of under loading and overloading of weight etc.
493.	System should be capable of generating Annual/Monthly/Daily transit losses plant wise / colliery wise / supplier wise/ transporter wise.
Fuel Quality	
494.	System should be able to track the results of the fuel sampling and analysis for commercial and tariff workings
495.	System to capture the deviations from the quality parameters agreed in contract also the In-house quality testing data has to be compared with the results of fuel quality received from loading point. Parameters can be UHV/GCV, stones and moisture content etc.
496.	The system should have provision to define coal of various qualities in the system based on: <ul style="list-style-type: none"> ○ Ash Ratio ○ Rated fuel content ○ Sulphur content ○ Moisture Content ○ Any other as per requirement
Coal Valuation	
497.	Ability of the system to report the grade slippages, un-weighed rakes, weighment, stone, under loading of coal rakes, penal overloading, etc.
498.	Ability to record for the Stone content in the fuel above 250 mm and value as per rates of invoices and weighment reports.
499.	Compute valuation of the coal as per the user defined requirements. (Company follows the valuations rules as per the Coal Accounting Manual, system should be able to capture the information for valuation as per the Manual)
Billing	
500.	System should provide the details of the workflow for posting, verification, approval and authorization for payment for suppliers and transporters.
501.	Maintain the record of the Fuel Supply Agreement in the system
502.	Ability to maintain the coal bill register
503.	Ability to generate monthly coal consumption statement for each plant
504.	Ability to compute the grade slippage component and effect in the bills of the vendor as per the terms of the contract

S. No.	Requirements
505.	Ability of the system to compare the details of the bills with the delivery details recorded by the plant officials.
506.	Ability to calculate the cost of consignment based on the agreement conditions and compare it with the bill amount
507.	Facilitate central Bill Clearance process or plant wise as and when required.
508.	Compute the Landed Cost of Fuel for various suppliers.
509.	For the revised bill received from the vendors, the system should facilitate the verification of the accuracy of the new bill, and link the same to the old bill, and identify the differential amount to be accounted for.
510.	Automatic computation of incentives and compensation for more/less supply against contracted quantity of the coal.
511.	Ability to prepare/report for a billing reconciliation vendor wise and identify the over/under charges
Coal and Oil Verification	
512.	Record Coal and Oil verification in the Books of Accounts with proper accounting of the changes identified.
Claim Management and Dispute Settlement	
513.	Maintain the record of the claims be raised on suppliers and transporters in a chronological order. (Grade slippage, shortage, stone, ash, moisture content, sulphur content, etc.)
514.	Ability to track the status of claims and the responses of the various parties in a chronological order.
515.	Ability to report / identify missing and unconnected wagons based on the delivery details and valuation of the unconnected wagons as per defined rule (at present, weighted average rate)
516.	Ability of the system to support accounting and settlement of missing and unconnected wagons with the transporters.
Reporting Requirements	
517.	Ability to generate reports confirming to technical, operational, regulatory, statutory and other business requirements
518.	Ability to provide necessary information to populate predefined Balanced Score Cards for monitoring KPIs with the ability to trigger actions e.g. Email alerts through Email API.
519.	Ability to meet all MYT/ARR/Tariff/APR related processes/reporting requirements of

S. No.	Requirements
	RRVUNL
520.	Ability to meet all Internal Audit related processes/reporting requirements of RRVUNL
521.	Ability to support the requirements of Tax Audit/Statutory Audit and facilitate the preparation of various statements and annexure required therein
522.	Ability to generate the confirmation mail of the closing balances of the parties (Receivables/payables) at the year end.
523.	Report of the Pending Balance Confirmations of the parties as on a particular date and auto generate the reminder mails.
Loans and Advances	
524.	Receive duly approved request for advances for all offices of RRVUNL: - temporary Advances, - advances to the vendor (Material, mobilization advances) -Employee advances (tour advance, salary advance, LTA) -revolving fund -rotating advance
525.	ability to process the advance request: - check for approval received - compute the advances allowed as per the approval order, terms and conditions of the contract, - opening Advance Balance
526.	Ability to define the advances in reference to PO (vendor advances), employee (for employee advances), office (temporary advances)
527.	Maintain Advance Details like, Date of Advance, Balance, Adjustment etc.
528.	Ability to reflect the advances paid while actual invoice processing of the respective parties and user defined controls to apply advances against actual invoices.
529.	Ability to derive the advance ageing report
530.	Ability to generate Employee wise loan wise information
531.	Ability to apply Statutory dues at the time of advance payment, and adjustment of the same with original invoices as and when required
Payroll Accounting	
532.	Allow for integration with Financial Accounting procedures

S. No.	Requirements
533.	Ability to integrate with the ESS, time and leave module etc. all other HR Modules
534.	Ability to configure the payroll of all types employees as per the provisions of the company
535.	Audit trails for all system activities
536.	Support for transactions in multiple currencies and cross currencies
537.	Leave/Absent record to be maintained in the system and auto effect of the same in the payroll run of the monthly salary.
538.	Facilitate computation of the final settlement claim of the employees
539.	In case of change of location of employee/transfer, proper impact in the books of accounts should be made to record the salary, balance of loans, recovery status to the new location from the date of transfer. Proper integration with Transfer module
540.	Ability to automatically adjust calculations for mid-pay period salary, advanced salary, and employment actions
541.	Ability to export the payroll to an excel sheet/pdf and data as per bank requirements
542.	Ability to evaluate different scenarios for change in pay-roll structures
543.	Ability to provide an impact analysis tool for analysis of impact of revision of any / all components like pay, allowances, deductions etc. (Eg. Variation in salary component/employee wise for user defined period)
544.	Exceptional reporting for month-on-month variation (financial non-financial)
545.	Provide customizable 'workflow' for all internal processes & approvals associated with the payroll system i.e. Any integration from and to third party system (eg. input data from attendance system and output data from ERP to CPF/GPF module of RajERP) with ERP payroll solution for getting data interfaced shall be in the scope of bidder without any additional cost.
546.	The system should be able to process payroll on the following frequencies; Daily, Weekly, Semi-monthly, Monthly, On-demand (i.e., terminations, vacation advance, court order, ratification)
547.	There should be a single employee master and it should be integrated with all the company codes
548.	There should be a field in the master to reflect the company code to the department to which an employee is associated
549.	Record fields as class, category, direct/indirect, operative/non operative, technical/non-technical, unit on which the employee is working or common staff or corporate office staff (BOD etc.), Cost center (like division) etc.

S. No.	Requirements
550.	Provision to allocate cost of employee based on his/her associated department/unit
551.	TDS, PF or any other such returns should be available online. TDS to be computed proportionately for each month as per the requirements of the system.
552.	Maintain information of the salary bank account
553.	Ability to define various insurance schemes with premium and group insurance data generation.
554.	Ability to allow for the computation of the following elements: Fixed Pay elements applicable to all employees Like Basic, PF, Special Allowance, Conveyance Allowance etc.
555.	Ability to allow the setup of multiple payrolls with different payroll administrators & combining payroll (clearly def. semi variable, static and variable payments) (for Eg. Directors, re-employed staff)
556.	Ability to allow restriction of administrative functions to a few select payroll users
557.	Ability to have a data upload facility to upload historical payroll data
558.	Provision to calculate reduction in salary based on attendance policy
559.	Ability to generate Form 16
560.	Ability to generate TDS challan & return etc. as per the provisions of the company
561.	Ability to allow the following calculation of onetime payment of allowance and / or deduction: Incentive, arrear, ex-gratia etc. By Amount: enter amount to be deducted or payable, by Days: enter number of Days for system to compute the amount based on Basic Pay or gross Pay and/or any other component of Pay, By Percentage: enter percentage for system to compute the amount based on basic pay or gross pay and/or any other component of pay
562.	System should facilitate the change in the PF Component as per the defined rules with approval of the competent authority, and impact the same in the accounts accordingly.
563.	Allow for input of start and end date for recurring payment / deduction
564.	Ability to allow Back dated calculations
565.	Ability to have a full and Final settlement process in place (Integrate with E Exit)
566.	Ability to allow a final settlement report for each separated employee
567.	Ability to prepare the Computation Sheet and checklist (for Eg. at the time of Retirement preparation of the Calculation sheet for Retirement Order and verify the checklist for leave adjusted or not, advances, loans cleared or not, etc.)
568.	Reminders/ Notification to the employee for change or requirement of any additional data

S. No.	Requirements
	through mails/ SMS/ self-service etc.
569.	Ability to have the provision to run separate bonus/ incentive runs
570.	Ability to handle unlimited pay account codes and drawing banks
571.	Ability to support multiple banks or savings institutions per employee
572.	Auto Linkage with Punishments i.e. suspension should result in non-payment of subsistence allowance (Integrate with Disciplinary cases & Legal for input)
573.	Ability to compute the payment to be made to the employee after the suspension period is over (there should be a field to record the privileges/ deductions to the employee 50%, 75% etc. which varies on a case to case basis)
574.	There should be exceptional report available from the system, (month – on – month) highlighting the change in any of the information in the employee master including the salary change, change in allowances, change in employee details, other modules (leave, separation, disciplinary etc.) or any other financial or non-financial information, which needs to be verified and approved by the competent authority.
575.	The Payroll process shall be done after approval of the exception report
576.	Ability to conduct full and final settlement of employee during Exit
577.	Ability to notify (flag) Competent authority of any outstanding balances when employee is terminated (Integrate with ESS in case of E-Exit process)
578.	Ability to record an employee's selection of benefit (Eg. Pension or commutation of pension), retirement and deduction options
579.	Ability to generate monthly pension payroll for RRVUNL pensioners for transfer by Bank.
580.	Generation of monthly pension statement for export to RRVUNL website/ portal
581.	Ability to forward the overtime schedule to the competent authority for approval if the amount of overtime is over a defined percentage of the basic salary (Integrate with Time Management Module)
582.	Ability to assign work calendar (scheduled work days, scheduled holidays, etc.) to one or more employee groups
583.	Ability to default standard holiday data, as well as user-defined holiday data
584.	Ability to create and maintain work calendars over user-defined years
585.	Ability to process salary payment based on attendance. Statutory and voluntary deductions
586.	Ability to update salary details on promotion

S. No.	Requirements
587.	Ability to upload documents related to calculation, payment and release of retirement benefits (Integrate with separation module)
588.	Ability to integrate with leave, disciplinary cases module for calculation of retirement benefits
589.	Ability to release reminders to all departments in case of separation for NDC
590.	Ability to update records in cases where all formalities w.r.t separation and payment of benefits are completed / pending and in that case send reminders / notifications stating the reasons for the same
591.	Integrate with disciplinary cases module for calculation of benefits in case of separation
592.	Support for release of benefits for a particular employee wherein all the formalities have been completed
593.	Ability to integrate with Promotion module, leave, disciplinary cases module in case of salary payments, allowances etc.
594.	Support for preparation of fund requisition to be sent to HQ Accounts section in cases of salary disbursement and other allowances on a monthly basis
595.	Ability to introduce changes in pay structure (Change in pay commission / adoption of a different pay structure)
596.	Support for allowances, reimbursements, loans etc.
597.	Ability to apply for loans or advances or part payment (in case of GPF) by the employee
598.	Ability to support encashment of Leave, Tours and travel and also on retirement with consequent tax adjustments as per the company's policy
599.	Ability to generate Employee-wise recovery position, recovery list and outstanding balances list - month-wise or as user defined
600.	Approval limits for expense reimbursement should be configured based upon the hierarchy limits
601.	Ability for payment of medical reimbursement, allowances, recovery and taxation (if any) thereon
602.	Ability to scan and upload related documents in case of applying for loans/ advances/ reimbursements by the employee
603.	Ability for provision of any loan component to be adjusted against the employee salary
604.	Ability to support payment any user defined allowances
605.	Ability to support recovery of all types of loans with reports like recoveries made, overdue

S. No.	Requirements
	list etc.
606.	Ability to support calculation of incremental arrears with consequent tax adjustments
607.	Ability to support payment of salary arrears as per the industry level settlements with tax adjustments. Also support payment of arrears calculated in user defined installments or in lump sum
608.	Ability to define loans and its various characteristics such as periodicity, interest rate, ceilings details etc.
609.	Ability to attach loan sanctioning rules to every loan type (Eg. Interest bearing loans as vehicle advance, computer advance, marriage advance, HB Advance, etc. and non – interest bearing advances as wheat advances, festival advance, TA Advance, medical advance etc.
610.	Ability to allow payroll to deduct the amount due from an employee (in case of loans/advances etc.)
611.	Support for preparation of calculation sheet in cases of loans / advances / reimbursements applied by the employee
612.	Ability to change and modify the calculations by the competent authority w.r.t loans / advances / reimbursements applied by the employee
613.	Ability to notify the particular employee the admissible amount in case of medical / travel reimbursements
614.	Separate formats for TA/DA, Medical bills etc. to be submitted by the employee in the system itself
615.	Travel request window in the system, recording the purpose of travel, project details for travel, advances takes etc.
616.	Ability to notify the particular employee whether the loans / advances have been sanctioned / rejected
617.	The system should allow for the creation of user defined components of Pay like Recurring and Adhoc Allowances, Recurring and Adhoc Deductions, User Defined Allowances & Deductions
618.	In case of House Building advances or any other interest bearing advances to be recovered from the employees, the system should stop recovery of Interest from the Loan account and recover the interest from the employee through interest account. Auto alerts in case of negative balance in Loan Accounts.
619.	Auto Computation of Interest on the advances which are not settled as per the user defined rules (for Eg. Medical or TA pending for submission of bills etc.) And account for

S. No.	Requirements
	the Interest due to be recovered from the employee.
Deputation Employees	
620.	Ability to generate reports for Deputation Employees in RRVUNL for amount to be recovered from external offices
621.	Ability to generate reports for Deputation Employees of RRVUNL in other offices for amount to be paid for the Deputation employees
622.	Ability to maintain/tag employees on deputation in the list of employees of RRVUNL
Deductions	
623.	Ability to establish deduction limits for each deduction based on various parameters like: Employee, Job Classification, Company, Benefit plan, Salary
624.	Ability to make deductions effective: In the current period, In any pay period or periods selected, In any user-defined frequency selected, Between user-defined start and stop dates, Until an user defined limit is reached
625.	Ability to have Start and stop dates for deductions.
626.	Ability to reverse deduction to be included in next pay check if incorrectly withheld / Option with user
627.	Ability to determine deduction amounts by: Amount of earnings, Percent of earnings, Number of hours in cases of leave, unauthorized absence etc.
628.	Ability to allow for deductions to be stopped after the particular amount has been recovered
629.	Deduction/Payment in case of Deputation employees from RRVUNL and vice versa.
630.	Ability to apply, continue or stop various deductions based on employee status changes
Pay Slip Run	
631.	Ability to integrate with the leave module, promotion module, disciplinary module, separation module, time management, loans and advances for calculation of salary
632.	Ability to provide for online ad-hoc calculation of employees pay slip / salary amount
633.	Ability to perform on-line calculation of pay and benefits for terminated employee based upon termination date
634.	Ability to display the status of the Payroll calculations
635.	Ability to run Payroll multiple times before finalization to ensure accurate pay computation
636.	Ability to post the amount of salary paid for each element of pay for an employee, based

S. No.	Requirements
	on the relevant GL account code and employee cost center information to General Ledger. Financial postings include: Element, Amount, GL Account, Cost Centre
637.	Ability to Post salary payment advice including multiple payment methods such as bank, cash and cheque to General Ledger
638.	Ability to generate pay slip with following detail: Taxable and non-taxable components in separate columns, Tax till date, Calculated, Recovered, Projected, Loan balances and no. of installments deducted / left.
639.	Support pay fixation during recruitment / promotion
640.	Provision to define tax rates (including available deductions, exemptions, taxation slab rates, standard deduction, surcharge etc.)
641.	Provision for TDS calculations (if any) & tracking of TDS payable to the government
642.	Ability to declare investments for the purpose of tax calculation at the start of financial year by each employee
643.	Support effect of Dearness allowance on payroll
644.	Ability to allow the maintenance of slab-wise details for statutory elements like Income Tax as well as user defined elements
645.	Ability to automatically update Payroll database for changes in employee record without interfering with payroll processing (e.g. Promotions)
646.	Ability to allow provision to suspend Payroll runs or control final settlement processing on a case to case basis
647.	Ability to have a provision to process Arrear and backdated Payment calculations
648.	Provision to recover advances in subsequent pay periods with a single transaction
649.	Ability to maintain earnings history information (i.e., a record of all pay of all activity) for each employee for a user-specified period of time
650.	Ability to calculate HRA Rebate as per the prevailing Income Tax Law/Rules
651.	Ability to handle tax exemptions as per the prevailing Income Tax Law/Rules
652.	Ability to automatically recover salary advances
653.	Ability to require approval before a specific payment is made to an employee
654.	Ability to calculate arrears in case promotion is made with retrospective effect
655.	Ability to support salary fitment on promotion. The fitment made should automatically reflect in payroll

S. No.	Requirements
656.	Ability to record details of loans, advances (all kinds - medical, TA etc.), recovery w.r.t all employees and also the particular "head" wise as per the rules of the company
657.	Ability to process cases of ex gratia payment of a particular employee by competent authority
658.	Ability to Define tax rules to determine employees tax liability as per changes in statutory legislation for actual tax liability of employee
659.	Ability to capture employee asset details such as various land holdings, investments in shares, any bank deposits and various sources of income
660.	Ability to provide investment declaration form in electronic format. The employee will be required to fill and submit the form electronically so as to automatically updating salary record and tax calculation by the system
661.	Ability to ensure support for major statutory reports / certificates of taxes in the user defined format
Reporting Capabilities	
662.	Ability to generate reports based on dynamic query by selection of defined parameters of class, cader, wing, etc.
Retirement Benefits	
663.	In case the administrative approvals/finance approvals are delayed beyond a certain period of the retirement due date, the notifications should be send to the respective authorities.
664.	Ability to facilitate the finance approval for sanctioning of the order/payment (PPO/GPO) after Calculation of Gratuity, pension, Commutation of Pension and Leave Encashment based of Rules and regulations of RRVUNL to be done automatically
665.	Order for the Retirement Benefits to be prepared based on the Final Calculations.
666.	Provisions based on actuarial valuations should be done
667.	Ability to provide information for actuarial valuation of the employees for determination of contributions to be made by the company
668.	Ability of the system to compute the amount to be transferred to the Trust as Pension, Gratuity, Commutation of Pension and Leave Encashment Contribution. (auto computation as per Actuarial report)
669.	Ability to reflect the status of applications (to the employees/ concerned offices) (pending at what level, rejected, additional information required to be submitted, processed, pending for payment etc.)
670.	Maintain the records of the Employee Retirement Benefits as per AS-15

S. No.	Requirements
671.	The amounts for payment need to be requested to the Pension Trust. Hence the system should be able to reflect the position of cash for processing of the terminal Benefits application
672.	Ability to record Receipt of funds for disbursement of Pension, Gratuity Leave encashment and Commutation of Pension from Pension Trust
673.	Trigger to pay only when the funds are received from the Pension Trust
674.	The company pays the amount of pension to the pensioners as per the Pension Order, the Documents once transferred to the Bank, should auto stop the payment to be made to the pensioners from the company.
675.	Any change/revision in the exiting PPO/GPO the same shall be effected with proper approvals
NPS	
676.	Ability to prepare the NPS Deduction sheet in the format to be uploaded on the NSDL's website
677.	Ability to manage records of employees as per the requirements of the NPS
678.	Ability to report the employees under the NPS
679.	Ability to auto schedule the payment for NPS employee wise
680.	Ability to auto deduct the NPS contribution from the salary of employee
681.	Ability to maintain he MIS for PRAN Status
PF Trust	
682.	<p>Ability to maintain Separate Set of Books of Accounts for the operations of EPF Trust catering to the following activities of the trust:</p> <p>(A) Investment of the surplus amount of subscription received from the company over payment made to the subscriber during the year towards part final withdrawal, final payment and loan.</p> <p>(B) Receipt of monthly PF subscription and PF loan refund amount via cheque/RTGS</p> <p>(C) Disbursement of Fund to the company for payment of PF loan to the subscribers based on the monthly requisition for allotment of fund raised by the companies</p> <p>(D) Declaration of rate of interest on PF amount of subscriber.</p> <p>(E) Issue of the Annual PF Account slips to the PF subscriber, the Detail should be published on the Website.</p> <p>(F)Record details of the of the subscriber (Opening Balance, Monthly subscription for current year, Loan/ Part final taken by the subscriber during the year)</p> <p>(G) Managing the Banks and Bank reconciliations of all the banks</p> <p>(H) Reconciliation of Subscriber Accounts</p> <p>(I) Records of meetings of the Trustees from time to time.</p>

S. No.	Requirements
	(K) Audit entries of the Trust Audit.
683.	The system should capture different Employee Categories (Permanent, Deputation, Work Charge Employees)
684.	The system should capture the following (Organization Details, Employment details, PF Record etc.)
685.	<p>The system should Capture Nomination Information like</p> <p>Nominee Details</p> <p>Percentage</p> <p>Relationship</p> <p>Guardian Information for minors</p> <p>Which can be changed with proper approvals of the competent authority</p>
686.	Ability to provide dynamic management of PF Structure
687.	<p>Ability to Process the :</p> <ul style="list-style-type: none"> • Part Final/Final Payment against PF for Employees; • Loan Application; • Disbursement of Fund to the company for payment of PF loan to the subscribers:
688.	Ability to have proper checks and balances in the system to ensure the processing of applications as per the PF Rules
689.	Ability to reflect the status of applications (to the employees/ concerned offices) (pending at what level, rejected, additional information required to be submitted, processed, pending for payment etc.)
690.	Ability to incorporate multi approval levels.
691.	Ability to facilitate auto calculations(eligible amount, eligible reason for sanction, for scrutiny of each case of Part Final and Loan Applications)
692.	Ability to calculate Final Payment of PF on Retirement and Death/dismissal
693.	Ability to inbuilt the checks and balances for processing of applications for Part final/final/loan applications.
694.	<p>Ability to generate Statutory reports of :</p> <p>PF Statement</p> <p>Trial Balance</p> <p>Income and Expenditure Reports</p> <p>Balance Sheet</p> <p>Interest Reports</p>
695.	<p>Reports by</p> <p>-Organization</p>

S. No.	Requirements
	-Location -Employee and Employer Contribution
696.	Ability to maintain individual PF accounts and generate individual account slip for every financial year
697.	Standard Application of PF Applications
698.	Maintain Statutory Registers of the Trust Operations as Members Register, Investment Register, Loan Sanction Register, Cash Book, Subscription register etc.
699.	Ability to comply with all statutory compliances applicable to the PF Trust as per Laws and regulations in India
700.	Ability to comply with any future requirements for change in laws and regulations, change in reporting requirements for the Trust Functions
Pension Trust	
701.	Ability to maintain Separate Set of Books of Accounts for the operations of Pension Trust catering to the following activities of the trust: (A) Monthly disbursements of Pension through Bank (B) Comparative statements are made monthly & yearly for Terminal benefits disbursed through Pension Trust <ul style="list-style-type: none"> • Investments, if any are done through tenders as per the Trust rules. • Annual accounts of the Trust • Manage the Bank of Trust, Bank reconciliation; Pensioner Reconciliation • Records of meetings of the Trustees from time to time. • Audit entries of the Trust Audit.
702.	The system should capture different Employee Categories (Permanent, Deputation, Work Charge Employees)
703.	The system should capture the following (Organization Details, Employment details etc.), Leave Salary contribution in case employee is on deputation, etc.)
704.	The system should Capture Nomination Information like Nominee Details Percentage Relationship Guardian Information for minors
705.	Ability to have proper checks and balances in the system to ensure the processing of applications as per the Pension Trust rules
706.	Ability to monthly disburse Pension for approved applications
707.	Ability to provide comparative statements on monthly & yearly basis for Terminal benefits disbursed through Pension Trust,

S. No.	Requirements
	Requisitions received by companies, increase/decrease in monthly requisition of respective companies and recording reasons thereof (calculation of percentage increase/ decrease)
708.	Ability to comply with all statutory compliances applicable to the Pension Trust as per Laws and regulations in India
709.	Ability to comply with any future requirements for change in laws and regulations, change in reporting requirements for the Trust Functions
710.	Maintain Statutory Registers as Members Register, Investment Register, and Cash Book et.
711.	Ability to generate Statutory reports of : Pension Disbursed Trial Balance Income and Expenditure Reports Balance Sheet
712.	Ability to auto record provision for Terminal Benefits as per the Actuary report
713.	Facilitate information to be recorded in the system to generate reports for the preparation of Schedule for final accounts as per AS 15
714.	Reports by -Organization -Location
715.	Ability to manage and account for Corporate Social Responsibility related events, projects, donations etc.
Disposal of hazardous waste materials	
716.	Ability to separately manage inventory of hazardous waste, their disposal/ sale as per government rules

5.27. Document management and workflow management-

Sno.	Requirement
1	File
1.1	Defined key fields which can be changed for every file template and Unique File Numbering
1.2	Unique file numbering
1.3	Attachment upload into file
1.4	Numbered documents within file
1.5	Attachment upload into file, Document versioning within a file and Numbered documents within file
1.6	Logical foldering for attachments
1.7	Save File as a Draft

1.8	Graphical view of file status and the level where the file is located
1.9	Attach the Incoming post (Daak) to a file
1.10	Attach the file to a file
1.11	Attach a purchase order (PO) from ERP
1.12	Tight Integration with Existing System - If complied, explain few test cases & how the same would be achieved (with reference cases)
1.13	Ability to put a file 'on hold'
1.14	A digital file cabinet to store files
1.16	Ability to re-submit the file to in-tray from the file cabinet on a specified date
1.15	Print File description and noting with private noting
1.16	Print File cover page and workflow
1.17	Print File description and noting without private noting
1.18	File sent items
1.19	Creation of different workflow levels for each file
1.20	Factory calendar is available while assigning the processing days in the workflow
2	WorkFlow
2.1	Association of predefined sequential / parallel workflow to the file
2.2	Insertion of ad-hoc workflow while file is in process
2.3	Assigning a substitute for a period when approver is not available
2.4	Approve (send) the file to next approver
3	Noting
3.1	Records approvers observation, review, approval and feedback
3.2	Generation sequentially Noting numbering
3.3	Note summary to view all notings together
3.4	Private noting
3.5	Provided the exist to write a BADI for digital signature while post the noting
4	Incoming Post (Daak/letter/taapal)
4.1	Create dispatch item for scanned documents, email and notification from internal ERP user
4.2	Additional attributes are given in Daak and customer can configure with their own requirements
4.3	Attach the Incoming post to a file
4.4	Send Incoming post for review
4.5	Attach documents to Incoming post
4.6	Post Comments(Noting) in the incoming post and track
4.7	Automatic Unique Daak numbering for Daak
4.8	Configurations is provided to have the reference numbering in Daak
4.9	Daak can be send to more than one user

4.1	Graphical representation of the Status and location of the Incoming post
5	Internal / External Correspondence
5.1	Create correspondence through electronic media to internal OR external stake-holders
5.2	Attach documents to correspondence
5.3	Reply and Forward a correspondence
5.4	Attach the correspondence to a file
5.5	Integrated correspondence inbox for external emails and internal correspondence. User can receive the internal and external mails and Sent Item, store all the mails (correspondence) sent, subject, message content, receipts (can be internal and external) and attachments.
6	Security
6.1	Role based access to applications
6.2	Suitable exits to implement Notings Digital Signature
6.3	Share the file to a Assistant (Steno)
7	Framework
7.1	Quick creation of file templates
7.2	Configurable file key fields for the file templates
7.3	Setting up the file numbering format according to the need
8	Search
8.1	File Search - File Type, File Number, Priority, File short text, Created by, Created on, Planned close Date and Read from Archive
8.2	Document Search (Within the File) - Document number and Keyword
8.3	Daak Search - Daak number, Letter Date, Received Date ,created by and Keyword
9	Archive
9.1	Archive parameter - File Type, File Stauts and Age of the File
9.2	Archive - File attributes
9.3	Archive - File notings
9.4	Archive -Workflow
9.5	Archive -Dcouments along with the logical structure
9.6	Archive Daak (If Daak is attached to a File)
10	In Tray
10.1	File In Tray - All, Unread, Overdue, Send To Assistant and From Assistant
10.2	File In Tray - Draft, Cabinet and Substitution
10.3	Daak In Tray
10.4	Correspondence In Tray
11	Performance
11.1	Demo for 10 files with 10 GB of documents
12	Infrastructure Requirements
12.1	Bandwidth Requirement for every 30 concurrent users
12.2	Memory Requirement for the client desktop

5.28. Human Resource Management

S. No.	Requirements
Organization Management	
1	Ability to define organization hierarchy, organization structure of corporate headquarters and plant locations
2	Ability to generate tree structure giving details of all unique role holders and reporting employees (defining reporting and reviewing relationship) - including dual reporting mechanism
3	Ability to incorporate any reporting changes in the structure through competent approvals
4	Capability of providing the 'Drag and Drop' or alike feature for recording changes in the organizational structure (repositioning/redefining the structure)
5	Ability to define various categories of employees across all classes - Regular, Contract, Reemployed retired manpower, outsourced manpower, dying cadres, ex – cadre positions, on deputation, voluntarily retired, resigned, technical resignation etc.
6	Ability to define the functions which are outsourced and categorization of the same in to manpower outsourcing and activity outsourcing
7	Ability to update manpower as per norms of sanctioned organization structure
8	Ability to define name of functions, sub-functions and positions
9	Ability to add new functions as per company policy through competent approvals
10	Ability to create / modify/ delete new department, functions & positions
11	Ability to analyze the already sanctioned manpower (plant wise or organization wise) with respect to the parameters of various technical norms like manpower per MW (plant wise) etc.
12	Ability to showcase shortfall or excess manpower in a particular unit/ location / department in comparison with the sanctioned manpower strength
13	Ability to calculate excess / deficit manpower in comparison with the sanctioned manpower norms on organizational level / plant level / department level
14	Ability to support integration of positions with manpower planning module to understand staffing requirements
15	Ability to store designations along with the skills and competencies required for a particular position so as to analyze the redeployment of existing employees
16	Ability to maintain change in hierarchy levels or designations due to promotions, transfers of employees (Integrate with Promotion Module, Transfer Module)
17	Ability to define multiple organizational structures (positions) and multiple reporting relationships and integrate with the respective employee data
18	Ability to restrict making changes in the OM to authorized persons only
19	Ability to seek confirmation after every change made in the structure, changes to be made permanent only on authentication by the controller of the authorized person – Two stage process
20	Ability to change/restore/rollback changes to a previous (given) dates and report inconsistencies
21	Ability to define administrative powers for organizational units position-wise
22	Ability to integrate administrative power definitions to work flows and approvals
23	Facility to project the cost implications of adding new /modify - manpower / Department/Function/Position
24	Ability to clearly define the hierarchy of Delegation of Power in the organization
25	Ability to update any changes made in the structure, positions, hierarchy etc. as per change in company provisions
26	Ability to provide reports of total organization hierarchy, organization structure of corporate

S. No.	Requirements
	headquarters and plant locations by selecting different parameters of designation, class, wing, location, category (SC/ST/unreserved), male/female etc.
27	Ability to provide reports on list of vacant positions (Integrate with Manpower Planning Module)
28	Ability to provide reports on list of excess manpower (Integrate with Manpower Planning Module)
29	Ability to provide reports on reporting relationships (Functional, administrative) in a department / location
30	Ability to generate reports on categories of employees across classes - Regular, Contract, Reemployed retired manpower, outsourced manpower, dying cadres, ex – cadre positions, on deputation, voluntarily retired, resigned, technical resignation etc. by selecting different parameters
31	Ability to generate reports by dynamic querying with various parameters of OM
Policies and procedures, Service rules, Maintaining service book, Employee self service	
32	Ability to define all clauses under RVUNL Compendium of regulations, recruitment and promotional policies of Engineers and Non Gazetted staff
33	Ability to define and store all regulations with respect to Departmental Accounts Exam and related curriculum
34	Ability to store all company related information (Memorandum of Association, Articles of Association etc.) and statutory compliances information (Pollution related, IBR, Factories related, Labor related, ESI, ISO etc.)
35	Ability to send notifications to the competent authority for reminders w.r.t the statutory compliances deadlines
36	Ability to store the updated delegation of powers to different authorities
37	Ability to provide links to the important items hosted in various external websites / in-house websites/ intranet e.g. important circulars/ instructions/ policy documents etc.
38	Ability to define all formats of the company w.r.t loans, advances, leave requests, LTC, Medical reimbursements, property return, electricity allowance, SLODA etc.
39	Ability to define the structure and members of all employee Unions and Associations along with information of their registered office, office bearers etc.
40	Ability to define a standard format of communication with registered Unions and Associations
41	Ability to define all applicable labor / industrial laws and ability to monitor compliance/enforcement of such laws
42	Ability to process cases for constitution of committees and reconstitution (service review committee, interview panel, policy review committee, any statutory committee etc.)
43	Ability to send notifications to the committee members (any) on their representation in the particular committee, meeting dates, deadlines of the meetings (for Eg: if any meeting's decision has to be concluded in a prescribed timeline) and also if the deadlines are not being met (first level decision making / second level decisions implementation)
44	Ability to collate all information in the system w.r.t a particular committee meeting and provide the links of the same as notifications to the committee members before meetings (for Eg: service review – integrate with promotion history etc.)
45	Ability to store and maintain employee personal data such as employee code, name, addresses, phone numbers, emergency contact information and email addresses, Salary Bank Account Details, passport details, home town
46	Ability to maintain employee details with respect to PRANN, PAN no, insurance related number (if any), any other finance or accounts related identification numbers
47	Ability to maintain employee's gender, date of birth, blood group, citizenship, marital status, religion, caste etc.
48	Ability to maintain an employee's education, certifications, degrees and any endorsements

S. No.	Requirements
	(Professional Membership)
49	Ability to maintain previous (multiple) employment details like name of the organization, department, position held (designation), start/end dates, reason for leaving, last salary drawn, references etc.
50	Ability to maintain names, date of birth and contact details of spouse, children, dependents, parents, nominees, insurance number etc. under different schemes
51	Ability to maintain employee's recruitment category like physically handicapped/ sportsperson /ex-servicemen / specialist / SC / ST / OBC / others / reemployed etc.
52	Ability to update employee's recent photograph and photograph of dependent
53	Ability to maintain employee's health problems, medical history and capture the details (integrate with payroll and medical module for reimbursement amount and health problem details)
54	Ability to send notifications to the competent authority or the employee (as applicable) for verifying the caste certifications / education certificates
55	Ability to store verified caste certification, police verification report and education certificates
56	Ability to issue NDC for obtaining passport/visa /study abroad or for outside employment
57	Ability to maintain the languages known with proficiency of speak read and writes separately. Clear indication for the mother tongue
58	Ability to maintain the details of spouse and relatives in the service of the organization including name, employee no., location / department where working, designation with provision for simultaneous updating of records of the relative with changes
59	Ability to maintain the details of spouse and relatives in the service of any other organization
60	Ability to maintain details of present designation, salary details, reporting hierarchy
61	Ability to maintain history of trainings attended (prior to joining & after joining) like name of the course, name of the Institution, month & year of training, duration of the course in days/weeks etc.(integrate with Training module)
62	Ability to maintain the awards for which nominated / received by the employee including the name of the award, year of award, in which discipline/field and date of receipt of award and special status/ privilege, if any, to be given to him for the award
63	Ability to maintain date of joining, probation period, date of completion of probation in each grade/post, date of retirement, date of tenure completion in case of contractual employment etc.
64	Ability to maintain details of promotion from one grade / scale / discipline to another including any reappointment through internal selections
65	Ability to maintain full transfer history of the employee including the current & new location, nature of transfer (self-initiated / company initiated), date of joining and date of relieving at different locations, number of times cancelled but kept in abeyance, Political References (restricted access / view to competent authority) if any for the transfer, duration of field and office postings etc.
66	Ability to maintain present place of posting including date of joining of each unit/office, name of the department, present designation, grade etc.
67	Ability to maintain history of disciplinary actions (major/ minor) taken / initiated against the employee including date of charge, nature of charge, amount of financial loss to organization, date of punishment and nature of punishment, exoneration.
68	Ability to maintain prior experience history in RVUNL with respect to the departments in which posted, functionalities handled, area of expertise etc.
69	Ability to maintain a database for issuance / information with respect to validity of identity cards for all employees
70	Ability to send notifications for non-clearance till the employee submits the identity cards in case of separation
71	Ability to send reminders to the particular employees for reissuance of the identity card

S. No.	Requirements
	within a stipulated time period in case of expiry of the validity period
72	Ability to integrate attendance management with the biometric system or card swapping system in the organization
73	Ability to record cases of employee registered by police/ vigilance on the particular employee (Integrate with promotion module)
74	Ability to maintain details of suspended employees (reasons of suspension, time duration of suspension, restricted privileges etc.) - location where the employee has been attached during suspension (Integrate with disciplinary module)
75	Ability to change employee job status (Active-Trainee, Probation, Extended probation, Regular, Contractual, deputation, Suspended, unauthorized absence & Exit Resigned, VRS, Terminated)
76	Ability to maintain list of all educational institutes/colleges identified by AICTE/UGC/recognized Universities by State Government or by RVUNL and provision for updating of the same
77	Ability to maintain list of government hospitals / recognized hospitals by RVUNL and provision for updating of the same
78	Ability to integrate Organization management with employee master
79	Ability to provide audit trails of the entire approval process
80	Ability to update the data through work flow on real time and online basis
81	Flexibility of additionally capturing any information relating to employee at a later date
82	Ability to maintain concurrent jobs for employees with additional responsibilities/special duties in addition to regular responsibilities
83	Ability to link employees with membership of various Committees (permanent or temporary)
84	Ability to maintain employee data with regards to claims, etc.
85	Ability to maintain and view employee leave details
86	Ability to maintain employee data with respect to PF, Gratuity, etc. and nominations for the same (Integrate with Payroll)
87	Ability to maintain Audit trail of all changes made to sensitive information - Restricted access
88	Ability to maintain performance appraisal rating of last all years and promotion details
89	Ability to maintain service files documents in scanned form including Proof of Date of Birth, domicile, Bonds, if any, executed, disciplinary cases details, photograph etc.
90	Ability to seek permission / intimation for acquiring and disposal of any movable and immovable personal property of a particular employee beyond the sanctioned limit as per policy
91	Ability to have alerts / notifications w.r.t to filing the Annual property return within the deadline
92	Ability to integrate the APR reminders with appraisal module; finalization of self-assessment (notification to the competent authority) only when APR is filled by the particular employee
93	Ability to edit / modify the APR details in the prescribed format as per the provisions of the company
94	Ability to provide details of employees applying for employment to outside organization (technical resignation process) – Integration with separation module
95	Ability to provide NOC for employees applying for employment outside the organization
96	Ability to provide details of employees applying for higher education - self or sponsored
97	Ability to add /update bank information for expense reimbursement, PAN no, passport details, driving license no., Aadhar etc.
98	Ability to provide birthday reminders, anniversary reminders (wishes) etc.
99	Ability to provide address proof letter to employee for various purposes

S. No.	Requirements
100	Ability to remind the employee through self-service/e-mail/SMS regarding modification or requirement of additional data for Eg. change in nominee in case of marriage
101	Capability to empower employees to enter the data/view/edit pre-defined data on self, Eg. updating personal records like Bank details, marital status, record/change nomination etc. and leave balance, leave status (Cannot be modified), Salary details, liabilities, declare investments for IT returns, Property returns etc.
102	Ability to allow the user to customize the menus – Restricted access
103	Ability to provide workflows. Accommodates multiple levels of review and approval
104	Ability to provide the capability to create new self-service transactions as and when required – Restricted access
Reports	
105	Ability to provide reports of employees based on blood group, length of service, age, qualification, experience, department, salary bands etc.
106	Ability to provide reports on employees personal, educational & professional details not updated (incomplete fields) in the system
107	Ability to provide reports on all employee details as per department, class/cadre-wise, location in specified period
108	Ability to provide reports on employee counts retired, resigned, suspended, terminated or left, per department, class/cadre-wise, superannuating in a specified period or any past or future date
109	Ability to generate reports category wise (SC/ST/OBC/General), on parameters of Male / Female, on parameters of disability (Full / Partial) etc. organization wise / particular unit wise
110	Ability to provide reports based on dynamic query by selection of different parameters
Training & Development	
111	Ability to support the process of Induction Training for new recruits by integrating with the recruitment module
112	Capability of undertaking training need analysis for various units for creating a training calendar using multiple tools e.g. performance management, self- nomination etc.
113	Ability to formulate and update annual Training Calendar with list of Training Programs, Batch size, target group etc.
114	Ability to seek nomination online and finalize the nominations only after approval of controlling officer – Same shall then be visible to the competent authority else till then only visible to the controlling officer
115	Capability to maintain full training history of all employees (trainings attended in RRVUNL)
116	Ability to send notifications to the particular employees for particular trainings for which they are nominated
117	Ability to cancel nomination by the particular employee – Comments provided by employee and approval provided by controlling officer
118	Ability to issue notifications to other employees who applied for the particular training where nominations have been cancelled – Nominations finalized on first come first serve basis
119	Ability to update the data through work flow on real time and online basis
120	Ability to record participant's attendance in training programs and employees nominated but did not attend a training programme – Integrate with payroll on TA / DA expenses
121	Ability to issue notifications to the particular employees and controlling officer following non raising of claims in stipulated time period
122	Ability to capture Training Policy and customize process to update/edit the policy
123	Provision to define training - short-term, long-term, trainable and non- trainable training needs and Provision to capture ad-hoc courses offered by various institutions
124	Ability to allot and manage training budget

S. No.	Requirements
125	Internal grading training institutions by the training cell based on employee performance post training / employee feedback
126	Ability to provide training feedback by the employee supervisor 6 months post training for training effectiveness
127	Ability to capture Training Needs of various classes of employees through PMS Form (Integrate with PMS Module)
128	Ability to capture Training needs of employees met/not met during the quarter/year
129	Ability to customize training feedback form, effectiveness form and training nomination letters
130	Ability to send notifications to the employees who have attended external trainings to conduct internal sessions
131	Ability to provide self-nomination for becoming internal trainers with subject and other details of experience etc.
132	Ability to maintain database w.r.t internal sessions conducted by the employees who have attended external trainings
133	Ability to maintain topic/subject wise database of internal trainers, number and details of courses conducted by them quarterly, half-yearly, yearly and cumulative
134	Ability to update training feedback provided by participants in the online feedback form in case of external trainings
135	Ability to capture Training facilities available within the organization
136	Ability to upload external brochures or training programme received from external institutes
137	Ability to maintain training budget (for each category of training) - cost of training, trainer cost, and maintenance of logistics– actual expenses. Link the TA/DA/Hotel expenses payment records to find out total cost of training. Integration of the TA bill passing system with the Training module
138	Ability to upload the study material or curriculum of the external trainings attended by the employees – View provided to all employees
139	Ability to provide notifications to the employees in case similar curriculum is already uploaded to avoid redundancy
140	Ability to link with the promotion / Payroll module showcasing the success / failure in mandatory trainings, number of attempts etc.
141	Ability to maintain database with respect to details of vocational trainings - period of training, name and age etc.
142	Ability to send the intimation to the concerned offices HOD wherein the particular trainee (in case of vocational trainings) is being assigned
143	Ability to generate completion certificates in case of successful completion of vocational training
144	Ability to support the Cost analysis for External training institutes or individual trainer
Reports	
145	Ability to provide reports on training programmes attended during employment
146	Ability to produce individual and departmental trainings attended reports
147	Ability to provide report with the participant list and total training hours for each employee during specific period
148	Ability to provide reports on training programmes nominated for but not attended during employment (reasons for not attending)
Recruitment, Manpower Planning	
149	Facility to define vacancies based on sanctioned strength and existing employee strength for each department/unit/location etc. (Provision for user defined entries should be available)
150	Ability to view vacancy list at any given date & status of vacancy (Filled/vacant/dying / in

S. No.	Requirements
	process) – Restricted
151	Capability to make provisions for regular employment/ promotion/ reemployment of retired manpower / contractual employees etc.
152	Ability to send requisition w.r.t contractual / outsourced / reemployment of manpower to competent authority in defined format– Restricted access
153	Facility to define ex cadre positions for appointment – User defined entries (Integrate with payroll)
154	Facility to define dying cadre positions and not allow user to initiate recruitment process in such positions
155	Facility to define positions for internal (recruitment/ promotions) or external recruitment
156	Ability to allow user to choose whether to perform internal or external recruitments for a certain position
157	Ability to segregate percentage of vacancies on the recruitment cadres in to promotional or direct recruitment as per the company provisions
158	Capability to analyze the unit-wise, cadre wise, grade wise resources available and required and do a gap analysis with specific time frame.
159	Capability to integrate with the promotion module for filling up of vacancies (Integrate with Organization Master)
160	Capability to project cadre wise/grade-wise manpower requirements for a specified period based on data relating to resignations/ dismissals/future retirement/promotion etc.
161	Facility to draw recruitment schedule in accordance with the approved requirement plan
162	Capability to generate a consolidated manpower plan (Unit-wise) for approval through work-flow
163	Capability to issue alerts before any position falling vacant due to retirement/term of temporary or contractual employee getting over
164	Ability to issue alerts for initiating the recruitment process for particular vacancies identified as per the approved recruitment plan
165	Ability to update changes online on real time basis through workflow approvals
166	Facility to capture details of the Recruitment Policy and to alert users if there is any violation of the policy
167	Facility to route process of recruitments through various levels of approvals and review. Audit trails of the entire approval process should be available
168	Ability to store the selection lists and generation of offer letter for the respective candidates (regular recruitment)
169	Ability to store the waiting lists and generation of offer letter for the respective candidates
170	Ability to refer waitlist within validity period in case of selected candidates not joining
171	Ability to generate the merit lists (Integrate with seniority lists)
172	Ability to issue notification for representation in interview panel to be formed for recruitments
173	Ability to issue notifications to the interview panel members – the time of discussions, meetings, decisions etc.
174	Ability to provide the shortlisted candidates information to the interview panel members for recruitment process
175	Ability to update interview ratings of candidates and maintain a database
176	Facility to define the specifications of the vacancy in terms of qualifications, work experience, location considerations, skills/competencies required, additional certifications / professional qualifications, etc.
177	Ability to provide information on the competencies required for the particular position in which recruitment is being conducted to the interview panel
178	Ability to link the information to be provided on RRVUNL website with respect to

S. No.	Requirements
	recruitments – Preparation of information in the format as required for posting on website
179	Ability to project and maintain the roster status in the specified format as per the seniority regulations and applicable relaxation norms of Government
180	Ability to dynamically update the changes in roster status as per regulations
181	Capability to project seniority lists of employees based on the eligibility criteria and seniority regulations of the company
182	Ability to give view rights for the tentative seniority lists to all employees
183	Ability to report inconsistencies by the employees in the seniority lists and route the same through competent authority
184	Ability to publish the final seniority lists (view rights to all employees and printing rights to competent authority)
185	Ability to view department-wise manpower strength by HOD - Restricted access
186	Facility to project the budget involved in a particular recruitment cycle (Integrate with Finance module)
187	Ability to integrate with Finance module for payments to the external agencies (conducting recruitment)
188	Ability to integrate with the Procurement module as well as the Finance module for award of contract to the external recruitment agency and also publishing advertisements for recruitment
189	Facility to maintain check list for verification and acknowledgement of various aspects related to joining viz., medical reports, testimonials, caste certificates, other relevant certificates, etc.
190	Generation of system driven regret letters and/or offer / appointment letters through both manual as well as electronic modes
191	Capability to project cadre wise/grade-wise manpower requirements for a specified period based on data relating to new coming units/resignations/dismissals/future retirement etc.
192	Facility to create new posts or modify existing posts through proper approval
193	Facility to define the evaluation criteria and generation of results post-evaluation
194	Capability to date and time stamp all changes in the database, enabling data availability on 'as on date/ time' basis
195	Facility for managing recruitment for reserved categories requiring relaxation in norms as per Government
196	Ability to integrate with the Training module for induction training
197	Ability to issue orders of appointment for employees employed on contract basis
198	Ability to issue orders of re-engagement (or extension) of retired officers, on contract basis with re-employment provisions (Integrate with payroll)
199	Ability to store information and change employment status of the employee in case of forged certificates (during joining) (Integrate with separation and payroll)
Reports	
200	Facility to generate reports on recruitment performed in positions and the type of employment (regular / contract / reinstate etc.)
201	Facility to generate report on the time taken by each agency to recruit for a position
202	Facility to generate reports on Time taken for filling up a vacancy i.e. from approval to appointment letter
203	Facility to generate reports on Recruitment cost incurred/employee and cost per recruitment agency per project
204	Facility to generate report for all the above functionalities with a provision for dynamic querying
Promotion, Regularization / Probation, Appraisal process	

S. No.	Requirements
205	Ability to automate the promotion process
206	Ability to redefine the promotion process on change of policy
207	Ability to integrate with OM, Recruitment and ESS for calculation of promotional vacancies
208	Ability to issue notifications for the promotional vacancies getting vacant during a specified time period – Notifications to be issued before a stipulated time period
209	Capability to project promotional vacancies for specified period and also populate probable candidates (user defined criteria)
210	Capability to re-calculate the vacancies and probable candidates with different options for promotion policy modelling
211	Ability to define rules for promotion eligibility in terms of tenure, seniority etc.
212	Ability to route the promotion process through competent approvals
213	Ability to enforce relaxations in eligibility norms to SC/ST (reserved) category candidates, allocating certain percentage of vacancies for these categories (particular post)
214	Ability to generate single page bio-data report (promotion case format) for each employee due for promotion based on specific criteria (Integration with disciplinary, appraisal etc.) – Also a column of additional remarks to be provided which can be filled by the competent authority
215	Ability to provide notifications to the particular employees in case any mandatory tests / exams are to be cleared for promotional cases
216	Ability to store data with respect to departmental exams / tests cleared w.r.t promotions to particular posts
217	Ability to issue notifications to the employee with respect to departmental exams / tests cleared w.r.t promotions to particular posts
218	Ability to keep track on the number of instances for clearing departmental exams / tests
219	Ability to provide notifications to the particular employees in case it is the final chance to clear any mandatory departmental exam or test
220	Ability to issue posting orders and provisional promotion lists – Restricted access
221	Ability to configure seniority regulations for promotions to any post (Integrate with combined merit / promotion orders / final promotion)
222	Capability of recommending confirmation of employees who are on probation post-recruitment or promotion, based on the performance rating
223	Ability to initiate issuance of regular promotion order or separation process or demotion based on the mandatory exam/ tests results
224	Integrate with ESS, separation and payroll module
225	Ability to record the provisional promotion orders cancelled, approved or deferred
226	Ability to configure provisions w.r.t probation, extension of probation period, training period
227	Ability to issue notifications to the employees and competent authority in case of extension of probation period / training period
228	Ability to initiate appraisal process of the employee after completion of first year (in organization) (Access only to controlling officer)
229	Ability to publish final notification after appraisal of the employee (post first year or post probation period of new recruits)
230	Ability to update / change employment status in case of successful / unsuccessful completion of training period (integrate with separation)
231	Ability to initiate appraisal process after completion of probation period (new recruits) – (Access only to controlling officer)
232	Ability to update / change employment status in case of successful / unsuccessful completion of probation period (integrate with separation)
233	Ability to define the format for departmental accounts exam as provided by HPTI

S. No.	Requirements
234	Ability to issue notifications to the particular employees for providing information on the dates of DAE as provided by HPTI
235	Ability to generate information in a specified format on the employees attending the DAE in a particular instance
236	Ability to apply for other mandatory tests / exams through competent authority and provide notifications on the same
237	Ability to configure deemed date promotions (back dated) (Integrate with disciplinary cases)
238	Ability to route process of appraisal through competent approvals
239	Ability to prepare seniority lists (integrate with recruitments) and provide for competent approval
240	Ability to report inconsistencies in the lists by the employee to the competent authority
241	Ability to define the structure of appraisal process in the company
242	Ability to support the existing performance management system for all grades of officers through templates including the online KPI setting as well as KPI setting discussion with superiors
243	Facility to review the KPIs set earlier and change them during the performance period with adequate rights i.e. Both employee and reviewer should mutually agree for the change; the preset targets should get recorded in the system – (Integrate with Transfers/ Change of Role).
244	Ability to provide reminders for employees to fill in the appraisal formats – process initiated through self-assessment in case of officers
245	Ability to provide reminders for competent authorities to initiate the appraisal process and fill in the appraisal formats in case of non-gazetted
246	Ability to automate the appraisal process and assign timelines for each activity for generating alerts / notifications/reminders
247	Ability to capture details w.r.t to the appraisal cycle for Eg. when the report is being reviewed by any competent authority (controlling / reviewing / accepting etc.), the same is shown to the particular employee (only status to be shown)
248	Ability to define the various stakeholders in Performance Appraisal (Integrate with Employee Master)
249	Ability to define Performance Rating Scale as per company provisions
250	Ability to define the performance appraisal/ management format as per company provisions
251	Ability to initiate target setting by officers as per company provisions
252	Ability to approve target setting by employee's senior officer as per company provisions
253	Ability to set year-end targets by officers as per company provisions
254	Ability to approve year-end targets by employee's senior officer as per company provisions
255	Ability to compute annual performance ratings of officers automatically based on year-end performance ratings
256	Ability to integrate Promotion Module and Payroll (in case of any incentives)
257	Design Performance Appraisal database to capture annual performance ratings of employees of all classes
258	Ability to route the Appraisal form through the respective competent authorities for each of the employees
259	Ability to group employees based on categories of performance appraisal ratings
260	Ability to generate notifications by the competent authority for the employee in those cases where the performance ratings have been decided by the company to be conveyed (adverse)
261	Ability to expunge and update the adverse ratings of employees after award of ratings as per the provisions of company – Audit trails stored

S. No.	Requirements
262	Ability to display comments by the competent authority after the completion of process in cases of adverse ratings
263	Ability to display the process stages and completion - post completion, rating to be showcased as per provisions of the company
264	Ability to scan and store appraisal documents manually filled by employees (past history) – restricted access
265	Ability to fill appraisal documents in the system during each stage of appraisal by competent authority
266	Ability to view appraisal documents and provide rating by competent authority
267	Ability to route the Appraisal form by bypassing authority levels in cases where the immediate authority is absent due to separation etc
268	Ability to record transfer option of an employee at the time of promotion and generate reports for the management for making transfers on promotion (Integrate with Transfer Module)
269	Ability to update new designation, change of cadre/class, salary details etc. in Promotion Database (Integrate with OM & Employee Master Data Module)
270	Ability to ask for comments by competent authority in case of consecutive two years excellent / adverse grades received in appraisal process
271	Capability to link with organizational chart for reporting and reviewing relationship
272	Capability to record feedback (midterm) report due to change in assignment or change of appraiser.
273	Capability to integrate with pay roll for sanction of performance incentives through work flows
274	Capability to maintain history of performance appraisals
275	Support to generate notifications to the employees/ appraising authorities in case of non-submission of self-appraisals, etc.
276	Ability to draw a competency matrix in the system and define the competencies /skills/roles/responsibilities required at each level/position for the purpose of promotion.
277	Ability to maintain audit trails for all processes
Reports	
278	Ability to provide reports on status of completion of appraisal process for selected employees (class / wing) / all employees during each stage of PMS)
279	Ability to provide reports of employees based on performance appraisal initiated and completed, appraisal ratings (to be conveyed) - Competent Authority
280	Ability to generate a list of eligible candidates for promotion of different grades and streams in consideration of specific criteria etc.
281	Ability to generate list of pending cases (incomplete appraisal process) with details
282	Ability to provide reports on total employees promoted during specific period, category wise, unit wise, designation wise (all details)
283	Ability to provide reports on employees not selected for promotion or cases deferred or pending or dropped with reasons (deemed date included)
284	Ability to generate report on employee ratings in the last five years
285	Ability to generate performance reports and detailed status for specific employees
Disciplinary Cases	
286	Ability to maintain history of disciplinary actions taken / initiated against the employee including date of charge, nature of charge, amount of financial loss to organization, date of punishment and nature of punishment - Integrate with promotion, payroll, separation module
287	Ability to configure the regulations / company provisions for managing disciplinary cases of the employees

S. No.	Requirements
288	Ability to file complaint (act of misconduct) against particular employee and routing the same to competent authority
289	Ability to initiate a preliminary enquiry by competent authority in case of any misconduct (Integrate with ESS, Promotion, Payroll, Separation)
290	Ability to upload the preliminary enquiry report and report the results whether disciplinary process to be initiated or not
291	Ability to generate list of related documents, list of witnesses etc. with respect to a particular enquiry by the competent authority
292	Facility to request additional documents with respect to a particular enquiry by the competent authority
293	Ability to issue charge sheet to the concerned employee in case of major misconduct
294	Ability to prepare and send the draft SCN by competent authority to the employee concerned and other related officers in case of minor misconduct
295	Ability to send reply to the SCN by the concerned employee and send the same to related officers / employees and competent authority
296	Ability to send reminders to the concerned employee for submitting the reply to the served SCN within the specified time period
297	Ability to receive automated acknowledgement response that the SCN notice has been opened / read (click) by the employee
298	Ability to provide opinion on reply of the concerned employee by the competent authority – Restricted access
299	Ability to initiate DE or award minor misconduct (Integrate with ESS, promotion, Payroll)
300	Ability to assign Inquiry Officer, Presenting officer and send the schedule of the inquiry being conducted to all the related officers – Audit trails of the process till now should be provided
301	Ability to upload the daily report of the inquiry to store the facts of the case (PO)
302	Ability to update the status on conclusion of enquiry and store the same in the format of enquiry report
303	Ability to provide approval by the competent authority on the enquiry report
304	Ability to award punishments after competent approval in case of major misconduct
305	Ability to send the SCN to the employee concerned and other related officers post approval of the enquiry report
306	Ability to send reply to the SCN by the concerned employee and send the same to related officers / employees and competent authority
307	Ability to issue notification to the particular employee in case of award of punishment
308	Ability to record the proceedings in employee history – Complete Audit trails
309	Ability to integrate with payroll, promotion, separation module and employee master
310	Ability to automate the process of first appeal and second appeal in case of major misconduct as per defined process
311	Ability to maintain details of suspended employees (reasons of suspension, time duration of suspension, restricted privileges etc.) – Integrate with payroll – Reinstatement
312	Ability to reinstate the suspended employees based on enquiry conclusion
313	Ability to maintain audit trails and history of the complete process
314	Ability to provide access to competent authority only in case of approvals and also provide restricted access for viewing controls
315	Capability to link to administrative powers for deciding on the disciplinary authorities
316	Capability to categorize a case employee wise as pending, contemplated, cleared cases for use by other modules e.g. promotion etc.
Reports	

S. No.	Requirements
317	Ability to provide reports of the number of pending inquiries in a FY (Opening and closing balance)
318	Ability to provide reports on enquiries pending from last (certain number of) years with details
319	Ability to provide reports for the employees due for promotion in a particular year with pending inquiry
Changes in Employment Status	
320	Ability to define VRS guidelines as per company policy
321	Ability to route the VRS application through competent approvals
322	Ability to request for VRS (integrate with Employee Master for check of any pending disciplinary proceedings) as per policy
323	Ability to accept / reject VRS applications by the competent authority and send intimation to the concerned employees
324	Ability to provide notifications to the employees with respect to notice period provisions of the company (Integrate with payroll)
325	Ability to define the exit interview form and facility for the employee to fill the same
326	Ability to apply for resignation and process the same through competent approvals
327	Ability to apply for NDC (No dues certificate)/clearance from various departments at the time of Exit / VRS
328	Ability to issue NDC by concerned departments when the request is raised – Provide notifications to employee and competent authority
329	Integrate with Payroll, Disciplinary cases
330	Ability to provide notifications to the employees beyond 50 / 55 years and facility to apply for service extension by the particular employee
331	Ability to generate single page bio-data report (promotion case format) for each such employee (beyond 50 / 55 years) – Integrate with Promotion, disciplinary cases etc.
332	Ability to provide list of employees beyond 50 / 55 years (who have applied for service extension) and notify the same to service review committee
333	Ability to issue notifications to the members of the service review committee on meeting timelines or deadlines
334	Ability to implement a Compulsory Retirement Scheme for forced retirement with all the dues (Integrate with the Payroll module)
335	Ability to initiate CRS based on recommendations of the service review committee (Integrate with appraisal process)
336	Ability to route the process of CRS through competent approvals
337	Ability to maintain history and audit trails of the process (Integrate with Employee master)
338	Ability to record Transfer Policy & Procedure in the company
339	Ability to automate Transfer process (initiate by the competent authority on administrative grounds)
340	Ability to request transfers by employees (subject to minimum eligibility criteria specified in transfer policy) and approve/reject transfer requests of employees (Integrate with ESS Module)
341	Ability to maintain complete history of employee transfers since recruitment (Integrate with Employee Master, Promotion Module)
342	Ability to prepare Transfer list (integrate with Recruitment Module for Vacancy List) based on the user defined criteria – e.g. employees who completed 3 years in one location/department/designation wise/cadre etc.
343	Ability to generate lists of transfer requests/recommendations received to be reviewed by the competent authority for deciding on transfers with/without promotions. The office may

S. No.	Requirements
	also transfer an employee without any request/recommendation as per the Transfer Policy (integrate with employee master)
344	Ability to provide notifications to the employee being transferred (integrate with Payroll module for allowances)
345	Ability to record the transfers cancelled, approved or deferred
346	Ability to calculate the joining date for a particular employee based on the transfer order notification
347	Ability to provide notifications in case the employee has not joined on a particular location within the stipulated time period without competent approval
348	Ability to float deputation requirements in the company (internal job posting)
349	Ability to fill in the deputation requisition format and route the same through competent approvals
350	Ability to capture details of officers on deputation to outside agencies/or utilities
351	Ability to prepare list of employees retiring in the particular year and send the same to competent authority for verification
352	Ability to issue notifications w.r.t retirements to the particular employees by competent authority
353	Ability to send notifications to particular employees one year before retirement by the competent authority (Integrate with payroll module)
354	Ability to generate service statement (service record, EL verification, Last pay drawn, GPF verification, pension commutation, gratuity, DCRG etc.) of the particular employee (Integrate with payroll) in case of retirements
355	Ability to provide notifications to competent authority for approval of the service statement
356	Ability to maintain database for employees who raised the resignation application (integrate with Employee Master)
357	Ability to route the resignation request to the competent authority only when signed application is uploaded by the employee for termination of services
358	Ability to integrate with Payroll module in any mode of separation
359	Ability to initiate the process / provide approvals for the disbursal of death related benefits by competent authority in case the mode of separation is death (Integrate with Employee master, payroll)
360	Ability to upload the death certificate of the employee by the competent authority for disbursal of death related benefits (Integrate with payroll)
361	Ability to upload application by competent authority for MFA in case of death and route the same through competent approvals (Integrate with payroll)
362	Ability to update new designation, change of cadre/class, salary details etc. in Transfer Database (Integrate with OM & Employee Master Data Module)
363	Capability to record request for transfer through employee self-service and indicate appropriately at the time of transfer exercise. Record of such request wherever acceded to be maintained.
364	Capability to record exemptions given in transfers with reasons for the same
365	The system should have the capability to record employee history information in deputation cases
366	Ability to apply for permission for applying to other organization and route the process through competent approvals
367	Ability to apply for technical resignations in case permission is awarded for the same through competent approvals
368	Ability to generate report on transfer history/past services for a particular employee

S. No.	Requirements
369	Ability to generate reports on count of employees transferred in a specified period in / to / from a specific department / location
370	Ability to generate reports on total pending, approved/rejected cases of transfer
371	Ability to generate reports on status of officers/staff whether released or not released or whether joined/not joined (along with dates) as per transfers/promotion orders as on particular date or cross section of time is available readily from this system
372	Ability to generate reports on the total number of employees applied for transfers, number approved/rejected/pending
373	Ability to generate list of employees retiring in a given cross section of time (past or future)
374	Ability to generate list of employees on deputation
Leaves and Attendance	
375	Ability to maintain and view employee leave (types) details (Integrate with ESS)
376	Ability to apply for leave under the appropriate category and state the reasons for it
377	Ability to Check the status of leave request
378	Ability to define admissible leave for employees of all classes
379	Ability to define and process types of leaves: half pay leave, optional leave, earned leave, casual leave, medical leave, maternity, paternity - all types, CCL, LWP etc. and all other types as per policy
380	Ability to automate the leave procedures / policies (some leaves cannot be combined together, same should be configured)
381	Ability to send for review w.r.t leave requests made by employees by the competent Authority (comments)
382	Ability to approve/cancel leave requests by the competent Authority made by employees
383	Ability to sanction leave requests post actual availing of the leaves (past date approval)
384	Ability to view accrued leave balances in a particular FY and also the total balance
385	Ability to intimate the controlling officer when an employee goes on unauthorized absence / returns back from unauthorized absence/ extends leave/ reports in the middle of the sanctioned leave period / doesn't go on leave
386	Ability to reconcile the leave balance and roll back the leaves deducted in case the employee reports in the middle of the sanctioned leave period / doesn't go on leave
387	Ability to intimate the competent authority levels in case the employee goes on unauthorized absence – Intimation shall be routed based on timelines of UA and company provisions
388	Integrate with payroll in case of UA – Ability to issue notifications in case payroll needs to be stopped after a stipulated time period as per company provisions (Integrate with disciplinary cases)
389	Ability to initiate disciplinary proceedings by competent authority in cases of UA
390	Ability of maintaining the historical data (leaves applied / approved / rejected) with complete audit trails
391	Ability to view list of weekly offs, holidays in an year
392	Ability to manually mark attendance and fill time sheets by competent authority / employees
393	Ability to integrate attendance management with biometric systems / card swap systems in the company
394	Ability to update work schedule/shift pattern of employees by competent authority
395	Ability to provide notifications to the employee on the work schedule/shift pattern by competent authority
396	Ability to define and process allowances cases / extra leaves when services are provided beyond ceiling limit as per the eligibility (Integrate with payroll)
397	Ability to configure and update half day attendances/leaves in the system

S. No.	Requirements
398	Integrate Leave Management with ESS & Payroll, Disciplinary Module
399	Ability to calculate total man hours in a particular FY for a particular employee (leave as well as in service)
400	Ability to configure special leaves in case of office bearers of unions and sportsmen etc.
401	Ability to mark the approved leave application to selected officials for information of his/her leave
402	Ability to sum up late hours to automatically debit from employee leave – Provision applicable only on competent approval
403	Ability to manage attendance in case of travel / official tour approved by competent authority –Integrate with travel management
404	Capability to manage on-line application, tracking and approval of various kinds of leave through workflow logic and self-service
405	Ability to provide the officer / plant concerned consolidated status of present/absent employees working under him/her (competent authority)
406	Capability to suggest alternate optimal leave combination to the employee
Reports	
407	Ability to provide reports to HR and HOD on employees presently on leave in the department
408	Ability to provide report on attendance details & leave quota/balances (particular employee)
409	Ability to provide reports on number of employees for whom leave has not been approved/declined/modified (in a particular department / location)
410	Ability to provide reports on punch in/punch out date/time data
411	Ability to provide reports on total number of admissible leave and actual leaves taken in a period by an employee
412	Ability to produce report on future leaves (in a department, the HOD / Competent Authority can see the leaves applied by the particular employees till a future specified period)
Grievance Redressal & Industrial relations	
413	Ability to initiate a workflow for recording of grievance and its redressal
414	Capability to handle various types of grievances from employees, unions, associations, contractors or any other third party
415	Ability to define a grievance format as per company provisions
416	Capability to record the demands made by the aggrieved parties for follow up and recording of final resolution
417	Capability to maintain and monitor the various steps taken as part of the grievance resolution – Showcase the status
418	Capability to maintain the final grievance resolution in the system
419	Ability to record the annual statutory clearances and provide notifications for the same to the competent authority
Reports	
420	Number of grievances disposed per year
421	Facility to generate reports on the total number of grievances handled during a specified period
422	Facility to generate reports on the various types of grievances handled during a specified period
423	Facility to generate reports on the average time taken to resolve a grievance
Legal	
424	Facility to create a form where the case fact, case no, a brief about the context, OIC, lawyer / arbitrator, hearings, parties involved e.g. employee, payout from the company and the final

S. No.	Requirements
	decision etc. can be stored / modified / updated
425	Facility to maintain database of empanelled lawyers / arbitrators and their fees structure
426	Facility to maintain and update all engagement orders, hearing and outcomes
427	Facility to maintain lawyers communications along with gist of the orders – capability to email to the stakeholders (copy to competent authority)
428	Facility to maintain compliance of the orders of different courts with respect to dates of hearing of particular case or implementation of decisions
429	Facility to send reminders to particular departments in case of non-compliance with respect to a particular decision
430	Facility to maintain details of appeals filed by the company against different orders
431	Facility to update the status of court cases
432	Facility to provide reminders or notifications to the concerned departments / OIC on the case timelines
Reports	
433	Facility to generate reports on the total amount of payout on litigation cases during a specified period
434	Facility to generate reports on the total number of legal cases filed against the company by employees (specified period) against disciplinary actions /non settlement of terminal dues/other issues
435	Facility to generate reports on the total number of legal cases filed against the company by other parties during a specified period
436	Facility to generate reports on the total number of employee court cases decided in favor of the company or vice versa
437	Facility to generate reports of pending cases allotted to particular advocates by any office
438	Facility to generate reports of pending cases according to date/month of filing the cases or other user defined criteria (court wise, stage wise (admitted /hearing) interim stay - Office wise status and number
439	Facility to generate reports on amount of revenue allowed by court in favor of company after disposal of cases (Integrate with Finance Module)
440	Facility to generate reports advocate wise and office wise legal expenditure
441	Facility to generate reports on amount realized through out of court settlement
Miscellaneous	
Receipt / Dispatch	
442	Ability to create a format for recording all sorts of communication received or sent by the company
443	Ability to record the information through an unique identity number and a keyword, also fields of other information such as routed to, time, date, decisions taken, action taken, non-compliance etc. shall be recorded
444	Ability to provide access of the receipt / dispatch portal to the competent authority
Reports	
445	Ability to generate reports by dynamic querying on different parameters of the format
Travel Management	
446	Ability to define & select calendar and time schedules for travel planning
447	Ability to define Country/state/city for travel planning
448	Ability to select type of Travel (Local/Domestic/International Travel)
449	Ability to select mode of travel (Rail/Air/Road)
450	Ability to select purpose of travel as official / training/ conference etc.

S. No.	Requirements
451	Ability to raise vehicle requisition in case of travel
452	Ability to add number, name, age, department, function of travellers
453	Ability to provide notifications to the employees in case of carpooling w.r.t vehicle requisition application
454	Integrate with payroll
455	Ability to define approving authority and reviewing authority for checking/approving/declining travel advances
456	Ability to print the approved travel request
457	Ability to upload the scanned bills and initiate the process of the same (on receiving the hard copy) by deduction from advances (Integrate with Finance and Payroll)
458	Ability to provide any additional comments before submitting the travel advance
459	Ability to approve/decline/modify travel advances of employees by approving authority (Link with ESS)
460	Ability to check status (approved/declined) of travel advances by particular employee
461	Ability to resubmit / modify travel requests if declined / need to be modified
462	Ability to create, change, review and release travel advances payroll
463	Facility to issue reminders / notifications to employee if tours and travels final bill are not submitted by employee within the prescribed time
464	Ability to approve enhanced (more than eligibility) travel related advances / disbursements by competent authority
Reports	
465	Ability to provide reports on employees for whom travel request has been approved/declines/modified
466	Ability to provide reports on all past travel requests with details on travel advance cleared/per-diem/allowances claimed and actually paid
Medical Process	
467	Ability to automate the medical reimbursement process
468	Ability to select the medical health facility or medical allowance by the employee in a given time period – Medical allowance provided only if the option is selected
469	Ability to allow for disbursement of medical allowance as per company provisions
470	Ability to change the above options only through competent approvals
471	Ability to integrate with the payroll module, ESS
472	Ability to create form for medical reimbursement as per rules
473	Ability to route the approvals to competent authority
474	Ability to maintain history of all medical reimbursements for a particular employee / department
475	Ability to automate the medical advance process
476	Ability to apply for medical advance by particular employee to competent authority
477	Ability to track the status (pending / approved) of medical advance application by employee
478	Ability to approve or decline the request for MA by competent authority
479	Ability to upload scanned supporting documents for MA (if any)
480	Integrate with Payroll
481	Ability to define timelines for submission of medical bills against advances
482	Ability to provide notifications to the employees for submission of bills in the given time period
Reports	

S. No.	Requirements
483	Ability to generate reports on the medical advances disbursed in a year
484	Ability to generate reports for employees failed to submit bills against advances in stipulated time period
House Allotment	
485	Ability to maintain and update the policies regarding House allotment
486	Ability to process application for House allotment (plant wise)
487	Ability to view/update the list of present occupants of the Houses, and list of vacant Houses (integrate with separation)
488	Ability to generate list of waiting applications for house allotment (view controls to all employees)
489	Ability to route House allotment application to the competent authority as per company provisions
490	Ability to issue the NDC when occupants vacate the quarters (integrate with Payroll module, Separation module)
Reports	
491	Ability to provide reports on the list of present occupants of the Houses and list of vacant quarters
492	Ability to provide reports on the total number of applications processed regarding House allotment in a year
CSR	
493	Ability to maintain the information w.r.t CSR initiatives undertaken over time, separately
494	Ability to calculate the amount spent on CSR initiatives separately (Integrate with F&A)
Reports	
495	Ability to provide separate reports on the total number of CSR initiatives undertaken within a specified time with amount spent on each
RTI and Other Queries	
496	Ability to track the RTI application w.r.t the audit trails of the application - Initiated, closed, send to which department
497	Ability to generate an unique ID to each RTI application
498	Ability to upload the documents / information provided w.r.t any RTI application closed
499	Ability to provide a notification as urgent (starred) if the RTI application or other query is to be urgently closed
Reports	
500	Ability to get a list of all RTI applications / query based on a dynamic query (key word etc.)
Management of LTC	
501	System should Capture employee-wise LTC eligibility details like when last LTC was availed etc. as per policy
502	Facility to apply online for LTC by the employees and online approval by competent authority
503	Facility to support cancelling of LTC, extension, postpone etc.
504	Ability to sanction encashment of LTC as per company policy (Integrate with payroll)
505	Ability to sanction advance against the LTC application (Integrate with payroll)
506	Ability to generate reminder letters if LTC final bill is not submitted within the prescribed time
Issue of NOC	
507	Ability to issue NOC for Passport/ visiting abroad, VISA, and any other purpose including NOC for re-employment of retired employees as well as existing employees
508	Ability to issue No Objection letter for availing loan from Banks, financial institutions or other

S. No.	Requirements
	entities.
509	Ability to issue No Objection letter for higher studies etc.
Exit (Full and Final Settlement)	
510	Ability to process NDC / clearance from various departments at the time of Exit through e-Exit process
511	Ability to notify (flag) individuals of any outstanding balances when employee exits (Integrate with Payroll in case of e-Exit process)
512	Ability to print Leaving Certificate / Experience Certificate once all approvals are granted (Integrate with ESS) – Death
513	Ability to maintain case details of the employees reinstated/reappointed after being terminated - - Integrate with ESS, Payroll
514	Ability to retrieve details of terminated employees in case he/she is reinstated or reappointed - Integrate with ESS, Payroll
Reports	
515	Ability to view a complete report on exit formalities for a particular employee which would be available whenever it wants to be seen

5.29. TECHNICAL REQUIREMENT SPECIFICATIONS (TRS)

S. No.	Requirements	Bidder's Response (Yes/ No)	Details (If any)
1	ERP should be Unicode Compliant, Service Oriented Architecture compliant		
2	ERP should support latest versions of RDBMS databases like Oracle, DB2 or MS SQL, HANA, Sybase, etc along with raj-bhasha.		
3	The ERP shall support N-tier architecture		
4	The ERP should be natively built based on 64 bit operating system		
5	Should support application scalability and high availability to avoid any single point of failure.		
6	The ERP shall provide an application architecture which can be integrated with third party/ legacy applications using the built-in integration tools/ technology		
7	Workflow including approval with thresholds shall be an integral part of the ERP and shall interface with email systems supporting SMTP.		
8	The ERP should include tools/ mechanism for System, Database and performance measurement activities		
9	Ability to connect ERP database through ODBC, OLEDB, JDBC and through Native Drivers		

S. No.	Requirements	Bidder's Response (Yes/ No)	Details (If any)
10	Ability to maintain log of transactions		
11	The ERP shall be able to import data from various formats (Text, Excel, CSV, XML etc.) OR The ERP shall be able to import data from various RDBMS like MS SQL, Sybase		
12	Ability to generate report output directly in Excel, PDF, text, XML, HTML or such other file type		
13	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		
14	ERP having inbuilt capability of Business Intelligence		
15	Web portal must be part of the basic ERP		
16	The ERP should support GUI and Web based User Interface		
17	The ERP shall support peripheral integration with devices like mobile devices, tablets etc.		
18	The ERP system shall have context sensitive help capability.		
19	The future versions of The ERP shall support functionalities provided in the earlier versions.		
20	Ability of the ERP Solution to work concurrently with any other software for functioning e.g. Anti-Virus, Firewall, MS Office etc.		
21	ERP supports integration with mail server through RVUN shared API integration detail of the mail server presently in use.		
22	Ability to support remote operation of System administration		
23	Ability to restrict data updation/ deletion/ creation through application layer as well as through industry standard tools.		
24	The ERP should comply with the Indian Information Technology Act		
25	Real time transaction processing		
26	Real time master data update		
27	Ability to upload & verify data integrity of flat files into packaged tables		

S. No.	Requirements	Bidder's Response (Yes/ No)	Details (If any)
28	Ability to support multi-dimensional analysis of historical data collected for various workflow processes to identify bottlenecks and improve the business process.		
29	Ability to create custom objects/ formulas for repeated use in reporting tool		
30	Ability to provide standard report templates		
31	Ability to prioritize reports while execution		
32	Ability of reporting both at plant level and company level		
33	Ability to provide MIS dashboards for senior management		
34	Ability to archive reports and use in Document management		
35	Support conditional formatting, based on thresholds or data ranges for any cell in the report		
36	Access to data and report based on pre-defined user responsibilities.		
37	Create ad-hoc reports		
38	Schedule reports to run at periodic intervals		
39	Send reports electronically to other users		
40	Ability to view reports through web and mobile apps		
41	Ability to set up business rules like threshold limits (delivery schedules, shipment dates, customer payment, Tender opening, BG expiry, etc.) and notify exceptions/ alert/ reminders to users		
42	Ability to attach soft and scanned copies of documents to master and transaction records		
43	Availability of bilingual user interface for employee services (Hindi + English). The offered ERP Product should support in both English and Hindi.		
44	Ability to ensure that data should be entered only once/ minimize data redundancy		
45	Include an ETL (Extract, Transform, Load) tool that can assist the Data Warehouse team to extract, transform and load data from disparate source systems and perform the necessary transformations to establish a common format		
46	Does the ETL tool support on-line data extraction, transformation and loading		

S. No.	Requirements	Bidder's Response (Yes/ No)	Details (If any)
47	Does The ERP include rule based data cleansing/ enhancement tool		
48	The ERP shall support client on any Operating System like Windows, Linux		
49	Ability to support role based access control		
50	Ability to configure the number of permissible log-in attempts		
51	Ability to provide access level security for Entry forms/ reports at pre-defined levels		
52	Ability to provide automatic time-out for entry of transaction		
53	Ability to support configurable Password policies		
54	Ability to support TCP/IP, HTTPS, HTTP		
55	Ability to encrypt/ decrypt data with ease.		
56	Ability to provide database & application programs migration tool for migrating from one server to another		
57	Ability to support version control to maximize the productivity		
58	Ability to allow fresh login to ERP during online data back up		
59	The ERP shall have a built in software to manage automated database back-ups and restore		
60	The ERP shall have a built in software to manage application software back-ups and restore with Source Control		
61	Ability to provide integrated management for all the components, including but not limited to: <ol style="list-style-type: none"> 1. Database 2. Application Servers 3. Integration Servers 4. Web Servers 5. Portal 6. User identity management 		
62	Ability to provide performance statistics for the CPU/ Memory, database, Application servers, and predict possible system bottlenecks		

S. No.	Requirements	Bidder's Response (Yes/ No)	Details (If any)
63	Tools to assist administration of: <ul style="list-style-type: none"> 1. Configuration management 2. Performance tuning 3. System diagnostics 4. Capacity planning 		
64	Ability to send alerts to system administrator in case of defaults/ failure/ bottlenecks		
65	Ability to provide concise overview of parameters like configuration changes, infrastructure usage, performance, required maintenance activities, potential security issues, status of business flows and diagnostic test results		
66	ERP licenses should include those for disaster recovery/ hot stand-by servers		
67	System should have single sign-on access across applications and should be intuitive, easy-to-use user interface that can be accessed via the web interface		
68	Online Documentation, On-line help, Field-level help, Screen level help etc.		
69	Employee numbers can be automatically assigned or Incremented by the system and should be unique.		
70	Documents may be associated to the employee record (resume, performance reviews, images etc.)		
71	Capability of retaining the data structure and format even after release/loading of future updates/upgrades.		
72	Capability to configure/ parameterize the meta data/ data for field creation/report generation/ queries		
73	Capability of maintaining data on continuous basis without purging and without affecting system performance		
74	Capability to define static and dynamic work-flows		
75	Capability to generate standard text, which shall be editable		
76	Capability to track the position of the work-flow (where it is pending) with/ without showing the contents, as the case may be		
77	Capability to route the item to an authority who is not part of the work-flow to whom it can be referred.		
78	Capability to automatically re-route the item to alternate		

S. No.	Requirements	Bidder's Response (Yes/ No)	Details (If any)
	authority in absence of the initial authority after a defined period.		
79	Capability to nominate members of a Committee through work-flows		
80	Capability to generate user friendly reports across all modules, which shall be meaningful, consolidated and concise, and can work as an effective tool for top executives for decision making		
81	Capability to provides user-friendly, multi-dimensional analysis and information on real-time / updated basis		
82	Capability to provide/display data in tabular form / text form /graphical form		
83	Ability to form user groups as committee and dynamically change members within it by super user		
84	The proposed ERP license should interpretable between users and proposed modules		
85	Latest available RDBMS should be proposed with 100% availability at DC and DR with active- passive mode		
86	Scalability in terms of <ol style="list-style-type: none"> 1. number of users 2. number of workflows supported 3. number of organizational entities 		
85	The offered ERP Product should be IPV6 ready	Mandatory	
86	The offered ERP Product must be a web based application and available on mobile platform	Mandatory	
87	The offered ERP Product should be SOA Architecture	Mandatory	
88	The offered ERP Product should support any multiple leading Operating Systems like Linux, Unix, Windows, IOS etc.	Mandatory	
89	The offered ERP system should support Multiple web browsers like Internet Explorer, Google Chrome, Firefox etc.	Mandatory	
90	The offered ERP Product should support in both English and Hindi	Mandatory	

5.30. HARDWARE

S No	Description	Primary Data Centre at Jaipur (No's)	Secondary Data Centre at Kota (No's)	Plant Level (No's)
1	Servers for ERP	4	4	
2	SAN Storage	1	1	
3	SAN Switch	2	2	
4	Network Switch	2	2	
5	Tape Library	1	1	
6	Backup Management Server	1	1	
7	Backup Software	1	1	
8	Servers			17
9	Erection Hardware/ Accessories required to complete the ERP system	1 Set	1 Set	1 Set for each plant

i. Server Specifications (Latest Model)

Item	Specification
Servers	i. All Servers quoted shall be supplied with minimum 8 sockets and populated with minimum 4 sockets.
	ii. The support for the Servers and all its components from OEM should be for at least 06 years from the date of installation.
	iii. Bidder shall submit signed OEM authorization letter referencing this tender along with technical bid in support of above are to be submitted from OEM.
	iv. Latest generation RISC/CISC processors from the OEM shall be supplied.
	v. All ERP database and application servers can be physical/ virtualized servers along with failover/ HA servers.
	vi. Each Server quoted shall be latest version.
	vii. Bidder shall clearly specify the ERP multi-tenancy option used in the Technical Bid, Bidder should not mix Production & Non-Production, OLTP & OLAP in MDC
	viii. ERP DB servers should be setup according and must comply with the with latest SPS & Revision should be installed.
	ix. Bidder shall propose the solution with suitable number of Physical/ Virtual Servers as per the requirement.
Processors	For All servers, latest Cascade lake architecture Intel(R) Xeon(R) Platinum 8280/8280M (Or) equivalent IBM Power9 11-core Processor. All the cores in the 4-processors supplied should be active on day 1.
Main Memory	Each server should be populated with minimum 6TB RAM from day one.
	i. DDR4 DIMMS with minimum size of 32GB each to be supplied. Mixing of different capacity DIMMs is not allowed.

Additional Requirement	Bidder is requested to check hardware sizing for proposed ERP. If additional resources (servers) are needed more than minimum specified, please quote accordingly as per these specifications. Commercials for the same to be quoted separately in section 4.0.9 (Erection of hardware & accessories to complete the ERP system) of BOQ.
RAS (Reliability, Accessibility & Serviceability).	Proposed server & Memory should support the RAS features as per the industry Best Practice.
Scalability	Each Physical Server, Memory and Processor is intended to have least 50% future scalability (Scale-Up).
RAID Controller	If internal storage is proposed, RAID Controller with 8GB Battery Backed/NV Cache to Support RAID Levels 0,5,6 & 10
HDD Required	If Bidder/OEM would like to propose Internal / Direct-Attached Storage then the required Storage shall be configured by using SAS,SSDs and SAS HDDs with 10K RPM with HW RAID Protection as required for Operating System.
I/O Adapters	i. All PCI Slots in the Server should be PCIe Gen3 x8 or latest. All FC ports shall support multi path I/O trunking and automatic load balancing for each server/partition/Virtualization.
	ii. All Ethernet Adapters shall support automatic Fail-over / Redundant / trunking / Link aggregation and auto switching mode.
	iii. Each Server should have following adaptor cards (Virtualized or Dedicated).
	a) Minimum 8 Nos. 16 Gbps FC Ports (If OEM/ Bidder would like to propose SAN based storage for persistent ERP Database)
	b) Minimum 8 Nos. 10G/1GbE BaseT/ 10G SR Ethernet Ports.
	iv. Additionally, 1GbE BaseT Ethernet Cards/ ports (Virtualized or Dedicated) need to be provided for Servers which are hosting Web Dispatcher & Reverse Proxy.
	v. Minimum 2 Nos. cards/ports (Virtualized or Dedicated) each for Web Dispatcher & Reverse proxy for redundancy.
Disk and Media drives	v. Functional redundancy at adapter level (Ethernet & Fibre Channel) shall be provided for all partitions/ VMs to take care of adapter failure. Additionally, System management shall be through dedicated port and shall not use the above adapters identified for partitions.
	i. All servers/partitions/Virtual Machines shall be booted from SAN/ Internal disk
	ii. The Boot space shall be configured as per the sizing sheet shared in RAID 1/10.
	iii. For instances where the Boot space is not mentioned, please consider 300 GB usable space per instance.
USB	A minimum of 3 or above latest USB ports shall be made available.
Power supply	Server shall have provision for redundant power supply.
Accessories	All required cables, power cords, rack mountable kits etc. to be provided. All the required cable and accessories should be provided by the bidder to make the server operational condition. Bidder may visit the site to gather necessary information.
Roadmap	Roadmap of the entire server hardware is to be provided
Operating System	i. Latest version of Application and DB supported 64-bit Linux (SUSE Linux/ Red Hat Enterprise Linux) for proposed ERP / Windows/ UNIX with latest Pack and latest Patch level must be provided for the RISC/CISC Servers.

	ii. LINUX OS (SLES or RHEL) with unlimited VM licences is to be offered with priority/production support subscription and shall fulfil proposed CPUs, HA and for all the VMs configured.
Form Factor	Suitable Rack to be provided with the following equipment: 1) Redundant intelligent PDUs 2) Front & Back perforated doors
Delivery	The vendor has to furnish details/part nos. of every component which will be cross verified with OEM
Cluster/High availability	i. Active-Passive OS cluster solution is required for automatic fail-over to the secondary partition for any failure arising in one of the system due to OS, Partition/ VM and Server failure.
	ii. Alternatively the proposed OS should support ERP systems replication (SR) services for high availability and application servers should have VM cluster/failover services for HA.
	iii. OS Cluster licenses need to be provided for all the Database & CI Instances for Active-Passive failover.
Virtualization	i. Certified and proven virtualization technologies (VMware Enterprise or PowerVM Enterprise) for ERP Solutions are to be provided.
	ii. Each partition/VM shall be able to run same or different versions of OS kernel, patch levels, etc, independently.
	iii. The OS of each partition/VM shall be upgradeable separately and independently without affecting the other partitions/VMs. Each partition/VM shall have the capability to start-up and shutdown independently without affecting any other partition/VM on the same server.
	iv. Any configuration change or fault in one partition/VM shall not affect any other partition/VM.
Others	i. All the following components shall be hot swappable – Disks, Power Supplies, Fans.
	ii. Server should have indicators to identify failed external components.
	iii. Shall have redundant Power Supplies and provision for input from at least two sources. Shall have redundant cooling fans.
Server Management	i. Management Server/ console to be provided for centralized server management/ KVM Switch along with console/ HMC
	ii. Must have the capability to provide proactive notification of actual or impending component failure alerts.
	iii. Automatic event handling should be supported to configure actions to notify appropriate users of failures through e-mail.
	iv. Automatic event alert forwarding to OEM remote support centre and proactively call-logging system.

ii. SAN Storage (Latest Model)

Item	Specification
Architecture	i. There shall be redundant controllers and no single point of failure - it should be configured in a single point of configuration including array controller card, cache memory, Fan, Power supply etc.
	ii. Controllers shall be active-active so that a single logical unit can be shared across all offered controllers in symmetrical /asymmetrical fashion, while supporting all the major functionalities like Thin Provisioning, Data Tiering etc.
	iii. The storage system must support connectivity to multiple host platforms simultaneously. The Storage System shall support: - Intelligent hardware RAID controllers to implement hardware mirroring at storage controller level - RAID levels 0, 1, 5, 6 and 10.

	iv. Clustering /Federation or equivalent technology to scale the box to 4 controllers.
	v. Cache/Drive scalability to be ensured in a single system or through clustering/Federation or equivalent technology.
	vi. Storage should be leading COTS ERP certified/Supported. (Eg. SAP, Oracle... etc.)
Host Interface Protocols	FC and ISCSI protocols should be mandatorily supported.
Host Interface Ports	The storage system shall be supplied with minimum 8 numbers of 16 Gbps FC ports (4 +4) for connecting to SAN switches.
Drive Interface Support	Each controller to have at least 1 No. 12 Gbps or more back-end ports for attaching disk expansion enclosures.
Drive Technology Support	The Storage System should have support for SSD, SAS 2.5-inch Drives (both, 10K RPM and 15K RPM), 3.5-inch NL SAS/SATA Drives.
Cache	i. The Storage system should be provided with a minimum of 64 GB system cache across dual controllers, and should be scalable to 128 GB or more across entire sub-system with clustering /Federation or equivalent technology.
	ii. The cache should be pure controller cache and no SSD's should be provided to meet the cache requirement. The data in cache shall not be lost in case of power failure. Mechanism used to be specified by the bidder.
	iii. In case of battery backup, a minimum of 96 hours of backup shall be provided or shall de-stage to disk.
	iv. Bidder shall ensure that in case of de-stage mode, Dual redundant Standby power supplies are configured.
Disks	i. The storage subsystem should scale to 500 disks.
	ii. In case of hard disk failure, the system should be able to do dynamic reallocation of spare disk automatically without manual intervention.
	iii. Total usable capacity (both internal and external together) to be configured is 150TB (100TB usable on RAID 6 using SAS SFF 10K RPM Disk and 50TB usable on RAID 10 using SSD). Each drive should be less than 4TB capacity.
	iv. One additional hot spare disk to be configured for every 15 data disks of each type.
	v. Storage to be proposed as per the ERP.
Software	SAN software modules shall be GUI/Web based. Flash Copy (Or) Volume Copy for taking full and incremental copy shall be supported.
I/O	i. Automatic rerouting of I/O traffic from the host in case of primary path failure.
	ii. The I/O interfaces from the servers shall be load balanced.
	iii. The SAN storage should be connected to the available SAN switches.
Volume / LUN Management	i. Dynamic Volume Expansion.
	ii. Non-disruptive online microcode upgrades without impact on any application connected to storage system.
	iii. The array should allow scalability to 512 LUNs or higher behind the controller pair.
Reliability, Accessibility & Serviceability (RAS)	i. Non-disruptive component replacement/ upgrade of interfaces, disk controllers, disk drives, power supply & battery systems, cooling fans and microcode updates.
	ii. There shall be redundant power supplies with provision for connecting to power inputs from different sources. Pro-active maintenance, self-monitoring, self-diagnosing and self-repairing features wherever possible. Call Home feature to send email alert messages to vendor support

	organization.
Others	<p>i. The Storage System shall support multi-path automatic load balancing with no single point-of failure between Servers, SAN switch and Storage System.</p> <p>ii. There shall not be any single point of failure in the entire SAN. Inter-operability Matrix should be publically available or letter from OEM to be submitted. The storage system shall be guaranteed to be fully compatible for Host Bus Adapters, Clustering Solution and OS offered with the Servers.</p> <p>iii. SAN storage that have reached 'end-of-life' shall not be quoted</p>
Operating System & Clustering Support	The storage array should support industry-leading Operating System platforms including: Latest versions of Microsoft Windows, VMware, and Linux.
Snapshot / Point in time copy / Clone	<p>i. Offered Storage shall have the snapshot and full copy (Clone) on the thin volumes if original volume is created on thick or vice-versa.</p> <p>ii. The Storage System shall have the Capability and license to create upto 512 point in Time Snapshot copies of volumes.</p> <p>iii. The snapshot feature should support incremental, thin provisioned and also have the capability for the snapshot targets to become restore points for a source volume without breaking the snapshot relationship.</p> <p>iv. Should support: - At least 512 volumes for mapping to hosts - Support at least 512 hosts the required licenses shall be included.</p>
Remote Replication	<p>i. The storage array should support hardware/software-based data replication at the array controller level across all models of the offered family.</p> <p>ii. It shall have incremental replication after resumption from Link Failure or failback situations.</p> <p>iii. The Storage System shall support Synchronous & Asynchronous Replication for DR Strategy. Replication licenses to be provided for full capacity from day1.</p>
Other Storage Functionality	<p>i. The storage shall have the ability to create logical volumes without physical capacity being available (Thin Provisioned) or in other words system should allow over-provisioning of the capacity.</p> <p>ii. The feature should be made available for the maximum supported capacity. The Storage System shall have the capability to automatically migrate data between storage tiers based on real-time usage analysis patterns, in a way that infrequently accessed data to reside on lower cost HDDs and frequently accessed data to reside on flash drives and shall include required license.</p> <p>iii. The Storage System Should provide support for host multipathing drivers.</p>
Additional Advanced Software Features Supported	The Storage System should have the capability to support Non-Disruptive Data migration across Volumes.
Delivery	The vendor has to furnish details/part nos. of every component which will be cross verified with OEM.
Performance and Quality of service	Shall have capability to use more than 30 drives per array group or raid group for better performance.

iii. SAN Switch (Latest Model)

Component	Specification
Form factor	Standalone or 2U rack mount
Ports	48 SFP/SFP+ ports with fully populated 16Gb FC transceivers.
Media types	The SAN Switch should support 8 Gb FC and 16 Gb SFP+ transceivers: short-wave (SW), long-wave (LW), extended long-wave (ELW).
Port speeds	8/16 Gbps auto-sensing, full-duplex (16 Gb FC SFP+ Transceivers)
FC port types	Full Fabricmode :F_Port, M_Port (Mirror Port), E_Port, D_Port (ClearLink Diagnostic Port). CISCO/Brocade Access Gateway mode :F_Port and NPIV enabledN_Port.
Data traffic types	Unicast (Class 2 and Class 3), multicast (Class 3 only), broadcast (Class 3 only).
Classes of service	Class 2, Class 3, Class F (inter-switch frames).
Standard software	Full Fabric mode, Access Gateway, Advanced Zoning, Adaptive Networking, Advanced Diagnostic Tools, Virtual Fabrics, In-flight Compression, In-flight Encryption.
Performance	Non-blocking architecture with wire-speed forwarding of traffic: Aggregated throughput of 768 Gbps
Scalability	Maximum number of switches in the fabric: 239 Maximum frame size: 2,112-byte payload Maximum number of frame buffers per switch: 8,192
Cooling	Two fans built into each power supply; 1+1 cooling redundancy with two power supplies.
Power supply	Up to two redundant hot-swap AC (100 - 240 V) power supplies (IEC 320-C14 connector).
Hot-swap parts	SFP/SFP+ transceivers, power supplies with fans
Management ports	1 No. 10/100 Mbps Ethernet port (UTP, RJ-45); 1 No. RS-232 port (RJ-45); 1 No. USB port (for additional firmware/log/configuration files storage).
Management interfaces	Web-based GUI; CLI; SMI-S; SNMP.
Security features	Secure Socket Layer (SSL); Secure Shell (SSH); Secure Copy (SCP); Secure FTP (SFTP); user level security, Role-based Access Control (RBAC); LDAP, RADIUS, and TACACS+ authentication; access control lists (ACLs); IP security (IPsec)

iv. **Network Switch for DC & DR (Latest Model)**

Component	Specification
Network switch	48-port 10Gig Ethernet switch
	Each Switch with:
	48 10G RJ-45/ 10G SR Ports
	Stacking with Distributed Link Aggregation across the units of the Stack
	Required Stacking cables and License
	Switch should have redundant power supplies
	Switch should support the complete STACK of IPv4 and IPv6 services.
	Switch should have console port
	Switch should be rack mountable and support side rails if required

	Switch should support VLAN tagging (IEEE 802.1q)
	Spanning Tree Protocol (IEEE 801.D, 802.1W, 802.1S), VLAN Trunking (802.1q) and should support 3900 VLAN, Multicast IGMP v1, v2, v3, 64K no. of MAC addresses, 8 Nos. of link or more per Port channel (using LACP) and support 48 port channels or more per switch, IEEE 802.1AB for finding media level failures.
	Support for broadcast, multicast and unknown unicast storm control to prevent degradation of switch performance from storm due to network attacks and vulnerabilities
	OEM should be leader or challenger position in latest report of Gartner Data centre networking magic quadrant.

v. Tape Library (Latest Model)

Component	Specification
Form factor	3U or Less rack mount
Drive	3x LTO Ultrium 8 Drive
Drive interface	4x 8 Gb FC port (SFP SW optics, LC connector)
Number of cartridge slots	Minimum 32 Slots
Media to be supplied	100 LTO media and 3 cleaning cartridges
Cartridge capacity	LTO: 9TB (or higher) native; up to 21TB (or higher) compressed (with 2.5:1 compression ratio)
Data transfer rate	LTO7: Up to 360 MB/s native; up to 900 MB/s compressed (with 2.5:1 compression)
Security features	Secure Socket Layer (SSL), user level security, LTO encryption (optional)
Management interfaces	1x 10/100 MBPS Ethernet port (UTP, RJ-45) for remote management: Web based GUI; SNMP and email notifications
Host operating systems	Minimum supported OS: Microsoft Windows Server 2012 and 2012 R2; Red Hat Enterprise Linux (RHEL) 6,7 and SUSE Linux Enterprise Server (SLES) 10 and 11
Power supply	There shall be redundant power supplies with provision for connecting to power inputs from different sources.
ISV backup software compatibility	Arcserve Backup, ASG Time Navigator, Barracuda Yosemite Backup, Dell Net Vault Backup, EMC Networker, IBM Spectrum Protect, HP Open View Storage Data Protector, Microsoft System Centre Data Protection Manager, Symantec Backup Exec, and Symantec Netback up

vi. Backup Management Server (Latest Model)

Component	Specification
Form factor	2U Rack
Processor	Processor - 2 x 8-core or Higher
Memory	64 GB DDR4 Memory or Higher using 8/16 GB DIMMS, should be scalable up to 2TB
RAS Features	Redundant hot plug power
Disk drive bays	Up to 4 x 2.5" HDD: SAS, SATA / Up to 4 x 3.5" HDD: SAS, SATA
internal storage	2 x 600GB 10K RPM SAS 2.5"/3.5" HS HDD

HBA Cards	2 * 2P 16 GB FC HBA adapters
Ethernet Cards	2 * 2P 1Gb BaseT RJ45
Cooling	Cooling with redundant hot-swap/plug fans.
Operating System	Latest Windows Server/Linux Operating System available for the proposed server
Remote Management	Dedicated remote management port should be provided

vii. Backup Software (Latest Model)

SNO	Specification
1	Proposed backup software should be available on various OS platforms like Windows, Linux, HP-UX, IBM AIX, Solaris etc. The backup server should be compatible to run on both Windows and Linux OS platforms.
2	Must have Agent/Modules for online backup of applications and databases such as MS SQL, Oracle, Exchange, Lotus, DB2, Informix, Sybase, SharePoint, Meditech and SAP. Must support NAS and storage array-based snapshot backup for off host zero downtime and zero load on the primary backup client with wizard-based configuration.
3	The proposed backup solution shall have same GUI across heterogeneous platform to ensure easy administration.
4	The proposed backup solution should support tape mirroring of the same job running concurrently with primary backup.
5	The proposed backup solution should allow creating tape clone facility after the backup process.
6	Bidder should provide capacity/host/socket-based licenses.
7	The proposed backup solution shall be configured with unlimited client and media licenses for both SAN based backup and LAN based backup.
8	The proposed backup solution must not require separate licensing when upgrading from a lower end server (1-2 CPU-based server) to higher end server (4and CPU-based server)
9	The backup software should support either the Capacity based model or Application based model of licensing. The vendor should provide the either of two for online backup. The backup software licenses should be provided with 75 TB backup capacity.
10	The proposed backup solution should have the capability to write up to 32 data streams.
11	The proposed backup solution should support de-multiplexing of data cartridge to another set of cartridges for selective set of data for faster restores operation to client/servers.
12	The proposed backup solution should have in-built media management and support cross platform device and media sharing in SAN environment. It should provide a centralized scratched pool thus ensuring backups never fail for media.
13	The proposed backup solution shall have in-built frequency and calendar-based scheduling system.
14	The proposed backup solution shall have certified "hot-online" backup solution for different type of Enterprise databases and applications
15	The proposed backup solution shall also support granular recovery for any Virtualization, Exchange server and Share point Portal
16	The backup software should support Non-Staged Granular recovery in any Virtualization.
17	The proposed backup software should use the same API for software or hardware de-duplication
18	The backup software should support backup to disk /tape library/VTL / de-duplication Device via Fiber channel
19	The backup software should support IP secondary encryption for the VTL / Disk device
20	The proposed backup software should give the option to allow de duplication to be done either on the Application Server or on the Backup Server or at the Target Device.

21	The proposed backup software should support contextual search based on meaning.
22	The proposed backup software should support both on- premise and secure hosted backup solution
23	The proposed backup solution shall support synthetic full backup / Virtual full backups.
24	The proposed backup solution shall be able to copy data across firewall.
25	The proposed backup solution shall support automatic skipping of backup during holidays.
26	The proposed backup solution must support at least AES 256-bit encryption capabilities.
27	The backup software should support the Recurrence type Every Minute which will support more frequent backup jobs.
28	The backup software should support priority-based backup schedule
29	The backup software should support missed job execution
30	The Backup software should support Advanced Scheduling options
31	The Backup software should be able to recover only critical volumes and later restore other volumes that were backed up in separate sessions.
32	The backup software should be capable to supporting 50,000 backup sessions in day
33	The backup software should be capable of supporting 1000 concurrent sessions
34	Enterprise License shall be provided. Warranty shall be offered with 5 Years comprehensive On-Site warranty to be provided by the OEM directly.
35	The backup server/VM/LPAR to be provided for installing backup software as per requirement

viii. Server Specification (Latest Model) (Plant Location) 17±2

Component	Specification
Form factor	2U Rack
Processor	Processor - 2 x 10-core or Higher
Memory	256 GB DDR4 Memory or Higher using 16/32/64 GB DIMMS, should be scalable up to 2TB
RAS Features	Redundant hot plug power
Disk drive bays	Up to 4 x 2.5" HDD: SAS, SATA / Up to 4 x 3.5" HDD: SAS, SATA,
internal storage	4 x 1.2TB 10K RPM SAS 2.5"/3.5" HS HDD
HBA Cards	2 * 2P 16 GB FC HBA adapters
Ethernet Cards	2 * 2P 1Gb BaseT RJ45
Cooling	Cooling with redundant hot-swap/plug fans.
Operating System	Latest Linux Operating System available for the proposed server
Remote Management	Dedicated remote management port should be provided

- ix. Erection Hardware/ Accessories required to complete the ERP system or Server at DC, DR and Plant locations (1 set for each plant/office)
1. Fully Loaded RACKES
 2. Networking cables, OFC cables, Power Cables and any other accessories which is required.

SERVICE LEVEL AGREEMENTS (SLAs)

5.31. Purpose of SLA

The purpose of this SLA is to clearly define the levels of service to be provided by the bidder for the duration of this contract or until this SLA has been amended. The benefits of this SLA are to:

- a) SLA is between the bidder and purchaser.
- b) Make explicit the performance related expectations on purchaser's requirements from the bidder.
- c) Assist the purchaser to control levels and performance of services provided by the bidder
- d) Trigger a process that applies Purchaser and bidder management attention to aspects of performance that drop below an agreed upon threshold, or target.

5.32. Description of Services Provided

Bidder shall provide service as defined in Section VI: Scope of Work, in accordance to the definitions and conditions as defined in the Section V: General Conditions of Contract and Section V: Special Conditions of Contract.

5.33. Duration of SLA

This Service level agreement would be valid for entire period of contract. This SLA may be reviewed and revised as per mutual agreement.

5.34. SLA Targets

This section is agreed to by purchaser and bidder as the key bidder performance indicator for this engagement. The following section reflects the measurements to be used to track and report systems performance on a regular basis. The targets shown in the following tables are for the period of contract or its revision whichever is earlier.

5.34.1. Project Management

- a) Enterprise Go-Live of Integrated solution - Maximum of 15 (Fifteen) months for Completion of enterprise-wide Go-Live of above mentioned project, from the date of awarding of the contract.
- b) Post Implementation support/ Maintenance period for ERP (after successful stabilization period of 3 months) will be 3 year mandatory and additional 2 years optional to the Purchaser.

Parameter	Description	Target	Penalty	Validation Tools/ Method
Project Setup Time	Bidder is expected to mobilize the team for commencement of work	Within 30 calendar days from the date of award of contract	Purchaser reserves the right to terminate the contract.	Team available as indicated in the Proposal, Project Kick-off meeting, Project management office setup in RVUNL
Project Implementation Timeline for	Bidder expected to complete the enterprise Go-Live	100% adherence to the timelines	Subject to relevant Clause of GCC, Bidder bears all	• Project Plan and Schedule

Parameter	Description	Target	Penalty	Validation Tools/ Method
Integrated Solution	within 15 (Fifteen) months	given in the Project Plan. No variation in deadlines	costs related to project implementation till completion of contract.	<ul style="list-style-type: none"> Actual Deliverables User acceptance completion Implementation completion report

5.34.2. ERP Performance Management

S. No.	User Activity	Maximum Permissible Time	
		LAN	WAN
1	Menu Navigation - To display the menu as per the defined user role and profile	< 1 sec	< 3 sec
2	Screen Opening - To display the selected data entry screen from the menu chosen	< 1 sec	< 2 sec
3	Field Navigation - To navigate between the data entry fields in the screen	< 1 sec	< 2 sec
4	Look-up response time - To display items from list of values	< 1 sec	< 2 sec
5	Look-up response time - To display items from table	< 5 sec	< 8 sec
6	Screen navigation - Time taken to navigate from one screen (tab page) to another which does not involve processing in earlier screen	< 1 sec	< 2 sec
7	Transaction commit - Response time taken to commit a simple transaction like Store Issue Indent, Stores Receipt	< 2 sec	< 3 sec
8	Query Retrieval Response Time – Simple Query	< 5 sec	< 10 sec
9	Query Retrieval Response Time – Medium Complexity Query	< 8 sec	< 12 sec
10	Query Retrieval Response Time – High Complexity Query	< 15 sec	< 20 sec
11	Reports Generation Response Time - Simple report	< 5 sec	< 10 sec
12	Reports Generation Response Time – Medium Complexity report	< 30 sec	< 50 sec

S. No.	User Activity	Maximum Permissible Time	
		LAN	WAN
13	Reports Generation Response Time – High Complexity report	< 1 min	< 3 min

5.34.3. Issue Severity Level and Resolution Time

The following section provides the service levels applicable during support periods for various categories of services

5.34.3.1. Severity Level

	Severity Level
HIGH	<ul style="list-style-type: none"> Show-stopper. Application breakdown/crash or serious degradation in the application performance. Has serious implications on running the production server and has impacted all major business critical process. More than 50% of the user community affected/ unable to access system. Integrated solution not available for more than four hours, in any office. Any system downtime that impacts payroll run/ regulatory requirement deadlines.
MEDIUM	<ul style="list-style-type: none"> Moderate degradation in the application performance. Average response time of the application is more than 360 seconds over WAN. Has impacted majority of the business process but still been able to continue the operations with the system limitations. May have serious implications. 5% to 50% of the user community affected/ unable to access system. Any one office is not able to use the integrated solution for more than thirty minutes and less than four hours.
LOW	<ul style="list-style-type: none"> Applications are stable and have no major impact on the day-to-day. Less than 5% of the user community affected/ unable to access system. ERP System is available with slightly degraded performance (response time is between 180 and 360 seconds over WAN), although the work can continue.

5.34.3.2. Resolution Time

Maximum time to log the call is defined as the time taken within which help desk has to log a complaint in the system provided by the end user. Help desk should provide the trouble ticket number to the end user within 30 min of logging the complaint.

Maximum time to restore is defined as the time taken to resolve the problem, starting from the time of logging the complaint and within the time specified in table below. Help desk should notify the end user within 30 min after resolution of problem.

Note: For security level “LOW” maximum time of restore is 480 min and timing of helpdesk should be 9AM to 7PM and as per RVUN working days.

Severity Level	Across all offices for the complete solution	
	Maximum time to log the call	Maximum time to restore
HIGH	30 min	240 min
MEDIUM	45 min	360 min
LOW	60 min	480 min

5.34.3.3. Incident Management

Parameter	Description	Target	Penalty	Validation Tool/ Methods
Incident Logs	All incidents/ events raised with the IT helpdesk should be logged into the system by the service desk	100% calls to be logged and intimated to the end user with the trouble ticket number within the time as specified in the Notification and Resolution time table above	1) 95%-98% calls logged: 5% penalty on the monthly support and Maintenance charges of RVUNL 2) Less than 95% calls logged and closed: 10% penalty on the monthly IT support and maintenance charges of RVUNL	1) Inspection based on count of trouble tickets for that month 2) Complaints register maintained by RVUNL
Resolution of Issues	All incidents/ events logged In the Incident management system should be resolved within the specified restoration time	100% of calls should be resolved within the specified resolution time specified in the table above	1) 95%-98% calls resolved: 5% penalty on the monthly IT support and Maintenance charges of RVUNL 2) Less than 95% calls resolved: 10% penalty on the monthly IT support and maintenance	Inspection based on count of trouble tickets for that month

Parameter	Description	Target	Penalty	Validation Tool/ Methods
			charges of RVUNL	

5.34.3.4. Problem Management

Parameter	Description	Target	Penalty	Validation Tool/ Methods
Root Cause Identification	Vendor shall analyze all the incidents and provide a root cause report every month if there are more than 10 incidents of the same type. Vendor shall take the needed corrective action to prevent further issues due to the same cause.	100% timely submission covering all incidents logged in that month	1) 5% penalty on the monthly support and Maintenance charges of RVUNL, if the vendor does not submit a problem report for that month 2) 10% penalty on the monthly IT support and maintenance charges of RVUNL, if the vendor does not perform the corrective action for more than one calendar month	1) Root Cause Report 2) Incident report stating problems faced by the users 3) Document detailing corrective action.

5.35. Breach of SLA

In case the bidder does not meet the SLA parameters as defined above for three continuous time periods of measurement (quarters/ 3 months), the purchaser will consider this a breach of SLA and appropriate provisions under this contract will be initiated.

5.36. Exclusions

The bidder will be exempted from any non-adherence to SLAs under the following conditions:

- 1) Force Majeure
- 2) Delay due to RVUNL

5.37. Monitoring and Auditing

Bidder will provide required reports as per the agreed date of each month or as per requirements. RVUNL authority will review the performance of bidder against the SLA parameters each month, or at any frequency defined in the contract document. The review / audit report will form basis of

any action relating to imposing penalty or breach of contract. Any such review / audit can be scheduled or unscheduled. The results will be shared with the bidder as soon as possible. RVUNL reserves the right to appoint a third-party auditor to validate the SLA.

RVUNL

Request for Proposal for ERP Implementation

1

Tender No. -