

Request for proposal

for

**“Design, Development, Deployment, Customization, Testing, Implementation,
Training & Maintenance of Enterprise Resource Planning (ERP) System for HSCC,
Noida.”**



A Miniratna Co.

HSCC (INDIA) Ltd.,

(A Government of India Enterprise)

E-6 (A), SECTOR 1, NOIDA – 201 301, INDIA

Web : www.hsccltd.co.in

NIT No. HSCC/IT/2023-24/Service-S18/ERP/01

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HSCC (INDIA) LIMITED
(A GOVT. OF INDIA ENTERPRISE)
E-6(A), Sector 1, Noida - 201301
Email ID: cpg-group@hsccltd.co.in

NIT No. HSCC/IT/2023-24/Service-S18/ERP/01

Date: 15.12.2023

NOTICE INVITING eTENDER

HSCC (India) Ltd. invites open e-tenders for appointment an agency on QCBS basis from eligible applicants who fulfill qualification criteria as stipulated in document for “Design, Development, Deployment, Customization, Testing, Implementation, Training & Maintenance of Enterprise Resource Planning (ERP) System for HSCC, Noida” as per schedule as under.

Bidding Document No.	HSCC/IT/2023-24/Service-S18/ERP/01
Name of the work	Design, Development, Deployment, Customization, Testing, Implementation, Training & Maintenance of Enterprise Resource Planning (ERP) System for HSCC, Noida
Time for Completion of work	<ul style="list-style-type: none"> • 12 months for Design, Development, Deployment, Customization Testing, Implementation and Training. • 2 years for warranty after Go-live • 3 years for maintenance after warranty period
Estimate cost	Rs.3,50,46,000/- including GST@18%
Earnest Money Deposit	Rs.7,01,000/- (to be submitted as stipulated in the tender document) Bank Details of HSCC (For the purpose of BG) Name of Beneficiary: HSCC (India) Ltd Bank : Punjab National Bank, Sector-27, Noida (2726) A/C No. : 2726001800000011 IFS Code : UBIN0535249 In case of BG, The EMD shall be valid 180 (One Hundred eighty) days from the original last day of submission of bid.
Non-refundable cost of tender / Bid Document	Rs.5,900/- including GST@18% in form of DD/PO in favor of HSCC (India) Ltd. payable at New Delhi.
Non-refundable cost of e-tender processing fee	Rs.2,950/- including GST @18% to be paid through e-payment Gateway to M/s RailTel Ltd.
Date of Pre-Bid Meeting	19.12.2023 at 15:00 hrs. at HSCC (India) Ltd., E- 6(A), Sector – 1, NOIDA, (U.P.) - 201 301. A maximum of two representatives of prospective bidders shall be allowed to participate on production of authority letter from the Bidder.
Last date & time of submission of bid (on line)	Before and up to 11.00 AM on 29.12.2023
Date & time of opening of technical bid	29.12.2023 at 11.30 AM

Brief Scope of Work

This application covers the following modules:

1. Human Resource module – Basic features of HR.
2. Payroll and Income Tax module
3. PF module
4. Finance module
5. Employee Self Service (ESS) – Reports only

As per the requirement, following modules in addition to above are required which are not available in present solution-

1. Project Management – Creation of project master, monitoring of projects and store site map & drawing and other details of project.
2. Online Billing System – Online preparation, approvals and tracking of contractor's bills.
3. Client billing- Online milestone base client bill preparation.
4. Assets Management – Fixed assets, depreciations calculation and disposal system.
5. Trusts Accounting i.e. Medical trust, Welfare trust and Gratuity trust etc.
6. Digitalization- scanning uploads and store supporting documents.
7. Payment gateway- Payment gateway for employees, bidder and vendors.
8. Appraisal module – online submission and approvals of ACR.
9. On line recruitment system – Online receiving and shortlisting of candidate.
10. Human Resource module – On boarding, promotions etc.
11. Online Leave Management System – online apply and approvals.
12. Employee Self Service (ESS) – Advance interactive employee self-service portal.
13. Other HR Online Services i.e. online submission of various reimbursements and requisitions.
14. MIS- various dynamics reports as per the requirements of management.
15. Alert and notification system for management, site in-charge, employees and vendors.
16. Mobile compatible interface.
17. Security Audit and SSL certificate implementation before hosting & renewal of the same yearly for 5 years contract duration.

The aforesaid list is illustrative and the existing modules need to be redeveloped as per the present requirements.

Period during which EMD, Cost of Bid Document, e-tender processing fee & other documents (all original) in hard form shall be submitted	Before and up to 11.00 AM on 29.12.2023 Office of CFO, HSCC (India) Ltd., E-6(A), Sector 1, Noida -201301
Date & time of Presentation	Tentatively one week after last date of submission of bids. Shall informed to the Techno Commercially qualified bidders
Date & time of opening of Financial Bid	Shall informed to the Techno Commercially qualified bidders
Validity of offer	180 days from initially stipulated last date of submission of Tender as per NIT.

The tender document can be downloaded from the websites <https://hsc.enivida.com> and www.eprocure.gov.in. “Corrigendum’s/ Amendment’s, if any, would appear only on the said web sited and not be published”.

Minimum Eligibility Criteria

The interested bidders having established and demonstrable track record of development work ERP should meet the following minimum qualifying criteria:

A. Work Experience:

i) Experience of having successfully completed similar works during the last seven (07) years ending previous day of last date of submission of tenders:

a. Three similar works each costing not less than 40% of the estimated cost of the work.

OR

b. Two similar works each costing not less than 50% of the estimated cost of the work.

OR

c. One similar work costing not less than 80% of the estimated cost of the work.

“Similar works” shall mean Project comprising “Implementation of Enterprise Resource planning (ERP) Software encompassing any one out of the following three modules:

a. Financial Accounting and Costing

b. Payroll and HR/Employee Self Service

c. Project Management

ii) The past experience in similar nature of work should be supported by certificates issued by client’s organization. The completion certificate shall be supported with copies of Letter of Award/Contract Agreement and Corresponding TDS Certificates. Value of work will be considered commensurate with the value of TDS Certificates.

iii) The value of executed works shall be brought to the current level by enhancing the actual value of work done at a simple rate of 7% per annum, calculated from the date of completion to previous day of last day of submission of tenders.

iv) Certificates of Subsidiary/Group Companies:

Any company/firm while submitting tender can use the work experience of its subsidiary company to the extent of its ownership in the subsidiary company. However, the companies/firms which intend to get qualified on the basis of experience of the parental company/group company/own works, shall not be considered. In case of a Company/firm,

formed after merger and/ or acquisition of other companies/firms, past experience and other antecedents of the merged/ acquired companies/firms will be considered for qualification of such Company/firm provided such Company/firm continues to own the requisite assets and resources of the merged/ acquired companies/firms relevant to the claimed experience.

B. Financial Strength:

The Average annual financial turnover of last 3 years shall be at least 50% of the estimated cost put to tender. The requisite Turn Over shall be duly certified by a Chartered Accountant with his Seal/ signatures and registration number.

The bidders are required to upload and submit page of summarized Balance Sheet (**Audited**) and also page of summarized Profit & Loss Account (**Audited**) for immediate last three years ending at March-2023.

C. Certifications:

Sr. No.	Pre-Qualification Criteria	Documentary Evidence Required
1.	The Bidder should have a minimum CMMi Level 3 or higher certification valid as on date of closing of bid.	Copy of the certificate(s) signed and stamped by the authorized signatory of the Bidder.
2.	The Bidder should have a both ISO 27001:2022 & ISO 9001:2015 certifications valid as on date of closing of bid.	Copy of the certificate(s) signed and stamped by the authorized signatory of the Bidder.

D. Additional Qualifying Criteria:

- i) Interested bidders should have their established offices in Delhi/NCR.
- ii) Joint-venture/Consortium should not be allowed and the bidder should meet the eligibility criteria themselves individually. (Self-Declaration to be submitted)

1.0 The intending tenderer(s) must read the terms and conditions of this document carefully. He should only submit his bid if eligible and in possession of all the documents required.

2.0 Information and Instructions for tenderers posted on website shall form part of bid document.

- 3.0 The bid document consisting of scope of work and the set of terms and conditions of the contract to be complied with and other necessary documents can be seen and downloaded from website <https://hsc.enivida.com> or www.eprocure.gov.in free of cost.
- 4.0 Those agency not registered on the website mentioned above, are required to get registered beforehand. If needed they can be imparted training on online bidding process as per details available on the website.
- 5.0 The intending tenderer(s) must have valid class-III digital signature to submit the bid.
- 6.0 On opening date, the bidder can login and see the bid opening process. After opening of bids he will receive the competitor bid sheets.
- 7.0 Bidder should upload documents in PDF format.
- 8.0 Notwithstanding anything stated above, HSCC reserves the right to assess the capabilities and capacity of the tenderers to perform the contract in the overall interest of HSCC.
- 9.0 The tenderer(s) is/are required to quote strictly as per the terms and conditions, specifications, standards given in the tender documents and not to stipulate any deviations.
- 10.0 The tenderer(s) if required, may submit queries, if any, through E-mail and in writing to the tender inviting authority to seek clarifications within 07 days from the date of uploading of Tender on website. HSCC will reply only those queries which are essentially required for submission of bids. HSCC will not reply the queries which are not considered fit like replies of which can be implied /found in the NIT/ Tender Documents or which are not relevant or in contravention to NIT/Tender Documents, queries received after 03 days from the date of uploading of Tender on website, extension of time for opening of technical bids, etc. Technical Bids are to be opened on the scheduled dates. Requests for extension of opening of Technical Bids will not be entertained.
- 11.0 HSCC reserves the right to reject any or all tenders or cancel/withdraw the Invitation for Bids without assigning any reason whatsoever and in such case no tenderer / intending tenderer shall have any claim arising out of such action.

12.0 Earnest Money Deposit:

Earnest Money Deposit of amount as mentioned in “NIT of Tender” required to be submitted along with the tender shall be in the form of Demand Draft payable at place as mentioned in NIT in favor of HSCC (India) Limited from any Scheduled bank. The Bank Guarantee towards EMD is also acceptable (in the prescribed format) issued from any Nationalized Bank/ Scheduled Banks. EMD shall be submitted in the prescribed proforma.

The EMD shall be valid for a minimum period of 180 (One Hundred eighty) days from the original last day of submission of bid as per NIT. The EMD shall be scanned and uploaded to the e-Tendering website within the period of bid submission and original should be deposited in office of HSCC.

The registered MSE having valid UAM number & engaged in the activities similar to ERP & other software development shall be exempted from submission of the EMD & Tender Document Fee. The copy of valid MSE certificate shall be submitted for the same.

12.1 The EMD shall be payable to HSCC without any condition(s), recourse or reservations.

- i) The Bid will be rejected by HSCC as non-responsive and shall not be considered in case EMD is not received in physical form.
- ii) The EMD of bidders other than successful bidder will be returned within 30 days, after opening of Financial Bid and confirmation of PBG from bank whichever is later.
- iii) The EMD of the successful bidder will be discharged after the agency has furnished the required acceptable Performance Guarantee.
- iv) No interest shall be paid by HSCC on the EMD.
- v) The EMD may be forfeited:
 - a) If an agency withdraws the bid after bid opening during the period of validity;
 - b) If, any unilateral revision in the offer is made by the tenderer during the validity of the offer.
 - c) Upon non acceptance of LOI/LOA, if and when placed

- d) In the case of a successful agency; if the agency fails to Sign the Agreement with in the 15 days from the date of issue of LOA or furnish the required performance security or fail to commence the work within the stipulated time period prescribed in the contract.

13.0 Interested Bidder who wish to participate in the bid has also to make following payments in the form of Demand Draft or Pay Order or Banker's Cheque of any Scheduled Bank and to be scanned and uploaded to the e-Tendering website within the period of bid submission:

- i. Cost of Bid Document: Demand Draft or Pay Order or Banker's Cheque should be drawn in favor of HSCC (India) Ltd. payable at New Delhi.
- ii. e-Tender processing Fee is to be paid through e-payment gateway to e Tender Services Provider of HSCC (India) Ltd. payable at New Delhi.
- iii. Cost of Bid Document and proof of e-tender Processing Fee & EMD accordingly, shall be placed in single sealed envelope superscripted as "Earnest Money, Cost of Bid Document and proof of e-tender Processing Fee" with name of work and due date of opening of the bid also mentioned thereon.

14.0 **List of Documents to be scanned, uploaded and also submitted in hard copy within the period of tender submission:**

- a. Demand Draft/Pay order or Banker's Cheque / Bank Guarantee of any Nationalized/ Commercial Scheduled Bank against EMD.
- b. Demand Draft/Pay order or Banker's Cheque of any Scheduled Bank towards cost of Bid Document.
- c. Proof of payment through e-payment gateway to M/s RailTel Ltd.
- d. All Annexures.
- e. Power of Attorney of the person authorized for signing /submitting the tender.
- f. Registration certificate obtained under GST Law and details as per Annexure along with copy of PAN card.
- g. All pages of the entire Corrigendum's / Amendment's (if any) duly signed by the authorized person.

NOTE: All the uploaded documents duly sealed and signed by the Power of Attorney holder should be in readable, printable and legible form failing which the Bids shall not be considered for evaluation. The documents submitted in the hard copy should be duly page numbered.

15.0 The bidders are advised to submit complete details with their bids. The Technical Bid Evaluation will be done on the basis of documents uploaded on e-tendering web site submitted by the bidders with the bids. The information should be submitted in the prescribed proforma. Bids with Incomplete/Ambiguous information will be rejected.

The Bank Guarantee for EMD submitted by the bidders shall be strictly in the format prescribed. In case, EMD is not found verbatim in the prescribed format, the bid will be liable for rejection.

The envelope containing Technical bid should also indicate clearly the name of the tenderer and his address. In addition, the left hand top corner of the envelope or container should indicate the name of the work, name of the document in the envelope with bid opening date and time and addressed to address mentioned above and shall reach up to 1500 Hrs on or before date of Technical Bid. The online bid shall be opened at 1530 Hrs. on the same day.

Online technical bid documents submitted by intending tenderers shall be opened only of those tenderers, whose Earnest Money Deposit of requisite amount, Cost of Bid Document, Unconditional letter of acceptance and Affidavit for correctness of documents/information are found in order.

The bid submitted shall become invalid, if:

- i) The tenderer is found ineligible.
- ii) The tenderer does not upload all the documents (including GST registration) as stipulated in the bid document.
- iii) If any discrepancy is noticed between the documents as uploaded at the time of submission of bid and hard copies as submitted physically in the office of tender opening authority.
- iv) Tenders in which any of the prescribed conditions are not fulfilled or found incomplete in any respect are liable to be rejected.

16.0 Before the last time and date of submission of bid as notified, the tenderer can submit revised bid any number of times.

- 17.0 The bid for the works shall remain open for acceptance for a period of 180 days from the last date of submission of bid including the extension given, if any. In case any tenderer withdraws his bid before the said period or issue of letter of acceptance, whichever is earlier, or makes any modifications in the terms and conditions of the bid which are not acceptable to HSCC, then HSCC shall, without prejudice to any other right or remedy, be at liberty to forfeit the said earnest money as aforesaid. Further the tenderers shall not be allowed to participate in the re-bidding process of work.
- 18.0 The acceptance of any or all tender(s) will rest with HSCC who does not bind itself to accept the lowest tender and reserves to itself the right to reject any or all of the tenders received without assigning any reason thereof.
- 19.0 On acceptance of tender, the name of the accredited representative(s) of the applicants who would be responsible for taking instructions from Engineer-in- Charge or its authorized representative shall be intimated within 07 days of issue date of Letter of Award (LOA)/ Letter of Intent(LOI) by HSCC.
- 20.0 Date of Start of work shall be reckoned from the 3rd day after issue of the letter of Award (LOA)/ Letter of Intent (LOI) by HSCC.
- 21.0 The award of work, execution and completion of work shall be governed by tender documents consisting of (but not limited to) NIT, Conditions of Contract, Technical Evaluation, Price bid, etc. The tenderers shall be deemed to have gone through the requirements of HSCC while making/preparing their technical & financial proposals & submitting the Bid(s) including all requirements which in the opinion of tenderer will affect his price/rates before quoting their rates.
- 22.0 Presentation will be held tentatively one week from the date of opening of the Technical Bid. The bidders qualified in Technical Bid Evaluation will be intimated through email minimum 48 hours prior to the Presentation.
- 23.0 Financial Bid will be opened after the Presentation, at a date and time to be informed to the Techno Commercially qualified bidders, in the presence of participants who choose to attend the opening of the Financial Bid.

24.0 In case of assistance/ problem/ enquiry in uploading documents, Helpdesk - Tel. Nos. of M/s RailTel Ltd. is 080-40482000.

25.0 In case of any query please contact on Email Id: cpg-group@hsccltd.co.in .

Scope Of Work

“Selection of Service Provider for Design, Development, Deployment, Customization, Testing, Implementation, Training and Maintenance Support of Web Based Enterprise Resource Planning (ERP) solution” in HSCC India Limited, Noida

HSCC India Limited, Noida has taken due care in preparation of information contained herein. However, this scope of work is not intended to be exhaustive. The interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so, and they do not solely rely on the information contained in this document in submitting their proposal.

Presently, the web based Finance & Account and a Payroll application is being used at HSCC’s office to cater the requirements of F&A and HR department.

This application covers the following modules:

1. Human Resource module – Basic features of HR.
2. Payroll and Income Tax module
3. PF module
4. Finance module
5. Employee Self Service (ESS) – Reports only

As per the requirement, following modules in addition to above are required which are not available in present solution-

1. Project Management – Creation of project master, monitoring of projects and store site map & drawing and other details of project.
2. Online Billing System – Online preparation, approvals and tracking of contractor’s bills.
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4. Assets Management – Fixed assets, depreciations calculation and disposal system.
5. Trusts Accounting i.e. Medical trust, Welfare trust and Gratuity trust etc.
6. Digitalization- scanning uploads and store supporting documents.
7. Payment gateway- Payment gateway for employees, bidder and vendors.
8. Appraisal module – online submission and approvals of ACR.
9. On line recruitment system – Online receiving and shortlisting of candidate.
10. Human Resource module – On boarding, promotions etc.
11. Online Leave Management System – online apply and approvals.
12. Employee Self Service (ESS) – Advance interactive employee self-service portal.
13. Other HR Online Services i.e. online submission of various reimbursements and requisitions.
14. MIS- various dynamics reports as per the requirements of management.
15. Alert and notification system for management, site in-charge, employees and vendors.
16. Mobile compatible interface.
17. Security Audit and SSL certificate implementation before hosting & renewal of the same yearly for 5 years contract duration.

The afore stated list is illustrative and the existing modules need to be redeveloped as per the present requirements.

1.1. Broad Scope of Work

HSCC India Limited, Noida invites online bids from eligible, qualified, and experienced organizations for Selection of Service Provider for Web based Enterprise Resource Planning (ERP), Disaster Recovery, Cloud Hosting and manpower support as detailed out in the Scope of Work under this document. The key objectives of this initiative are:

- 1) HSCC seeks to implement a complete web-based Enterprise Resource Planning (ERP), DR & Cloud Solution.
- 2) ERP will be operational across all locations and functional areas for seamless exchange of information within the organization. HSCC vision is to ensure transparent, easy, efficient, and accurate availability of information and facilitation of all transactions.
- 3) The (ERP) Enterprise Resource Planning shall be a Web Based ERP System. It aims for the Automation of overall activities of HSCC by providing the administrative control mechanism and Decision support system for HSCC officials.
- 4) ERP should be hosted on the Cloud and Disaster Recovery (DR) site should also be prepared on cloud at a different geographical location.

1.2. General Requirements

1.2.1. Import/Export Data

- 1) Upload data from all the existing local records held by HSCC.
- 2) Facilitate Import from/Interface with the third-party applications in HSCC and extract data in various formats.
- 3) Import and Export to the archived files.
- 4) Produce reports on all areas of data that can be exported to MS Excel/PDF/.CSV

1.2.2. Target Users

- 1) HSCC Corporate office, Noida (centralized operations and backend support)
- 2) Site offices (distributed operations and support)
- 3) End-users (HSCC employees, experts, center heads)
- 4) Management (informational and analytical)

1.2.3. Audit Trail

- 1) Record changes in data in every field with user ID and IP address and time stamp, with ability to record reasons in some cases.
- 2) Enable which fields or tables are to be audited through a delivered tool.

1.2.4. Access and Authorization

- 1) Only authorized users should have access to the system.
- 2) As such, the system should therefore have the ability for the specification of who will have access to which functions.
- 3) Where appropriate, further discrimination at the data level (e.g., Respective departments have access/update to data related to their own departments) is required. The proposed system(s) must support a comprehensive access and authorization mechanism, including:
 - a) Single sign-on for all system components
 - b) Support for a central authentication scheme
 - c) Ability to define multiple level authority, comprehensive set of user roles and permission lists

- d) Ability to manage access to authorized functions based on the roles represented in the account
- e) Ability to manage access to different segments of data depending on the role
- f) Ability to assign ownership at department level.
- g) Admin access.

1.2.5. Single and minimal data entry

- 1) Data should be entered and validated at source only once and be used throughout the system(s).
- 2) There should be provisions to facilitate and minimize data input (e.g., use of intelligent default values, inheritance from previous entries, etc.) facility to strictly avoid any duplication of data.
- 3) Search/match facility required that can help restrict the entry of duplicate data by providing interactive alert messages.
- 4) SMS, notification, and warning messages.

1.2.6. Organization Structure

- 1) The proposed ERP needs to be able to model both our existing internal organizational structures and be flexible enough in this regard to cope with future organizational changes.
- 2) Develop and maintain complex organizational structure of HSCC.
- 3) Maintain sophisticated organizational unit functionality enabling user definition of terminology (e.g., Faculty; Departments, Centers, Units, Sections etc.).
- 4) Maintain locations within Organizational units

1.2.7. Management Information

- 1) To support resource allocation and decision-making at HSCC it is mandatory that robust and user-friendly facilities be available with the system(s) using a web-based environment.
- 2) Pre-packaged analytic functions that provide interactive dashboards for User.
- 3) Integrate well with source data.
- 4) Support easy reporting (Graphical representations, charts, comparisons etc.) with export facility to desktop suites like EXCEL, WORD, Open Office etc.
- 5) All device friendly with format compatible with Mobile, All Laptops, desktop and any other systems is essential.
- 6) Online and offline availability of software.
- 7) Real time data access.

1.2.8. Customizability/Configurability

- 1) Flexible customization/configuration capabilities
- 2) Ability to extend/change existing pages without much impact on the application
- 3) Ability to add/modify the existing workflows
- 4) Easy and quick Search.

1.3. ERP Modules

1.3.1. Administrative and Back-office Modules

- a) **Financial Accounting:** The Financial Accounting should take care of all financial issues of HSCC including incomes, expenses, revenue generation, cash, and bank related transactions.

Features:

- Automated journal entry posting
- Journal Voucher reports
- Financial report generation (income statement, balance sheet, etc.)

- Account reconciliation
- Bank account management
- Invoice management
- Expense management
- Ledger management
- Automated payment processing
- Multiple currency support
- Vendor Goods Master/Service vendor entry
- Client master
- Service Bill Monthly/Yearly reports
- Contractor performance reports
- Implement digital signature functionality for high-level functionaries.
- Establish separate profit centers for each project, including relevant details such as the date of award, sanction letter, and BOP (Budgeted Operating Profit).
- Migrate the old audit trail from the accounts department system to the new solution while ensuring data integrity, accuracy, and completeness.
- GST Invoicing: Include provision for GST invoicing with mandatory details such as GSTIN of the supplier and recipient, value of goods or services supplied, and applicable GST rate.
- Ensure compliance with GST regulations and facilitate accurate and efficient invoicing processes. Synchronization with accounting system and **enter** dashboard.
- Fund Compilation: Enable the system to receive funds from clients, including provisions for booking interest and returning interest to clients. Ensure accurate tracking and management of financial transactions related to fund compilation.
- Internal Audit
- Streamline processes and maintain compliance with relevant regulations and requirements.
- Integration with other modules (budget, procurement, payroll, etc.)
- Various MIS such as turnover report, profitability report, shortfall of target achievement etc.
- Audit trail and security controls.

b) **Budgeting:** In this module, HSCC should be able to identify the underlying values and factors that affect the spending and identifying savings as well as the development of a spending plan.

Features:

- Budget planning and forecasting
- Variance analysis
- Budget revision and approval workflow
- Integration with accounting system for real-time tracking of expenses
- Automated notifications and alerts for budget variances
- Multi-level budget approval hierarchy
- Budget reporting and analysis
- Historical budget data tracking
- Role-based access control
- Data import/export capabilities

c) **Bill Processing and Tracking System:** This module should allow bills from all departments to be submitted online and presented for approval. Check the status of each bill, (approved, pending, or cancelled).

Features:

- Online bill submission by vendors
- Client billing
- Automated invoice scanning and data extraction
- Workflow-based bill approval process
- Real-time bill tracking and status updates
- Integration with accounting system for payment processing
- Analytics and reporting on bill payment history
- Automatic alerts for pending and overdue bills
- Vendor self-service portal for bill submission and tracking
- Configurable approval rules and workflows
- Uploading of supporting documents
- Check and stop processing of bill if any statutory compliance is lapsed or not performed.
- Audit trail and security controls

- d) **Procurement:** This module must automate the procurement and inventory part of HSCC. The application ought to have three levels of categorization of each item so that it can be distinguished well.

Features:

- Online requisition management
- Vendor management and selection
- Automated purchase order creation and approval
- Goods receipt management
- Purchase order tracking and status updates
- Identify the procurement need
- Develop comprehensive tender documents
- Advertise the tender to potential suppliers
- Receive and manage bids
- Evaluate bids based on predetermined criteria
- Award contracts, including collection of Earnest Money Deposit (EMD)
- Collect security deposit and Performance Bank Guarantee (PBG)
- Establish contract management and monitoring processes
- Maintain a running bill book for accurate payment tracking
- Process expenditure and forward to banking department for payment
- Release funds to contractors based on approved invoices and milestones
- Ensure tax deductions in compliance with relevant regulations
- Generate bank vouchers for contractor payments
- Integration with accounting system for payment processing
- Analytics and reporting on procurement data
- Automatic alerts for low inventory levels
- Vendor self-service portal for bid submissions and RFQ responses
- Configurable approval rules and workflows
- Audit trail and security controls

- e) **Assets & Estate Management:** Asset management would help in maintaining records of all the assets the organization wants to monitor. It shall have details of their service schedules, maintenance records, depreciated value, and schedule for replacement.

Features:

- Fixed asset register- Finance Department
- Fixed asset register- Admin/HRM Department
- Assets tagging and numbering/Unique Id number
- Assets receipt
- Asset acquisition and disposal tracking
- Depreciation calculation and tracking
- Maintenance and repair tracking
- Automated asset verification and reconciliation
- Integration with procurement and accounting systems
- Analytics and reporting on asset data
- Customizable asset categories and attributes
- Role-based access control
- Asset controlling authority
- Asset location and holding personnel
- Audit trail and security controls

- f) **Recruitment:** Manage all aspects of your recruitment process. Publishing job openings, receiving online applications, screen applicants, conduct interviews, award grades, and generate merit list.

Features:

- Job posting and applicant tracking
- Candidate screening and selection
- Automated interview scheduling
- Background verification and reference checks
- Offer letter and contract management
- Onboarding and induction management
- Customizable job descriptions and application forms
- Circular upload
- Integration with payroll and employee establishment modules
- Analytics and reporting on recruitment data
- Role-based access control
- Audit trail and security controls

- g) **Establishment:** Store their demographic details, educational qualifications, details related to increments, promotions, transfers, and benefits of the employees in a completely secure environment.

Features:

- Employee record management
- Employee personal and professional information tracking
- Employee document management
- Family/Nominee Details
- Job and position management
- Salary and compensation management
- Promotion and transfer management
- Benefits and entitlement management
- Vehicle usage tracking and reporting

- Vehicle allocation and booking to employee
- Employee hierarchy and reporting structure management
- Integration with other modules (payroll, leave, etc.)
- Welfare non-profit trust management
- Beneficiary Registration
- Managing welfare programs
- Track and manage services provided to beneficiaries
- Donor management
- Grant/Funding management
- Loan management
- Pension
- Internal Audit
- Analytics and reporting on employee data
- Customizable employee attributes
- Role-based access control
- Audit trail and security controls

h) Payroll: The module takes care of the payroll process, salary generation arrears and other HR activities of the employees.

Features:

- Automated salary calculation and processing
- Employee tax declaration and management
- Tax deduction calculation and deduction, Tax statement in line with format of Form16.
- Deduction and contribution management (e.g., provident fund, health insurance)
- Salary slips and pay statement generation
- Payroll tax reporting and compliance
- Tax filing and compliance management
- Integration with billing and accounts modules
- Integration with other modules (employee establishment, leave, etc.)
- Analytics and reporting on payroll data
- Configurable payroll policies and rules
- Role-based access control
- Employees earning and deduction statement
- Audit trail and security controls

i) PF Management: This module maintains the records related to PF/VPF deductions from the employees' salary. It should also take care of all records related to provident fund like PF number, nominee of an employee, annual interest calculations, loans, and refunds against PF/VPF etc.

Features:

- Employee account creation and management
- Provident fund contribution calculation and deduction
- Interest calculation and credit
- Withdrawal management and processing
- Loan management and processing
- Voluntary PF
- Integration with payroll and accounts modules

- Analytics and reporting on GPF data
 - Customizable PF policies and rules
 - Role-based access control
 - PF summary/statement annually
 - Audit trail and security controls
- j) **Pension Management:** This module should maintain the details of all those employees who are retired from their service.
- k) **Leave Management**
- Leave Type Details
 - Leave Assignment
 - Leave Transactions
 - Holiday List
 - Online Leave apply and Approval
 - Online On duty apply and Approval
 - Leave Encashment
 - Linking with attendance bio metric machine
 - Leave balance
- l) **Vendor Empanelment:**
- Online vendor registration and approval process
 - Vendor categorization and classification
 - Automated vendor performance evaluation
 - Vendor contract and service agreement management
 - Integration with procurement and accounting systems
 - Analytics and reporting on vendor data
 - Customizable vendor categories and evaluation criteria
 - Role-based access control
 - Audit trail and security controls
- m) **Project Management:**
- Project planning and scheduling
 - Task assignment and tracking
 - Time and expense tracking
 - Resource management
 - Project status reporting and analytics
 - Budget tracking and variance analysis
 - Customizable project templates
 - Role-based access control
 - Tendering in case budget is above 10 lakhs
 - Tender notice
 - Pre-bid meeting
 - Bid preparation
 - Bid submission
 - Bid opening
 - Committee creation

- Evaluation and Internal Approval based on the evaluation criteria of technical and financial proposals
 - Approval from client and creation of estimate
 - Implement a project dashboard that reflects checkpoints such as sanctioned cost, MOU signed date, and payment status.
 - Streamline project tracking by providing a user-friendly interface for monitoring project progress, including milestones, tasks, timelines, and budgets.
 - Include communication features for real-time collaboration and sharing of project updates, documents, and data.
 - Incorporate resource management capabilities to efficiently allocate and utilize equipment and materials.
 - Enable analytics features to provide insights into project performance and support data-driven decision-making.
 - Enable Pre-construction approvals in the system
 - Ensure Physical verification and Certificate verification of contractor.
 - Contract execution and monitoring the progress of work.
 - Sample inspection reports
 - Ensure that a project can have multiple contracts, but contractor should be the same
 - Ensure mobile access to project-related data and features for stakeholders to access anytime, anywhere.
 - Project Maintenance plan and Repairs
 - Maintenance Planning: Schedule routine maintenance activities based on requirements.
 - Work Order Management: Generate, assign, and track work orders for maintenance and repairs.
 - Vendor Management: Manage approved vendors and contractors for maintenance services.
 - Service Level Agreements (SLAs): Enforce SLAs for prompt maintenance response.
 - Spare Parts Management: Monitor and track spare parts for repairs.
 - Workforce Allocation: Efficiently assign maintenance staff to projects.
 - Asset History and Documentation: Maintain records of maintenance activities and project documentation.
 - Documentation of the maintenance activities and DLP inspections.
 - Integration with other modules (procurement, payroll, etc.)
 - Audit trail and security controls
- n) **Self Service Portal for Employees:** A dedicated portal for employee should allow them to complete various tasks such as apply for leave, generate salary slips, apply for loans, and buy insurance.
- o) **RTI Cell Management:** This module should cover the entire RTI process starting from the Online submission of application by citizen & response to such query by concerned department, online processing of requested application, Forwarding of application to appropriate department, auto escalation of application through defined escalation process.

Features:

- Real-time information of RTI/first appeal management and reporting
- Automated data capture and validation
- Integration with other modules (payroll, accounts, procurement, etc.)
- Analytics and reporting on RTI data
- Customizable RTI categories and attributes
- Role-based access control

- Audit trail and security controls

p) Appraisal:

- Performance appraisal form design and customization
- Appraisal scheduling and reminder management
- Automated appraisal scoring and feedback
- Appraisal report and performance dashboard generation
- Integration with employee establishment module
- Analytics and reporting on appraisal data
- Customizable appraisal criteria and rating scales
- Role-based access control
- Audit trail and security controls

q) Legal Cell Management: The module should greatly reduce the administrative effort that is spent in keeping track of legal matters. Get access to all information related to any legal case, lawyer and court details, case registration details, hearing schedules etc.

Features:

- Legal case management and tracking
- Document management and version control
- Automated case status updates and reminders
- Integration with other modules (project management, procurement, etc.)
- Analytics and reporting on legal data
- Customizable case categories and attributes
- Role-based access control
- Audit trail and security controls

r) Business Intelligence and Analytics: Turning data into actionable information. Like any other organization, HSCC has vast repositories of data that needs to be made sense of. Data analytics solution required to provide invaluable insights into the day-to-day performance.

1.4. Mobile Application Design, Development, and implementation

Bidder must Design, develop, and implement mobile application for various ERP stakeholders as per HSCC’s requirement.

1.5. Infrastructure & Cloud Services

Bidder should ensure that the following points are adhered by the Cloud Service Provider (CSP) selected by the Bidder for providing cloud services to the Purchaser: Cloud hosting of solutions should be secure, reliable, robust etc. and must be in India and MeITY approved.

1.6. Manpower

Sr. No.	Manpower	Minimum Qualification	Deployment Duration
1	Project Manager	<ul style="list-style-type: none"> • Minimum Education: MBA & B. Tech/B. E. • Total Experience: At least 10 years • Prior project management experience of at least 5 years of handling similar projects 	As per the contract agreement.

2	Solution Architect	<ul style="list-style-type: none"> • Minimum Education: MBA & B. Tech/B. E. (IT or CS). • Total Experience: At least 8 years • Prior experience of at least 5 years in ERP Application Development 	As per the contract agreement.
3	Business Analyst	<ul style="list-style-type: none"> • Minimum Education: MBA & B. Tech/B. E. (IT or CS). • Total Experience: At least 5 years • Prior experience of at least 5 years in proposed solution. 	As per the contract agreement.
4	Software Developer	<ul style="list-style-type: none"> • BE/ B.Tech. / MCA/ M. Tech. or equivalent • Engineering Graduate/ Postgraduate with certification or specialization in domain areas • Minimum 3 years' experience in software development of e-Governance projects 	As per the contract agreement.
5	Handholding Personnel	<ul style="list-style-type: none"> • B. Tech/BE (IT or CS) • Total Experience: At least 3 years • At least 2 years of experience in support role for an IT project • Experience in IT infrastructure management, troubleshooting, software applications support etc. 	As per the contract agreement.

1.7. Compliance with e-Governance Standards

1.7.1. Single-Sign On

The application should enable single-sign-on so that any user once authenticated and authorized by system is not required to be re-authorized for completing any of the services in the same session. For employees of HSCC the browser-based application accessed on the intranet, through single-sign-on mechanism, will provide access to all the services of HSCC concerned (based on their roles and responsibilities), Help module, basic and advanced reporting etc. Similarly, for external users, based on their profile and registration, the system shall enable single sign on facility to apply for various services, make payments, submit queries/complaints and check status of their applications.

1.7.2. Scalability

One of the fundamental requirements of the proposed application is its scalability. The architecture should be proven to be scalable (cater to increasing load of internal and external users and their transactions) and capable of delivering high performance for at least five years from the date of deployment. In this context, it is required that the application and deployment architecture should provide for Scale-Up and Scale out on the Application and Web Servers, Database Servers, and all other solution components. The scalability is very important, and this aspect should be thoroughly tested before all modules roll out.

1.7.3. Security

The systems implemented for project should be highly secure, considering that it is intended to handle sensitive data relating to the citizens of the state. The overarching security considerations are described below.

- 1) The security services used to protect the solution shall include Identification, Authentication, Access Control, Administration and Audit and support for industry standard protocols.
- 2) The solution shall support advanced user authentication mechanisms including digital certificates and biometric authentication.

- 3) Security design should provide for a well-designed identity management system, security of physical and digital assets, data and network security, backup and recovery and disaster recovery system.
- 4) The solution should provide for maintaining an audit trail of all the transactions and should also ensure the non-repudiation of audit trail without impacting the overall performance of the system.
- 5) The application design and customization should comply with Open Web Application Security Project [OWASP] top 10 principles.

1.8. Proposed Activities for Service Provider

The scope of work of the implementation can be divided into the following heads –

1. Application Development & Implementation

A. Application Development

- a) Development of the Project Implementation plan
- b) Business Requirements and Process Study
- c) Supply, Installation, Configuration & Customization of ERP Solution as per requirement
- d) Application Testing
- e) Quality Review, reporting and approval.
- f) Linkage with existing applications
- g) Project and Product Documentation.
- h) Application ATP (Acceptance Test Procedure)/UAT (user Acceptance Test)
- i) Developing and designing of Operational Handbook for each module and sub-modules.

B. Training and Capacity Building

- a) Training and Capacity Building requirement
- b) Imparting of regular refresher trainings

C. User Support and Maintenance of the Integrated ERP application

- a) Application monitoring and Compliance to Service Level Agreements
- b) Application support including modifications and integration with future systems.
- c) Bugs/Fixes Management
- d) Software Change and Version Control
- e) Maintenance of Configuration Information & System documentation

D. Operations and Maintenance

- a) Help Desk Services
- b) Monitoring, Administration & Management Services
- c) Backup, Restore and Archival Services
- d) User Administration
- e) Security Administration
- f) Warranty, ATS and Annual Maintenance Contract

1.9. User Support and Maintenance of the Integrated IT application

1.9.1. Application monitoring and Compliance to Service Level Agreements

It is the responsibility of the Bidders to:

- Monitor HSCC's ERP application on a day-to-day basis to ensure that it functions reliably.
- Monitor application to ensure that the application does not suspend, hang etc.
- Monitor components, including but not limited to, Applications, Webs, Middleware, and others on an ongoing basis to ensure smooth functioning of the applications.
- The Bidders shall ensure compliance to uptime and performance requirements of ERP solution as indicated in the SLA and any major changes to the software shall be planned accordingly by the Bidders for ensuring the SLA requirements.

- Ensure the accuracy and timeliness of data uploaded as received.
- Resolve and report the data discrepancies to the designated HSCC persons.

1.9.2. Application support including modifications and integration with future systems as per agreed change request efforts

The scope of Bidders covers the following activities:

- Enhancement/modifications with respect to new/enhanced/enriched functionality
- Ensure the desired functioning of the Interface/integration
- Test scripts preparation and interim application testing
- Application installation and testing whenever required
- Modification/development of reports
- Provide technical support on system parameters and requirement for HSCC’s Enterprise Applications Software
- Manage the database administration according to the agreed standards.
- Present relevant information and training if applicable and necessary regarding the use and functions of new products and services to a defined number of relevant Users designated by HSCC.
- Provide handholding support to end users in carrying out the business process transactions.

1.9.3. Integration with Payment Gateway, SMS & existing e-Office

- Integration with payment gateway for online payments
- Integration with SMS and for notification and communication
- Integration with existing e-Office system
- Automated payment confirmation and reconciliation
- Customizable payment and notification templates
- Role-based access control
- Audit trail and security controls

1.9.4. Bugs/Fixes Management

Bugs or Fixes Management is an important activity and based on the severity level, it becomes highly critical. As the parties involved are Users/functional team members of HSCC, Application providers and Bidders, SLAs may not be directly defined. Bidders commit involvement in resolution on ‘best of efforts’ basis as per requirements. Following are the steps involved:

- Problem definition
- Context definition (through functional teams as per requirements)
- Request Analysis by Bidders
- Priority Categorization

The Bidders shall be responsible for the following:

- Updating all available patch/updates to the ERP solution.
- Providing handholding support to end users.
- Timely logging of Bugs/Problems

SLA for Bug Fixing: -

Defect Assignment	Definition	Incident Management	Defect Management
Severity 1:	The system is out of service or unavailable for all users	Response Time:	Workaround/Patch:

Critical	Or	30 minutes during working hours	5 working days
	The performance of the system is unacceptable for all users	Recovery:	Permanent Fix:
		2 working hours	Next software release
		Updates:	Updates:
		Every 1 hour	Estimated time of workaround provided within 1 working day
Severity 2:	Major components or core functionality of the system are unavailable or not usable for some users	Response Time:	Workaround / Patch:
Major	Or	1 hour during working hours	5 working days
	The system is unavailable for one or more users	Recovery:	Permanent Fix:
	Or	4 working hours	Next software release
	The performance of the system is unacceptable for one or more users	Updates:	Updates:
		Every 4 hours	Estimated time of workaround provided within 1 working day
Severity 3:	Major components or core functionality of the system are working imperfectly in one or more of its commonly used scenarios(s)	Response Time:	Workaround / Patch:
Normal	Or	1 working day	N/A
	A non-core function or feature is not usable or does not work in one or more of its commonly used scenarios(s)	Recovery:	Permanent Fix:
	Or	2 working days (if feasible)	Next software release
	Most users complain about a defect that would otherwise be classified as Minor or Trivial	Updates:	Updates:
		N/A	Defect report upon request

Severity 4:	A core function or feature is failing in rare or difficult to reproduce scenarios	Response Time:	Workaround / Patch:
Minor	Or	5 working days	N/A
	A non-core function or feature is working imperfectly in one of its commonly used scenarios	Recovery:	Permanent Fix:
		N/A	May be resolved in next software release
		Updates:	Updates:
		N/A	Defect report upon request
Severity 5:	A feature is working, but not as preferred or expected and with no real detriment to system functionality	Response Time:	Workaround / Patch:
Trivial		5 working days	N/A
		Recovery:	Permanent Fix:
		N/A	May not be resolved
		Updates:	Updates:
		N/A	Defect report upon request

1.10. Software Change and Version Control

The Bidders shall define the Software Capacity Building & Version control process.

- The Bidders shall maintain version control and configuration information for any system documentation and application software.
- Any changes/customizations which was not recorded in agreed SRS and performed/ identified after “Final Go-Live” are to be considered as separate Change Requests and hence are to be carried out by the Bidders at extra cost (agreed man month efforts).
- However, any such requirement mentioned in the approved SRS or included in the To-be functional solution will be done at no extra cost.
- All Change Requests submitted by the Bidders will contain an effort estimate, which would be discussed with and approved by HSCC. HSCC may ask the Bidders to provide justification using standard methodology likes Function Point Analysis or any similar method.
- All changes during the stabilization or support & maintenance phase shall be subjected to the comprehensive & integrated testing by the Bidders to ensure that the changes implemented in the system meets the desired and specified requirements of HSCC and doesn’t impact any other function of the system.
- Troubleshoot all possible problems, monitor erratic behaviour through the Application Logs.
- All planned changes to application systems shall be coordinated within established Change Control processes to ensure that:
 - Appropriate communication on change required has taken place.
 - Proper approvals have been received.
 - Schedules have been adjusted to minimize impact on the production environment.
- For any changes to the software, Bidders shall submit a document indicating proposed changes, impact to the system in terms of functional outcomes/additional features added to the system etc.

- The Bidders is required to obtain approval from HSCC for all the proposed changes before implementation of the same into production environment and such documentation is subject to review at the end of each quarter of operations & maintenance support.
- The Bidders is required to keep all such documentation up to date to reflect the latest enhancements/modifications made to the application. All documentation should be prepared as per latest industry standards and should incorporate necessary version control mechanism.

1.11. Maintenance of Configuration Information & System documentation

The Bidders will provide detailed final system documentation for reference to HSCC. Bidders shall prepare the final User Manuals incorporating details of all menus and functionality provided by the System.

1.12. Warranty, ATS and Annual Maintenance Contract

Bidders shall provide warranty, ATS, and maintain the software for the entire solution provided to HSCC. As part of the transition exercise for the support services the Bidders is expected to develop a work plan for the knowledge sharing as per scope defined in this bidding document for use in future phases of the project. The services covered under post implementation support include: -

- Comprehensive Warranty for two years from the date of Go-Live.
- Comprehensive AMC/ATS services from the date of completion of Warranty on all the licensed software
- Helpdesk Support services for three years from the date of Final Go-Live
- Software maintenance and support services for three years.

1.12.1. Training

The successful bidder must provide the training and online help pages for all the official users of the HSCC.

Every user group would have a separate Pre and Post Implementation Training. The Training program would be split into a series of sessions for different user groups and across functional areas of the system.

The implementation agency shall be responsible for the following activities as part of the End User and Train the Trainer Training:

- a) Develop overall training plan including formation of user groups and classifications.
- b) Develop Location-Wise Training Schedule, Curriculum, and Training Material for Department Staff
- c) Deliver training to end users including carrying out the training effectiveness evaluation.

1.12.2. On-Site Support

The Bidder shall provide On-site resource deployment plan for the proper functioning of the ERP for the HSCC.

1.13. Technical Requirements

The successful bidder shall be responsible to adhere to all the technical requirements as mentioned in this section below.

- a) The solution should be a web-based application based on multi-tier architecture.
- b) The system's development environment and databases should not restrict the concerned department from using the application or data in any future applications.
- c) The application should be interoperable, portable, and scalable towards applications, services, interfaces, data formats and protocols.
- d) The solution should be browser independent.

- e) The portal shall be accessible through mobile and other handheld devices like Pad/iPad, tablets etc. and the pages shall adjust suitably as per the device.

1.14. Security Requirements

The successful bidder needs to provide details of the solution design that would enable them to meet the below mentioned security requirements. The application must comply with OWASP top 10 vulnerabilities.

1.15. Hosting and Maintenance

- a) It is the responsibility of the bidder to host the solution at one of the secured Data Centre/Cloud Services.
- b) It should be noted that the bidder is expected to bear the costs for hosting the application as per HSCC requirements.
- c) All the data created/captured under this project shall be the property of the HSCC.
- d) The bidder should adhere and comply with all related Government policies with regards to hosting, released from time to time.
- e) Data backup and disaster recovery planning
- f) Security and compliance management
- g) Integration with other modules (accounts, procurement, etc.)
- h) Customizable hosting plan and service level agreement
- i) Role-based access control
- j) Audit trail and security controls
- k) MeITY approved Cloud, Serves should be hosted in India.

Milestone No.	Milestone Name	Activity to be completed
1	Project Plan	Survey, Submission of overall project plan <ul style="list-style-type: none"> - ERP - mobile application designing & development plan, - data collection, gap analysis, customization, testing, training & implementation plan in phases, - post Go-Live operation & maintenance plan etc. - Plan for User acceptance testing (UAT) of the ERP, Mobile Applications.
2	SRS, Customization & UAT Stage	System Requirement Specifications (SRS) study for ERP, Mobile Applications. Customization of ERP, Mobile Applications, as per inputs from HSCC during the SRS/Gap Analysis. Submission of SRS.
3	Data Migration	Migration of data into the ERP System.
4	Development Training, FAT	Development of ERP, Training of users & Final Acceptance Test (FAT).
5	Documentation, Security Audit &	Documentation of the project.

	Handing over	Security Audit of the customized ERP Software Application. Handing over.
6	Operation & Maintenance Stage	Commencement of Operation & Maintenance for Five (05) Years. Deployment of Manpower as per the requirements of HSCC.

Payment Schedule

Sr. No.	Description	Payment (%) of order value
1	System Study, Submission & approval of SRS.	15% of development and implementation charges
2	Design, Development, Deployment, customization, testing (UAT and FAT) implementation of Application on Server including data migration & RDBMS.	45% of development and implementation charges
4	Security Audit and Go-Live Certificate	15% of development and implementation charges
5	After completion of 1 st year support	15% of development and implementation charges
6	After completion of 2 nd year support	10% of development and implementation charges
7	Payment of web hosting to be done yearly.	100% payment in advance at the starting of each year
8	Annual maintenance charges (AMC) (after warranty period-From 2 nd year onwards i.e. 3 rd , 4 th and 5 th year)	Payment of AMC charges to be paid yearly at the end of each year from the date of completion of the warranty subject to satisfactory services rendered as specified in the bid document and the resultant contract as per the rates quoted in the price schedule.
9	Payment of digitization and manpower is to be done monthly at the end of each month.	As per actual work done of digitization and deployment of manpower.

- I. Any increase/decrease in the rates of taxes, duties, charges, and levies later and during the tenure of the bid/project will be to the account of the Department.
- II. Any monetary figure in decimal shall be rounded off to the nearest INR.
- III. All payments would be subject to withholdings, if any, due to contract and performance criteria besides other statutory withholdings.
- IV. The payment for each line item other than Application software-ERP (Sno 1 of financial bid) shall be on completion of the respective job/milestone.
- V. Manpower cost shall be paid monthly as indicated.

Instructions To Bidder

1.0 Introduction

- 1.1 The firms are invited to submit a Technical bid together with a financial bid. The tender will be the basis for technical discussions/negotiations if required and ultimately for a signed Contract with the selected firms.
- 1.2 Firms should familiarize themselves with the requirements and take them into account in preparing their Proposals. To obtain first-hand information on the assignment, firms are desired to visit the HSCC office before submitting a proposal. Firms or his authorized representative should contact the following regarding site specific information and visit enquiry.

Contact :

Address :

Facsimile:

Phone No :

Mobile :

- 1.3 HSCC will provide the inputs to the firm, if available. However, HSCC does not assume any Responsibility for any loss or financial damages on account of use of such information by firm are advised to collect their own information for preparation, submission of bids & execution of services after award of work.
- 1.4 Firms shall bear all costs associated with the preparation and submission of their proposals and contract negotiation, site visits etc. HSCC is not bound to accept any proposal, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the firms.

1.5 Conflict of Interest

- 1.5.1 HSCCs policy requires that firms provide professional, objective, and impartial advice and at all times hold HSCC’s interests paramount, strictly avoid conflicts with other assignments or their own corporate interests and act without any consideration for future work.
- 1.5.2 (i) Without limitation on the generality of the foregoing, Consultants, and any of their affiliates, shall be considered to have a conflict of interest and shall not be recruited, under any of the circumstances set forth below:

Conflicting assignments

- (ii) A Firms (including its Personnel) or any of its affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the Consultant to be executed for the same or for another Employer.

Conflicting relationship

- (iii) A Firms (including its Personnel) that has a business or family relationship with a member of HSCC’s staff who is directly or indirectly involved in any part of (a) the preparation of the Terms of Reference of the assignment, (b) the selection process for such assignment, or (c) supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from

this relationship has been resolved in a manner acceptable to HSCC throughout the selection process and the execution of the Contract.

- 1.5.3 Firms have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of HSCC, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the Firms or the termination of its Contract any time, throughout currency of the work.
- 1.5.4 No agency of current employees of HSCC shall work in firm. Recruiting former employees of HSCC to work is acceptable provided no conflict of interest exists.

1.6 **Fraud and Corruption**

1.6.1 HSCC requires that the firm participating in selection process adhere to the highest ethical standards, both during the selection process and throughout the execution of a contract. In pursuance of this policy, HSCC:

- (a) Defines, for the purpose of this paragraph, the terms set forth below:
 - (i) “corrupt practice” means the offering, promising, giving, receiving, or soliciting, directly or indirectly, of anything of value which he is not legally entitled to, to influence the action of a public official in the selection process or in contract execution;
 - (ii) “fraudulent practice” means a wilful misrepresentation or omission of facts or submission of fake/forged Documents in order to influence a selection process or the execution of a contract;
 - (iii) “collusive practices” means a scheme or arrangement whether formal or informal, between two or more consultants with or without the knowledge of HSCC, designed to establish prices at artificial, non-competitive levels, submission or non-submission of Bids;
 - (iv) “Coercive practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract.
- (b) will reject a proposal for award if it determines that the firm recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the contract in question; and
- (c) will sanction a firm, including declaring the firm ineligible, either indefinitely or for a stated period of time, for award of a contract if at any time determines that the firm in competing for, or in executing a contract.

1.7 The firm should be aware of the provisions on fraud and corruption stated in the specific clauses in the General Conditions of Contract.

1.8 **Only One Proposal**

The firm shall only submit one proposal. If a firm submits or participates in more than one proposal, such proposals shall be disqualified. However, this does not limit the participation of the same Sub-Consultant, including individual experts, to more than one proposal.

1.9 **Proposal Validity**

The Firms tender must remain valid for 180 days after the last date fixed for submission of tender including the extension(s) given, if any.

2.0 **Clarifications and Amendment of Bid Documents**

At any time before the submission of tender, HSCC may modify/ amend the bid document and extend the last date of submission/ opening of the tender by issuing a corrigendum/addendum.

Any Corrigendum/Addendum thus issued shall form part of tender document and shall be posted only on website <https://hsc.enivida.com> and www.eprocure.gov.in and the Consultants are thus advised to update their information by using said website. To give the firm reasonable time to take an amendment into account in their bids and on account of any other reasonable circumstances, HSCC may at its discretion, extend the deadline for the submission/ opening of the tender.

3.0 **Preparation of Bid Proposal**

3.1 In preparing their tender, firms are expected to examine in detail the tender document. The tender shall contain technical & financial Bids.

3.2 The bid proposals, all related correspondence exchanged by the firms & HSCC and the contract to be signed with the winning firm shall be written in the English language

3.3 **Technical Bid Proposal**

- a) The Technical bid shall not include any financial information. A Technical bid containing financial information shall be declared non responsive / invalid.
- b) The Technical bid may be declared non responsive / invalid, if the bid is not accompanied by the requisite documents as stipulated in tender document.

3.4 **Financial bid Proposals**

The Financial bid shall not include any commercial or technical condition / information.

4.0 **Submission, Receipt and Opening of bids**

4.1 The original bids (Technical bid and Financial bid) shall contain no interlineations or overwriting, except as necessary to correct errors made by the firm themselves. The person who signed tender documents must initial such corrections. Letter for acceptance of tender condition should be submitted in the prescribed format.

4.2 An authorized representative of the firm shall sign the Technical & Financial bids. The authorization shall be in the form of a legally enforceable written power of attorney executed on non-judicial stamp paper of appropriate value duly notarized and shall be submitted along with bid.

4.3 HSCC shall open the Technical bid after the deadline for the submission of original in hard form as per NIT. The Financial bid shall remain securely stored.

4.4 The evaluation of bids shall be done as described in this document for tenders invited on Quality and Cost based System.

5.0 **Confidentiality**

Information relating to evaluation of tenders and recommendations concerning awards shall not be disclosed to the firm who submitted the tender or to other persons not officially concerned with the process, until the publication of the award of Contract. The undue use by any Consultant of confidential information related to the process may result in the rejection of its tender and may be debarred from participating in future tenders.

6.0 Bids from firm against whom action to suspend business dealings has been taken by HSCC or any of its subsidiaries shall not be accepted for any future enquiry/ bid/ tender till the expiry of period of debarment. Bidders may refer to the 'Guidelines on Suspension of Business' on HSCC's website.

Conditions Of Contract

1. **Definitions**

For the purpose of the agreement, the following words and expressions shall have the meaning hereby assigned to them except where the context otherwise requires:

- a) **Approved** means approved by HSCC's Engineer-in-Charge in writing including subsequent confirmation of previous approval and 'Approval' means approval by HSCC's Engineer-in-Charge in writing as above said.
- b) **Applicable Law** means the laws and any other instruments having the force of law in India.
- c) **Firms** mean any private or public entity that will provide the Services to HSCC under the Contract.
- d) **Contract** means the documents forming the tender and acceptance thereof and the formal agreement executed between HSCC and the firm, together with the documents referred to therein including these conditions, the scope of work, and instructions issued from time to time by the Engineer-in-Charge and all these documents taken together, shall be deemed to form one contract and shall be complementary to one another.
- e) **Engineer-in-Charge** means the Engineer of HSCC, the name of whom is intimated through letter of award, or his representative as may be duly appointed and authorized in writing by him to act as "Engineer-in-charge" on his behalf for the purpose of the contract, to perform the duty set forth in this condition of contracts and other contract documents.
- f) **Estimated Cost** means estimated cost put to tender for inviting financial bid from the firm for subject work.
- g) **In writing** means communicated in written form with proof of receipt.
- h) **Language** means all documents and correspondence in respect of this contract shall be in English Language.
- i) **Letter of Award (LOA)/Letter of Intent (LOI)** shall mean HSCC's letter or notification conveying his acceptance of the tender subject to such conditions as may have been stated therein.
- j) **Month** means English Calendar month 'Day' means a Calendar day of 24 Hrs each.
- k) **HSCC** shall mean HSCC (India) Limited, a company registered under the Indian Company Act 1956, with its registered office at E-6 A, Sector-1 Noida or its Administrative officers or its engineer or other employees authorized to deal with any matter with which these persons are concerned on its behalf.
- l) **Writing** means any manuscript typed written or printed statement under or over signature and/or seal as the case may be.

- m) Words imparting the singular meaning only also include the plurals and vice versa where the context requires. Words importing persons or parties shall include firms and corporations and organizations having legal capacities.
- n) The headings in the clauses/conditions of contract are for convenience only and shall not be used for interpretation of the clause/ condition.

2. **Performance Security/ Guarantee**

- i) Successful bidder will be required to submit an irrevocable Performance Bank Guarantee of 10% of the contract value.
- ii) For the due performance of the contract in accordance with the terms and conditions specified, the firm shall on the day or before signing the contract which shall not be later than 45 (Forty five) days of the issue of the Letter of Award/ Letter of Intent, furnish performance security / Guarantee on the Performa of HSCC (India) Ltd. from a Nationalized/Scheduled. The Bank Guarantee shall remain valid till stipulated time for 78 Months. The EMD paid by the firm shall be returned to the firm after receipt of Performance Guarantee.
- iii) The Bank Guarantee shall be in favour of HSCC (India) Limited, payable at Noida. The Bank Guarantee should be (in the prescribed format of HSCC) issued from any Nationalized Bank /Scheduled Bank.
- iv) It is expressly understood and agreed that the performance security is intended to secure the performance of entire contract. It is also expressly understood and agreed that the performance security is not to be construed to cover any damages detailed/ stipulated in various clauses in the Contract document.
- v) The performance security will be discharged by HSCC and returned to the firm after successful physical completion of the work.
- vi) HSCC reserve the right of forfeiture of the performance guarantee in additions to other claims and penalties in the event of the firm's failure to fulfil any of the contractual obligations or in the event of termination of contract as per terms and conditions of contract.
- vii) Should the stipulated time for completion of work, for whatever reason be extended, the consultant, shall at his own cost, get the validity period of Bank Guarantee in respect of performance security furnished by him extended and shall furnish the extended / revised Bank Guarantee to HSCC before the expiry date of the Bank Guarantee originally furnished.

3. **Completion period**

- i) The overall completion period for the work from the date of commencement of work shall be mentioned in NIT.
- ii) If at any stage, the Project has been delayed by the acts of Client/funding authorities or by the deployed contractor for the work, nothing extra shall be payable to the firm. However suitable extension of time for completion of work shall be granted accordingly.
- iii) Escalation/Price Variation

No claim / additional fees on account of any price variation/Escalation on whatsoever ground shall be entertained at any stage of works. Quoted fees inclusive of all taxes shall be firm and fixed for entire contract period as well as extended period for completion of the works.

4. Commencement of Work

The commencement of work will be considered from 10th day of issuance of LOA.

5. Compensation for Delay

The time allowed for carrying out the work as specified in clause 3 shall be strictly observed by the firm and shall be deemed to be the essence of the contract on the part of the firm. The work shall throughout, the stipulated period of the contract, be processed with all diligence.

The firm will be required to complete the entire job within stipulated time. In case the firm fails to complete the work within the Contract period or extended period as above owing to reasons attributable to firm, liquidated damages @ 1% per week of the total fees subject to a maximum of 10% of the total fees payable shall be levied on the firm. HSCC shall be entitled to deduct such damages from the dues that may become payable to the firm. If the work is held up at site due to non-availability of specific requirement or details as per mutually agreed schedule penalty, proportionate to the value of the work which is held up, shall be imposed on the consultant.

6. Abandonment of Work

- i) That if the firm abandons the work for any reason whatsoever or become incapacitated from acting as firm as aforesaid, HSCC may make full use of all or any of the source code prepared by the developer and that the firm shall be liable to refund any excess payment paid to them up to that date plus such damages as may be assessed by HSCC.
- ii) If at any time after start of work, the HSCC decides to abandon or reduce the scope of work for any reason whatsoever and hence not required the whole or any part of the works to be carried out, HSCC shall give notice in writing to this effect to the firm and the firm shall have no claim for any payment of compensation, or otherwise whatsoever, on account of any profit or advance which he might have derived from the execution of works in full but which he did not derive in consequence of the foreclosure of the whole or part of the work.

7. Termination

HSCC without any prejudice to its right against the firm in respect of any delay or otherwise or to any claims or damages in respect of any breaches of the contract and without prejudice to any right or remedies under any of the provisions of this contract may terminate the contract by giving one month's notice in writing to the firm and in the event of such termination, the firm shall be liable to refund the excess payment, if any, made to them over and above what is due in terms of this agreement on the date of termination. HSCC may make full use of all or any of the code prepared by the developer.

In case due to any circumstances, HSCC decides to curtail the scope of work or totally abandon the work, the payment to the firm would be made and approved preliminary estimate or estimated cost or awarded cost whichever is less up to the stage of work executed by him immediately before taking such a decision.

8. **Determination or Rescission of Agreement**

HSCC without any prejudice to its right against the firm in respect of any delay by notice in writing absolutely may determine the contract in any of the following cases:

- i. If the firm being a company shall pass a resolution or the court shall make an order that the company shall be wound up or if a receiver or a manager on behalf of the creditor shall be appointed or if circumstances shall arise which entitle the court or creditor to appoint a receiver or a manager which entitles the court to make up a winding order.
- ii. If the firm commit breach of any of the terms of agreement. When the firm have made themselves liable for action under any of the clauses aforesaid, HSCC shall have powers a) to determine or rescind the agreement b) to engage another firm (s) to carry out the balance work at the risk and cost of the firm and debiting the firm (s) the excess amount, if any, so spent.

In case contract of firm is determined, the performance Guarantee and Security Deposit of the firm shall stand forfeited. The decision of HSCC in this regard shall be final and binding on the consultant.

9. **Responsibilities for Accuracy of Project Proposals**

- a. The firm shall be responsible for the accuracy of the technical / financial data collected and the designs and estimates prepared by him as a part of the project. He shall indemnify HSCC against any inaccuracy in the work, which might surface out at the time of ground implementation of the project. In such an eventuality, the firm will be responsible to correct the scope of work including re-investigations etc. as required without any extra cost implication on HSCC.
- b. The firm shall fully indemnify HSCC from and against all claims and proceedings for or on account of any infringement of any patent right, design, trade mark or name or other protected rights in respect of any software/pictures/logo used for or in connection with the work or temporary works.

10. **Force Majeure Clause**

Firm shall be granted extension of the completion date without any financial repercussion to cover the delay caused by the circumstances viz. incidence of war, invasion, revolution, sabotage, work shutdown imposed by Govt. agencies or legislature or other authorities, act of God, epidemics, fires, earth quakes, floods explosions, accidents, sea navigation blockages or any other acts or events whatsoever which are beyond the control of HSCC and which shall directly or indirectly prevent completion of the works within the time specified in the agreement.

11. **Withholding and Lien of Payment**

Whether any claim or claims for payment of money arises out of or under the contract against the firm, HSCC shall be entitled to withhold and also to have a lien to retain in whole or in part, the security deposit, performance guarantee and or to withhold and have a lien to retain in part or in full the payments due to the firm, or any claims of the firm, so as to cover the claimed amount till the claim arising out of or under the contract is determined by the competent court.

12. **Jurisdiction**

The agreement shall be governed by the Indian Law for the time being in force and the Courts in Delhi alone will have jurisdiction to deal with matter arising there from.

13. **General**

1. The scrutiny of the SRS document and designs by HSCC's own supervisory staff, if any, does not absolve the developer of their responsibility under the agreement. The developer shall remain solely responsible for structural soundness of the software and other services for all provisions of the contract so as to satisfy the particular requirement of the Architectural specifications.
2. The firm shall ensure that there is no infringement of any patent or design rights and he shall be fully responsible for consequences/any actions due to any such infringement. Firm shall keep HSCC indemnified all the times and shall bear the losses suffered by HSCC in this regard.
3. The source code/software shall be the property of HSCC. The name and logo of HSCC shall be predominantly displayed on all the software and documents. The firm shall not put firms name on any of the documents/drawings/software on the document.
4. The consultant shall be required to sign an Agreement with HSCC within 30-days of the receipt of LOA based on these terms & conditions.
5. Recovery/Penalties can be recovered from the consultancy fee/EMD/BG of the other works that the consultant is doing or would be doing for HSCC at that time.

14. **Foreclosure of Contract by HSCC**

If at any time after the commencement of the work HSCC shall for any reason whatsoever if required to foreclose the work or is not require the whole work thereof as specified in the tender to be carried out, the Engineer-in-Charge shall give notice in writing of the fact to the firm, who shall have no claim to any payment of compensation whatsoever on account of any profit or advantage which he might have derived from the work in full, but which he did not derive in consequence of the foreclosure of the whole or part of the works.

15. **Suspension Of Works**

- (a) The firm shall, on receipt of the order in writing of the Engineer-in-charge, suspend the progress of the works or any part thereof for such time and in such manner as the Engineer-in-charge may consider necessary for any of the following reasons:
 - i) On account of any default on part of the firm, or
 - ii) For proper execution of the works or part thereof for reason other than the default of the firm, or
 - iii) If the work is partly or fully abandoned/suspended by HSCC for any reasons

The firm shall, during such suspension, properly protect and secure the works to the extent necessary and carry out the instructions given in that behalf by the Engineer-in-charge.

- (b) If the suspension is ordered for reasons (ii) and (iii) in sub-Para (a) above.

- i) The consultant shall be entitled to an extension of the time equal to the period of every such suspension plus 25%. No adjustment of contract price will be allowed for reasons of such suspension.
- ii) In the event of the consultant treating the suspension as an abandonment of the Contract by HSCC, he shall have no claim to payment of any compensation on account of any profit or advantage which he may have derived from the work in full or part.

16. **Manpower**

1. Agency have to deploy the manpower mentioned in BOQ at HSCC office i.e. E-6 A, Sector-1, Noida.
2. It shall be the responsibility of agency to pay minimum wages to the staff as applicable/ revised time to time during the tenure of the contract (Central or State Govt minimum wages whichever is higher) .

However, any increase or decrease in applicable minimum wages by the Government during the tenure of the project shall be reimbursed/ deducted with/ from the monthly bills of the agency based on the applicability of revised rates and on production of suitable evidences as per the norms.

3. In case the agency fails to abide by any of the conditions of contract a financial penalty per every default as decided by HSCC (I) Ltd. management will be imposed and binding upon agency.
4. The agency shall be responsible for all statutory compliances applicable for this work like EPF, ESIC, Minimum Wages etc. and any other compliance required to execute the subject work. Besides agency will be fully responsible for any of statutory compliances imposed by the Govt. authorities in due course of contract (or even extended period if any) within his quoted rate and nothing extra shall be paid.

Criteria And Evaluation

(For Tenders Invited On Quality And Cost Based System)

The detailed criteria for evaluation of tenders invited on Quality and Cost based system shall be as under:

1.0 Technical Evaluation:

To become eligible for Technical Bid Evaluation, the bidder must meet the Minimum Eligibility Criteria as per NIT. (Only the bids, meeting the minimum eligibility criteria, as per NIT, will be considered for Stage-A & Stage-B evaluation).

1.1 STAGE – A :

Marks system for the evaluation is as under : **(50 Marks)**

#	Criteria	Max Score	Supporting Documents
1.	Years of operation	<ul style="list-style-type: none"> • Above 7 years = 10 marks • From 5 to 7 years = 5 marks 	<ul style="list-style-type: none"> • Proof of Registration/ Certificate of Incorporation of Firm • In case of a company, Registration Certificate issued by Registrar of Companies along with Memorandum of Association (MOA)) be submitted. or in case of another statutory or registered body, certificate of incorporation or registration issued by concerned authority
2.	The bidder should have the following credentials: <ol style="list-style-type: none"> 1) ISO 9001: 2015 2) CMMI Level 5 3) ISO 20000 4) ISO 27001 	<ul style="list-style-type: none"> • All 4 credentials- 10 marks • For 1 Credential- 2.5 Marks 	
3.	Work Experience : Experience of software development work for successfully completed similar works	<ul style="list-style-type: none"> • Minimum Technical Eligibility Criteria as per NIT – 5 marks • Twice the Minimum Technical Eligibility Criteria-10 marks • Thrice the Minimum Technical Eligibility Criteria or more-15 marks 	The bidder should provide completion certificate/performance report as per attached format and Agreement/Work Orders /PO that clearly states the scope of work, date of start, date of actual completion, cost of work on the client's letterhead signed by the issuing authority.

4	<p>Numbers & experience of IT Professionals for the ERP project.</p> <p>1. Project Manager: 1 No. 2. Application Engineers: 2 Nos.</p> <p>(The requirement is indicative and for technical evaluation purpose only. CV of maximum 2 key positions (at least one for each position, viz Project Manager/ Application Engineers will be evaluated for technical evaluation of bids).</p>	<p>List of key persons whose CV and experience would be evaluated needs to be provided.</p> <p>Marks will be awarded on the basis of the period of relevant experience of the proposed Staff.</p> <p>1. Project Manager:</p> <p>(a) 8 years or more – 5 marks (b) 5 years to <8 years – 2.5 mark (c) Less than 5 years - 0 mark</p> <p>2. Application Engineers (For both):</p> <p>(a) 6 years or more- 10 marks (b) 3 years to <6 years-5 mark (c) Less than 3 years - 0 mark (years for the above purpose shall be reckoned as twelve completed months)</p>	<ul style="list-style-type: none"> - CV, latest Salary Slip, Form 16/16A/26AS of persons proposed for the assignment - Copy of the degree, experience certificate - (For Project Manager, Application Engineers – BE/B. Tech/MCA)
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1.2 STAGE-B : Presentation

The tenderers short listed after meeting the minimum eligibility criteria, shall also be invited for participating in the Competition by way of presentation before the Committee constituted for the purpose by HSCC.

The firm shall bring Soft copy of their concept and related details at the time of presentation. The

concept shall incorporate all the parameters as mentioned below under Evaluation Criteria. The time and venue for presentation will be intimated separately.

The committee shall evaluate the presentation on concept and would assign the marks independently and then the assigned marks would be averaged out.

The firm shall have no right to challenge the marks assigned by the committee and, committee shall have no liability to applicant in this regard. No correspondence would be entertained challenging or contesting the marking by the individual member of the committee.

The committee shall evaluate the concept of firm by applying the evaluation criteria, sub-criteria, and point system as stipulated here in under.

Evaluation Criteria of the Presentation

Presentation

50 marks are reserved for the demonstration-cum-presentation that will be performed by shortlisted applicants in front of the evaluation committee.

The presentation is broadly divided into sections & bidder should make separate presentation of the topics mentioned in the table below:-

1. Capability:

Bidder has to demonstrate the capability in deployment and maintenance of ERP successfully running in any part of the world. It is suggested that bidder should choose one best Live ERP/similar nature project.

2. Suitability:

The demonstration should include actual application demo in prototype environment by creating an atmosphere of HSCC's ERP where-in the users are defined along with their roles & access. Prototype demonstration of how users are managed & how complete ERP is managed will have to be demonstrated.

S No.	Category	Marks
1	Understanding of the project requirement and Technical Approach & Methodology	10
2	Work Schedule & Project Plan	5
3	Addressing risks & challenges and Proposed Solutions	10
4	Demonstration of the deployed applications – Capability	10
5	Prototype Demonstration of the proposed applications – Suitability	15
Total		50

The Bids will be evaluated on the flowing parameters for project approach & methodology taking into consideration bidder's response received in Technical Bid and their presentation before the Technical Evaluation Committee (TEC).

The bidders securing 70% & above marks in aggregate in Stage-A & Stage-B combined will qualify for Opening of Financial Bid.

Combined Technical score of Stage-A & Stage-B shall be “St” as under:

St = Total marks of bidder in {Stage-A & Stage-B}

2.0 Financial Evaluation

The Financial bid of those tenderers whose documents are found to be in order and who qualify in Technical evaluation will be opened after the presentation as per notification.

The lowest Financial Bid (**F_m**) will be given a financial score (**S_f**) of 100 points.

The financial scores (**S_f**) of the other Financial Bids will be determined using the following formula:

$$S_f = 100 \times F_m/F$$

In which,

S_f is the financial score,

F_m is the lowest Financial Bid, and

F is the Financial Bid under consideration.

3.0 Final Evaluation of Bid

The final selection shall be based on QCBS i.e Quality and Cost based Selection.

Bids will finally be ranked in accordance with their combined technical (**S_t**) and financial (**S_f**) scores:

$$S = S_t \times T_w + S_f \times F_w$$

Where,

S is the combined score, and

T_w and **F_w** are weights assigned to Technical Bid and Financial Bid that will be 0.70:0.30 respectively.

The bidder achieving the highest combined technical and financial score will be considered to be the successful Applicant and work shall be awarded to the bidder.

Financial Proposal

Name of Agency :

Sr. No.	Item Description	Quantity	Unit	Rate (In Rs.)	Total Amount (In Rs.)
1	Design, Development, Deployment, Customization, Testing, Implementation and training of ERP application software with 2 Year Warranty and support (After Go-Live).	Lumpsum			
2	Hosting of ERP application on data centre/cloud (Per Annum cost for 5 years).	5	Per year		
3	2 nos. of engineer for five years to be deputed at HSCC (per month cost)	120	Man Months		
4	1 no. of Certified data entry operator for one year (per month cost)	12	Man Months		
5	RDBMS & Data Migration support from existing ERP	Lumpsum			
6	Digitalization & Archiving/Scanning of old records (per page A4 size)	100000	Per A4 page		
7	AMC Charges after warranty for 3 rd year (Per annum)	Lumpsum			
8	AMC Charges after warranty for 4 th year (Per annum)	Lumpsum			
9	AMC Charges after warranty for 5 th year (Per annum)	Lumpsum			
Total in Figures					

Signature & Stamp of Tenderers

FORMATS & ANNEXURES

"UNCONDITIONAL LETTER OF ACCEPTANCE OF TENDER CONDITIONS"

From: (To be submitted in ORIGINAL on the letter head of the company by the authorized officer having power of attorney)

To,
HSCC (India) Limited,

Sub: Tender for "Design, Development, Deployment, Customization, Testing, Implementation, Training & Maintenance of Enterprise Resource Planning (ERP) System for HSCC, Noida."

Sir,

- i) This has reference to above referred tender. I/We are pleased to submit our tender for the above work and I/We hereby unconditionally accept the tender conditions and tender documents in its entirety for the above work.
- ii) I/We are eligible to submit the tender for the subject tender and I/We are in possession of all the documents required.
- iii) Should this tender be accepted, I/We agree to abide by and fulfill all terms and conditions referred to above and as contained in tender documents elsewhere and in default thereof, to forfeit and pay HSCC, or its successors or its authorized nominees such sums of money as are stipulated in the notice inviting tenders and tender documents.

Yours faithfully,

(Signature of the tenderer with rubber stamp)

Dated:

AFFIDAVIT

(To be submitted by bidder in ORIGINAL on non-judicial stamp paper of Rs.100/- (Rupees Hundred only) duly attested by Notary Public)

Affidavit of Mr.S/o.....
R/o.....

I, the deponent above named do hereby solemnly affirm and declare as under:

1. That I am the Proprietor/Authorized signatory of M/s Having its Head Office/Regd. Office at
2. That the information/documents/Experience certificates submitted by M/s.....along with the tender for..... (*Name of the work*) To HSCC are genuine and true and nothing has been concealed.
3. I shall have no objection in case HSCC verifies them from issuing authority(ies). I shall also have no objection in providing the original copy of the document(s), in case HSCC demands so for verification.
4. I hereby confirm that in case, any document, information & / or certificate submitted by me found to be incorrect / false / fabricated, HSCC at its discretion may disqualify / reject / terminate the bid/contract and also forfeit the EMD / All dues.
5. I shall have no objection in case HSCC verifies any or all Bank Guarantee(s) under any of the clause(s) of Contract including those issued towards EMD and Performance Guarantee from the Zonal / Branch office of issuing Bank and I/We shall have no right or claim on my submitted EMD before HSCC receives said verification.
6. That the Bank Guarantee issued against the EMD issued by (name and address of the Bank) is genuine and if found at any stage to be incorrect / false / fabricated, HSCC shall reject my bid, cancel pre-qualification and debar me from participating in any future tender for three years.
7. I hereby confirm that our firm /company has not been blacklisted/holiday list/barred/banned from tendering by any government or government agency or public sector undertaking or judicial authority/arbitration body at any time during the last five years ending last day of the month previous to the one in which the tenders are invited.

I hereby confirm that no quality related matter/court case/investigation/arbitration is pending in any project executed by us for any government or government agency or public sector undertaking or Judicial authority/arbitration body except those mentioned in litigation history mentioned at "Annexure-N".

It is also certified that I/We shall be liable to be debarred/ disqualification/ terminated in case any information furnished by me/us is found to be incorrect.

8. The person who has signed the tender documents is our authorized representative. The Company is responsible for all of his acts and omissions in the tender.

I,, the Proprietor / Authorised signatory of M/s..... do hereby confirm that the contents of the above Affidavit are true to my knowledge and nothing has been concealed there from..... and that no part of it is false.

DEPONENT

Verified atthis.....day of

DEPONENT

ATTESTED BY (NOTARY PUBLIC)

FORMAT FOR EMD/ BID SECURITY BANK GUARANTEE

(To cover payment of Bid Security and Conditions of Contract)

(On a stamp paper of appropriate value from any Nationalised Bank or Scheduled Bank)

To
HSCC (India) Limited,
E-6(A), Sector 1,
Noida – 201 301

Dear Sir,

In consideration of your agreeing to accept Bank Guarantee for Rs. (Rupees)in lieu of payment from M/s having its /their registered office at(hereinafter called the Bidder) towards Bid Security in respect of your Tender no. calling for Tender forat and for due fulfilment of the terms and conditions of the said Tender, we hereby undertake and agree to indemnify and keep you indemnified to the extent of Rs (Rupees).

In the event of any loss or damages, costs, charges or expenses caused to or suffered by you by reason of any breach or non-observance on the part of the Bidder of any terms and conditions of the said Tender, we shall on demand and without cavil or argument, and without reference to the Bidder, irrevocably and unconditionally pay you in full satisfaction of your demand the amounts claimed by you, provided that our liability under this guarantee shall not at any time exceed Rs(Rupees).

This guarantee herein contained shall remain in full force and till you finalise the Tender and select the Tender as per your choice and it shall in the event of the said Bidder being selected and entrusted with the said work, continue to be enforceable till the said Bidder executes the Agreement with you and commences the work as stipulated under the terms and conditions of the said Tender have been fully and properly carried out by the said Bidder and accordingly discharges the guarantee.

We also agree that your decision as to whether the Bidder has committed any breach or non-observance of the terms and conditions of the said Tender shall be final and binding on us.

We undertake to pay the Executing Agency any money so demanded by the Executing Agency notwithstanding any dispute or disputes raised by the Contractor(s) in any suit or proceedings pending before any Court or Tribunal relating thereto, our liability under this present being absolute and equivocal.

The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Contractor(s) shall have no claim against us for making such a payment.

This guarantee shall continue to be in full force and effect for a period of 180 (One Hundred Eighty) days from the date of submission of Bid.

Notwithstanding the above limitations, we shall honour and discharge the claims preferred by you within thirty days of expiry of this guarantee.

We shall not revoke this guarantee during its currency except with your previous consent in writing. This guarantee shall not be affected by any change in Constitution of our bank or of the Bidder firm. Your neglect or forbearance in the enforcement of the payment of any money, the payment whereof is intended to be hereby secured or the giving of time for the payment hereto shall in no way relieve us our liability under this guarantee.

Dated this day of

Yours faithfully,

For and on behalf of

The.....Bank.

Signature of authorized bank official

Name:

Designation:

Stamp/Seal of the Bank:

Organization setup of the company

(Details to be furnished in the following format)

S. No.	Name	Designation	Qualification	Professional Experience and details of work carried out	Years with firm	Remarks

Signature of Bidder with Seal

Tender for: -----

**DETAILS OF EXPERIENCE CERTIFICATES FOR THE WORK EXECUTED DURING
LAST 7 YEARS**

(Details to be filled online)

S. N.	Name of work and its location	Name of Client	Date and No. of Completion Certificate	Date of Start	Date of Completion	Cost of the Work on completion	Value of TDS in case of Private Work	Reference and Page No. of Documentary Proof of the detail missing in completion certificate
1.								
2.								
3.								
4.								
5.								
6.								

1. Certified that the Completion Certificates of above works are enclosed with the Tender Documents (As per Performa mentioned at Annexure-F).
2. Details mentioned in the above Form are as per Completion Certificates and have not been presumed.

If any detail is not mentioned in the Work Completion Certificate, documentary proof of detail is to be submitted and uploaded on Tender Website along with the Completion Certificate.

Signature of Bidder with Seal

PERFORMANCE REPORT OF WORKS

REFERRED TO IN “ANNEXURE - E”

01.	Name of Company/ Firm	
02.	Name of work / Project & Location	
03.	Brief Scope of Works & Features	
04.	Agreement/ LOA/ Work Order No.	
05.	Executed Cost/ Completion Cost of Work	
06.	Date of Start / Commencement Date of work	
07.	Actual date of completion	
08.	Performance Report:	
	a) Qualify of work	Outstanding/ Very Good / Good / Poor
	b) Financial soundness	Outstanding/ Very Good / Good / Poor
	c) Technical Proficiency	Outstanding/ Very Good / Good / Poor
	d) Resourcefulness	Outstanding/ Very Good / Good / Poor
	e) General behavior	Outstanding/ Very Good / Good / Poor

Dated : _____

Executive Engineer or Equivalent/

Authorized Signatory with Name & Seal

GST Registration Details

Sr. No.	Consultant / Vender Details	
1	Entity Name	
2	Address (As per registration with GST)	
3	City	
4	Postal Code	
5	Region/ State (Complete state Name)	
6	Permanent Account Number	
7	GSTN/ ARN/ UID/ Provisional ID No. (Copy of Acknowledgement required)	
8	Type of Business (As per registration with GST)	
9	Service Accounting Code/ HSN Code	
10	Contact Person	
11	Phone Number and Mobile Number	
12	E-mail ID	
13	Compliance Rating (If updated by GSTN)	

Signature of Applicant with seal

Format for Power of Attorney for authorized signatory

**(To be submitted by bidder on non-judicial stamp paper of appropriate value
& duly attested by Notary Public)**

FORMAT FOR POWER OF ATTORNEY FOR SIGNING OF PROPOSAL

Know all men by these presents, we (Name of the Tenderer and address of their registered office) do hereby constitute, appoint and authorize Mr / Ms.....(name and residential address of Power of Attorney holder) who is presently employed with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Bid for the Project and submission of all documents and providing information / responses to ____ ____, representing us in all matters before ____ ____, and generally dealing with ____ ____ in all matters in connection with our proposal for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

(Authorized Signatory of bidder)

(GENERAL INFORMATION)

-: Structure & Organization:-

1.	Name of Applicant/Company	
2.	Address for correspondence	
3.	Official e-mail for communication	
4.	Contact Person: Telephone Nos. Fax Nos. Mobile	
5.	Type of Organization: a) An individual b) A proprietary firm c) A firm in partnership (Attach copy of Partnership) d) A Limited Company (Attach copy of Article of Association) e) Any other (mention the type)	
6.	Place and Year of Incorporation	
7.	Name of Directors/ Partners/ Proprietor/ Owner in the organization	
8.	Name(s) and Designation of the persons , who is authorized to deal with HSCC (Attach copy of power of Attorney)	
9.	<u>Bank Details</u> : Name of Applicant/Company Name of Bank : Address of Bank Branch : Account No. :RTGS, IFS Code. : (The bidder shall submit their Bank A/c Cancelled - Cheque copy alongwith this Form-F)	

(Signature of Bidder with Seal)

LITIGATION HISTORY

(On letterhead of the applicant)

Applicants should provide information of litigation history regarding Quality related Matter/ court case/ Investigation/ arbitration is pending in any project executed.

Name of Bidder/ Applicant : M/s							
Year	Name of the work/ Project	Name of the Client, with Address	Title of the court Case/ Arbitration/	Detail of the Court/ Arbitrator	Status Pending/ Decided	Disputed Amount (Current Value, the equivalent) in case of Court Cases/	Actual Awarded Amount (Rs) in decided Court Cases/ arbitration

Authorized Signatory of bidder