# RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation

Surat Municipal Corporation

Invited by

## Surat Smart City Development Limited

115, Smart City Cell, Surat Municipal Corporation,
Muglisara, Main Road, Surat – 395003, Gujarat

**RFP No.: SSCDL-ERP-RFP-01-2018**

**Last date (deadline) for Online Price Bid Submission: 12/07/2018**

**Last date (deadline) for Technical Bid Submission: 17/07/2018**

# DISCLAIMER

This RFP is being issued by the Surat Smart City Development Limited (hereunder called "Authority"/ "SSCDL") for inviting tenders to shortlist qualified system integrator with proven track record of ERP implementation and post implementation support.

It is hereby clarified that this RFP is not an agreement and is not an offer or invitation by Authority to any party hereunder. The purpose of this RFP is to provide the Bidder(s) with information to assist in the formulation of their proposal submission. This RFP document does not purport to contain all the information Bidders may require. This RFP document may not be appropriate for all persons, and it is not possible for Authority to consider particular needs of each Bidder. Each Bidder should conduct its own investigation and analysis, and should check the accuracy, reliability, and completeness of information in this RFP document and obtain independent advice from appropriate sources. Authority and their advisors make no representation or warranty and shall incur no liability Financial or otherwise under any law, statute, rules, or regulations or otherwise as to the accuracy, reliability, or completeness of the RFP document.

The parties to whom this invitation is extended are not mandated under any agreement, made here, to bid. Responding to this invitation will be their sole commercial decision. Such decision will entail risks, responsibilities and rewards as described in this RFP. It is deemed that a party /institution choosing to respond by way of a bid, in general, is accepting them.

Authority may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

The Authority reserves the right not to proceed with the selection process at any stage or to change the process or procedure to be applied in a fair and transparent manner. It also reserves the right to decline to discuss the process further with any party submitting a proposal/Bid. No reimbursement of cost of any type shall be paid to persons, entities submitting a bid/proposal.

SSCDL shall not be responsible for any costs or expenses incurred by the Bidders in connection with the preparation and delivery of bids, including costs and expenses related to visits to the sites. SSCDL reserves the rights to cancel, terminate, change or modify this procurement process and/or requirements of bidding stated in the RFP, without assigning any reason or providing any notice and without accepting any liability for the same.

The Bidders would be selected based on the criteria mentioned in this RFP. Only the Price Proposal of Qualified Bidders as per RFP terms would be opened. The date of opening of Price Proposal will be communicated to qualified bidders later.

# NOTICE INVITING REQUEST FOR PROPOSAL

| | | |
|---|---|---|
| | **Surat Smart City Development Limited (SSCDL)**<br>115, Smart City Cell, Surat Municipal Corporation - Head Quarter, Muglisara, Main Road, Surat - 395003, Gujarat.<br>**Notice Inviting RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation**<br>**[RFP No.: SSCDL-ERP-RFP-01-2018]** | |

This RFP Document is being published by Surat Smart City Development Ltd (SSCDL) for Implementation and post implementation support of Enterprise Resource Planning which is an initiative for serving its citizens in more transparent and efficient manner with optimum utilization of its resources. SSCDL hereby invites Proposals for selection of the system integrator.

| | |
|---|---|
| Bid Fee (Non-refundable) | • Rs. 20,160/- by Demand Draft or Banker's Cheque |
| EMD | • EMD of Rs. 50,00,000 (Rupees Fifty lakhs only) whereby 50% amount shall be in the form of Demand Draft / Banker's Cheque in favour of "Surat Smart City Development Limited", from a list of approved banks as per the format given in this Bid Document, in favour of Surat Smart City Development Ltd. with validity of 180 days from the date of Bid opening. |
| Online Bid Start Date | • 25.06.2018 |
| Pre-bid Conference by Submission of queries by email | • By email to it@suratsmartcity.com on or before 02.07.2018, 16:00 hrs |
| Online Price Bid End Date | • To be submitted online only on https://smc.nprocure.com on or before 11.07.2018 up to 18:00 hrs. |
| Technical Bid Submission (in Hard Copy) along with EMD & Bid fee | • In sealed envelope strictly by RPAD/Postal Speed Post on or before 17.07.2018 up to 18:00 hrs. to the Chief Accounts, Surat Municipal Corporation, Muglisara, Surat – 395003 |
| RFP Document Availability | • https://smc.nprocure.com<br>http://suratsmartcity.com/Tenders |

The right to accept/reject any or all bid(s) received is reserved without assigning any reason thereof.

GM (IT)

Surat Smart City Development Ltd

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# DEFINITIONS

In this RFP, the following word (s), unless repugnant to the context or meaning thereof, shall have the meaning(s) assigned to them herein below:

1. "**SSCDL"** or "**Authority**" means the Surat Smart City Development Limited and shall include its authorized successors and assigns at all times.

2. **"SMC"** means Surat Municipal Corporation.

3. "**Bid/Proposal**" means the proposal submitted by the Bidder(s) in response to this RFP in accordance with the provisions hereof including Technical Proposal and Price Proposal along with all other documents forming part and in support thereof as specified in this RFP.

4. "**Bidder**" means System Integrator along with its consortium partner (if any) responding to the RFP.

5. **"Earnest Money Deposit (EMD)"** means Security furnished by the Bidder.

6. "**Bid Process**" means the process of selection of the Successful Bidder through competitive bidding and includes submission of Proposals, scrutiny and evaluation of such Bids as set forth in the RFP.

7. "**Consortium**" shall mean the group of legally constituted entities, who have come together to participate in captioned project and have agreed to terms and Conditions of Consortium Agreement as specified in this RFP for design, development, integration, implementation, operation, maintenance, and management of Implementation and post implementation support of Enterprise Resource Planning, subject to the terms of this RFP.

8. **"Completion Certificate/GO Live Certificate"** means the certificate issued by the Authority upon successful installation and demonstration of all functionalities as specified in RFP. The Authority shall issue Go Live Certificate separately for each release.

9. "**Deadline for Submission of Bids/ Proposal**" or "**Proposal Due Date/Bid Due Date**" shall mean the last date and time for receipt of Bids as set forth in 'Invitation for Proposal' of this RFP or such other date / time as may be decided by SSCDL in its sole discretion and notified by dissemination of requisite information.

10. **"Implementation and post implementation support of Enterprise Resource Planning"** or "**Project**" refers to the design, development, integration, implementation, operation, maintenance, and management of Implementation and post implementation support of Enterprise Resource Planning and peripheral systems as per the scope defined in the RFP.

11. "**Agreement**" means the legal agreement including, without limitation, any and all Appendix thereto, which will be entered into between SSCDL and the Successful Bidder for design, development, integration, implementation, operation, maintenance, and management of Implementation and post implementation support of Enterprise Resource Planning. The terms of this RFP, along with any subsequent amendments at any stage, shall become part of this Agreement.

12. **"Selected Bidder"** shall mean the Bidder who has emerged as preferred bidder in terms of this RFP and has been issued the Work Order/Letter of Acceptance (LoA) by SSCDL and awarded the work under this RFP.

13. **"Lead Member"** means the consortium member company nominated by all member companies in case of a Consortium participating in and submitting the Bid who shall be responsible for execution of the project and to furnish the Earnest Money Deposit and the Performance Guarantee/ Security Deposit in case of award of the Contract Agreement.

14. **"Letter of Acceptance**" or **"LOA"** means the letter issued by SSCDL to the Successful Bidder to undertake and execute the project in conformity with the terms and conditions (T&C) set forth in the RFP and any subsequent amendments thereof.

15. **"COTS"** means commercially available off-the-shelf software readily deployable with or without configuration, does not involve developing the application from scratch and having multiple implementation agencies.

16. **"Performance Guarantee"** or **"Security Deposit"** shall mean the Bank Guarantee furnished by a successful Bidder for punctual and due performance of its duties as per terms and conditions of this RFP.

17. "**RFP**" or "**Tender**" shall mean this RFP document which comprises of the following sections: Disclaimer, Scope of Work, Instructions to Bidders, Proposal Evaluation, Draft License Agreement, Service Level Agreement, Forms of Bid which include any applicable Appendix thereto.

18. **Technical Proposal Evaluation Criteria** shall have a meaning specified in clause 6.2 of this RFP.

19. **Key Personnel** means the members assigned to this project who will implement the project and form the core team. Certain experienced, professional members who are essential for successful accomplishment of the work to be performed under this contract. The resumes of these personnel will be submitted for evaluation of the proposal and such personnel shall not be removed from the contract work or replaced without compliance.

20. **Transactional Users** for pre-qualification and technical evaluation in section 6 are defined as an individual authorized to use the applicable licensed application programs which are installed on a single server or on multiple servers to perform roles related to operations, system administration/management supported by the licensed Software. It does not include ESS/MSS users.

21. **Corrupt practice** means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Purchaser who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Purchaser, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA/work order or after the execution of the Agreement,

as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of the Purchaser in relation to any matter concerning the Project;

22. **Fraudulent practice** means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process or process after the issue of the LOA/work order or after the execution of the Agreement, as the case may be.

23. **Coercive practice** means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process or process after after the issue of the LOA/work order or after the execution of the Agreement, as the case may be.

24. **Undesirable practice** means (i) establishing contact with any person connected with or employed or engaged by Purchaser with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process or process after the issue of the LOA/work order or after the execution of the Agreement, as the case may be; or (ii) having a Conflict of Interest.

25. **Restrictive practice** means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

Any other term(s), not defined herein above but defined elsewhere in this RFP shall have the meaning(s) ascribed to such term(s) therein and shall be deemed to have been included in this section.

# A. INTRODUCTION AND BACKGROUND

## 1. INTRODUCTION

Surat Municipal Corporation (SMC) has an objective to turn into more efficient and less paper based organization within three years with minimum 85% operations, both citizen-centric as well as inter or intra-departmental operations, being digitized. At the same time, there is a need of organization being able to generate actionable insights from the data already captured or will be captured post digitization with a single aim of serving its citizens in a more transparent and efficient manner with optimum utilization of its resources.

To achieve this and beyond SMC want to implement an Integrated Municipal Operations System or Enterprise Resource Planning (ERP) software. Implementing such a system will also give SMC following benefits:

- Provide an enterprise view of the City's operations with Improved performance and reporting
- Provide data consistency and the ability to access information across SMC from a single data source
- A single point of entry for data by eliminating redundant data entry activities while increasing the quality of data, allowing improved decision-making across departments
- Provide consistent processes across departments with best practices gained from integration of various departments.
- Provide a reliable, sustainable, and well supported system

In order to provide the best of services to the employees and citizens, SMC wants to attract the best of talent from leading organizations who have rich experience in running similar initiatives. The implementation plans hence would be tendered and the party which meets all relevant requirements with the highest score would be awarded the contract. IBM has been chosen as the Project Management Consultant (PMC) by SMC. It would be SMC's discretion to award the contract to the selected bidder. The overall solution will be implemented in phased approach or releases, followed by application maintenance support (AMS) accounting to total project duration of seven years.

The project being awarded to the deserving party would be on a design-build-maintain-transfer model for a period of seven years. SMC reserves the right to perpetuate the operation period beyond seven years as well. The parties who respond to the tender are expected to (but not limited to) manage the entire program end-to-end including Implementation and customization of COTS product(s), develop custom module as required, maintenance and support following ITIL practices, setup and follow IT service delivery processes.

### 1.1 ABOUT SURAT

Located in western part of India in the state of Gujarat, Surat is referred as the silk city and the diamond city. It has the most vibrant present and an equally varied heritage of the past. Surat is also known as economic capital of Gujarat and is having one of the highest growth rates amongst Asian cities. As per the Census 2011, it is the eighth largest city in the country with population of 4.48 million. On the scale of population growth, Surat is the fastest growing city in Asia and holds 4$^{th}$ rank in the world. On the economic front, Surat holds top most position with highest per house-

hold income in the country. Surat City has consistently maintained high GDP growth rate of 12 to 13% and high per capita income.

The economic base of Surat consists of large chemical and petrochemical and natural gas based industries at Hazira established by leading industry houses such as ONGC, Reliance, ESSAR, and Shell. Surat is the biggest center of MMF (man-made fiber) in India. The overall annual turnover is around 5 billion rupees (approximately USD 82 million). There are over 800 cloth wholesalers in Surat. Surat produces 9 million meters of fabric annually, which accounts for 60% of the total polyester cloth production in India. Textile and apparel industries offer major employment in this region. Surat region is a hub of diamond cutting and polishing industries. The city accounts for 90% of world and 99.9% of India's total rough diamond cutting and polishing. It also accounts for 90% of India's total diamond export.

Surat has practically zero percent unemployment rate and jobs are easier to get here due to very fast development of various industries in and around Surat City. Surat continues to be a favorite place for job seekers as people from all around the country flock in for business and jobs

Surat has also been selected as one of twenty Indian cities (in the first round of selection) to be developed as a smart city under Smart Cities Mission.

## 1.2 ABOUT SURAT MUNICIPAL CORPORATION

Surat Municipal Corporation is a local self-government which has come into being under the Bombay Provincial Municipal Act, 1949. It carries out all the obligatory functions and discretionary functions entrusted by the BPMC Act, 1949. It became one of the first municipalities of India in 1852 AD, and a municipal corporation in 1966.

To make Surat a dynamic, vibrant, beautiful, self-reliant and sustainable city with all basic amenities, to provide a better quality of life and Surat Municipal Corporation perceives its role as the principal Facilitator through Industrial growth, Trade and commerce, Health Services, Higher Education and Research, Cultural Activities, Sports and Games, Recreation and Entertainment and Active People's Participation and Provider through Potable Water Supply, Underground Sewage system in the whole city, All weather roads, efficient and sustainable Solid Waste Management, Health coverage to all, focused more on the poor, Primary Education to the needy & Library facility to all, Upgrade of the amenities in the existing slums and alternative accommodation, Clean, green and pollution free environment, Places of healthy entertainment and recreation, fire services and efficient Urban Planning and Development to provide a better quality of life.

The administration of SMC with the help of the people and elected members of the city has transformed Surat to one of the cleanest cities of India. SMC has taken all necessary steps to make the city a better place to live with all amenities. SMC has taken up many path breaking initiatives and these efforts have been acknowledged at national and international level.

SMC's commitment to achieve its mission and carry out the above listed functions successfully can be summarized as below:

- Dedication to achieve excellence in providing civic amenities
- Responsive, Modern, Simple, Accountable and Transparent Administration

Surat Municipal Corporation (referred to as SMC henceforth) has harnessed the power of IT before it became ubiquitous and a necessity for organization of its size. SMC is one of the very few local self-governments to adopt computerization in its early phase and initiated its use for better governance.

Over the years, SMC has adopted several initiatives in e-governance. Following are the achievements of SMC in the area of e-Governance:

- 18 functional Civic Centers offering vide range of citizen centric services
- Virtual Civic Center offering host of services through SMC's portal
- Commissioning of information Kiosk for the self-help of the citizens
- Implementation of m-Governance – vaccination alerts to parents on their mobile
- Adoption of e-Tendering Process
- Comprehensive portal with detailed information of departments and online payment facility
- Comprehensive IT application portfolio of over 45 applications. Crucial operations are fully computerized.
- SMC owned Mobile Application which offers information and service on the go.

More Information regarding SMC and the services provided by SMC can be found on SMC's website at www.suratmunicipal.org.

## 1.3 ABOUT SURAT SMART CITY DEVELOPMENT LIMITED (SSCDL)

As per the Government of India's guidelines, Surat Municipal Corporation has formed a separate Special Purpose Vehicle (SPV) as Surat Smart City Development Ltd. (SSCDL) for the implementation of projects under the smart city mission for the city of Surat. This SPV shall carry end to end responsibility for vendor selection, implementation, and operationalization of various smart city projects.

## 1.4 AS-IS SITUATION

Surat Municipal Corporation being an early adopter of digitization amongst all municipal corporations as early as 1979 have been managing its IT applications efficiently. Most of the services of Surat Municipal Corporation are digitized and there are different applications serving different functions of the departments. The applications are developed and managed by Information System Department (ISD) with a manpower based team.

**Citizen Tax Payment & Billing:** Citizens can make payment of the taxes, check balances, and check the status of the transaction using email id/ transaction id/ reference no. The following taxes/charges are paid: Property Tax, Professional Tax, Water Meter Charges, Birth & Death certificate, hall booking payments, etc. This can be done through website, mobile app as well as City Civic Centers.

**Citizen Services & Relationship:** There are certain services that can be requested online namely New Registration for Shop & Establishment license, Hall Booking based on availability, Party Plot booking, apply for new water & drainage connection followed by submission of documents physically at SMC offices amongst others. Once document submitted, status can be checked online. Citizens can give feedback or register complaints with status tracking. There are also e-library services which include new membership registration/ renewal, books catalogue search, book reservation, reissuance of the book.

**Backend applications:** There are more than 60 applications in production use for different functions like Accounts, Central Establishment (HR), Payroll, Budget and budgetary control, Material Management system (Stores), Water meter billing, Property Tax assessment, Project Monitoring system, file tracking, Audit Inward outward and object register, GIS application etc. Most newly built applications are made in ASP.NET using MVC architecture, the older ones were made in VB and VB.NET

But as an early adopter, the associated challenges are also faced.

- The applications were developed from scratch to suit the exact requirements of different SMC departments but overall organization view was not so relevant then. Thus, resulting in multiple fragmented systems
- The benchmarks or best practices were defined only at department/ organization level and no reference from across the globe were available at time of implementation.
- Advantages from a single integrated system are not being fully utilized with lack of enterprise wide view for top management helping in decision making processes.
- The risk associated with obsolete technology across few mission critical functions, amplified with non-Unicode data support in few applications.
- Multiplicity of initiatives and duplication of efforts

Thus, an integrated system for municipal operations is envisaged which will tackle any shortcomings and also utilize the existing assets. The main advocate to go for an ERP implementation rather than investing in upgrading existing systems, integrating with each other, providing paperless interface support, embedding workflow approval mechanism is that these features can be achieved out of the box from leading COTS solution, who have over the time and with experience in implementing such solutions at several other ULBs/ Public Sector or Government bodies have already refined the processes and technology and SMC can take benefit of the same rather than ending up rewriting the same applications that exist without change in the way of functioning.

# 2. SCOPE OF WORK

The proposed ERP implementation and post-implementation support at SMC aims to best utilise latest technology for SMC operations and envisages to take the computerization of the corporation to the next level. It is envisaged to undertake Enterprise Wide Resource Planning approach, enabling SMC to use various data in most optimal way and provide services to citizens in efficient and effective manner.

The Scope of Work will broadly cover the following:

- Planning and Implementation/customization of ERP applications/products/solutions
- Integration of applications/software implemented by SMC for various services on the new ERP platform
- Migration of all data from some of the existing applications (that are being envisaged to be discontinued) to ERP
- Operations and maintenance of the proposed solution for 5 years after Go-Live along with deployment of manpower as necessary
- Deployment and supervision of personnel required for the successful completion of the project
- SITC and maintenance of optimally sized IT infrastructure (Servers, Storage and other DC/DR Components for the ERP Solution)
- Capacity building and training

## 2.1 TO-BE SCENARIO ENVISAGED FOR SMC

To be benefitted from the efficiencies of different departments and to have consistent processes throughout the organization, there is a need to go for an integrated system used across the organization. Also with a vision to move towards less paper function, reduce dependency on file movement and benefit from globally accepted business processes SMC is going for an ERP implementation. ERP will be a critical component of the e-Governance initiative at SMC and shall support various initiatives taken by the Government of India like Digital India, Smart Cities, Open Data, etc. (e.g., online filing, payments, Aadhar enablement etc.). The solution proposed should have capabilities to integrate with such initiatives for which necessary details and APIs will be provided for integration.

Below is the To-Be component architecture for SMC. The applications under ERP system integrator (SI) scope are broadly divided into two categories:

1. ERP Off-The-Shelf Core Modules
2. E-office applications using DMS and BPM

These will be implemented based on best IT processes and supported by productivity tools and integration engine. The high-level scope is marked by "Scope of ERP SI" in the overall component architecture (figure 1). The scope of the system integrator will include Project Preparation, Business blueprint, Realisation, Final Preparation, Go-Live and Hypercare Support, Release Management, L2 & L3 support post implementation.

Proposed COTS software solution shall be available with complete transparency including operation manuals, help documents and source code for customization.

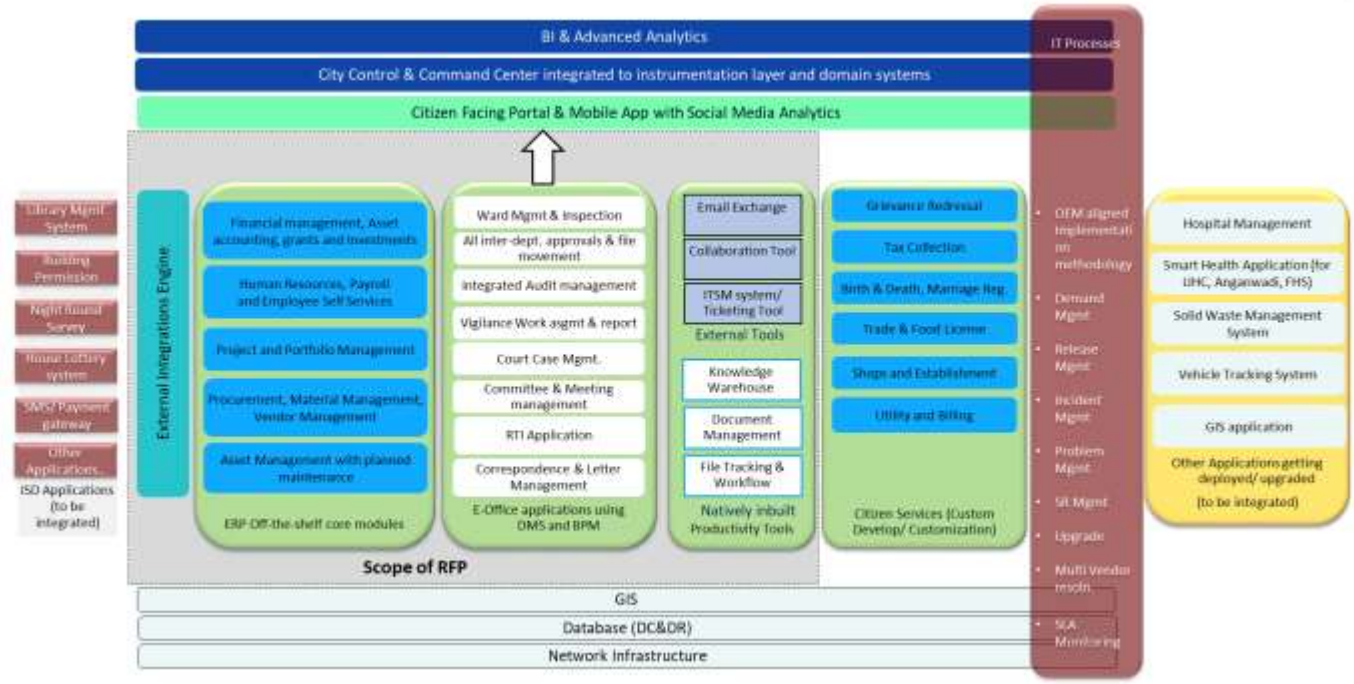


Figure 1- Overall Component Architecture

SSCDL expects to seek proposals from Bidders in relation to the optimal timeline and phasing of these programme milestones.

### 2.1.1 ERP Off-The-shelf core modules

These will become the backbone of organization processes. ERP will aid the flow of internal business processes and allow for communication between departments, its internal functions, and data (cross module & sub-module connectivity). Also, it will give the flexibility to communicate with the outer world/other systems for information and action purpose. ERP will enable all business functions to have end to end tracking and visibility of any Business Process or Business Cycle. **Proposed COTS ERP should support localization features for India taxes and payroll, and provide the legal changes for any statutory requirements as a support package from time to time.** The system should be completely scalable and support large enterprise implementation. Proposed COTS software solution shall also be available with complete transparency including operation manuals, help documents and source code for customization. The following core modules will be in the current scope of the System Integrator:

**a. Financial Management, Asset accounting, Grants & Investments**

The entire Finance & accounts processes need to be mapped with functionality to manage budgets, procurements, receipts, payments, asset accounting, project accounting, employee payments, Taxation & external reporting along with Grant management, fund management and loans management. Completely integrated & unified finance system should work as a single source of truth for all the financial data & reporting.

**b. Human Resource, Payroll & Employee self-service**

The entire hire to retire process needs to be mapped in a single module starting from organization management, personnel management, recruitment & onboarding, performance

goals and training, Payroll and compensation management for employees and pensioners along with employees being able to access own records, view service book online, view payroll details and raise requests for name change, NOC, address change, leaves with necessary workflow approvals. This to include provision for Audit checks of service books/ payroll generation. The total number of employees at SMC are as under:

| **Total Permanent Employees** | **19837** |
|---|---|
| Class – 1 | 192 |
| Class – 2 | 776 |
| Class – 3 | 6584 |
| Class – 4 | 12285 |
| **Pensioner** | **7049** |

Apart from above, SMC also processes the payroll for the following:
- Anganwadi workers – 2788
- Contractual workers – 2838
- Stipend to medical students – 303

**c. Procurement, Material Management & Vendor Management**

Supply Chain Collaboration is very important and it is expected that usage of ERP will make it visible across all the levels. Starting from managing demand, material requirement planning, procurement process, inventory management and vendor management. The advantage of which would be that any material utilized can be backtracked to its origin point of demand raising (department wise/ material wise/ quantity wise), as all the processes will be captured in single ERP System. This would include quality management in procurement, inspection by audit department and capturing the results against master inspection characteristics.

**d. Project & Portfolio Management**

Project management is required by almost all departments of SMC and there is a need to capture all initiatives taken by departments and manage them throughout their lifecycle right from portfolio demand management with quality gate approvals to project tracking, budgeting and measurement of benefits realized. The module needs integration with GIS system giving spatial view of each project by project type, ward, status, budget utilization, etc.

**e. Enterprise Asset Management with Planned Maintenance**

SMC being an asset-intensive organization with assets like bridge, roads, vehicles, street lights, buildings, billboards, and equipment etc., requirement is to describe, display and manage assets with a GIS-based interface. This should enable SMC to monitor what condition its assets are in, identify where there is damage or a defect (using the start point, end point, and offset for linear asset or point position), and manage all types of maintenance tasks (planned, unplanned, and preventive).

The functional requirements of each module and sub-modules are covered in section 2.2.

### 2.1.2 Workflow/ BPM based E-office applications using DMS

Business Process Management/ Workflow based E-office automates and transforms a wide range of administrative processes. It transforms day-to-day government operations like managing end-to-end correspondences, handling queries/RTI, building consolidated knowledge repository, from scheduling meetings to facilitating audits. Government workflows exhibit some unique characteristics; they require high collaboration, adherence to SOPs and routing of documents for approvals. To realize such needs, choosing BPM based E-office should provide Adaptive

workflows, Seamless integration with document management system, Real-time monitoring and file tracking. Concurrent users are estimated to be 500 which are distributed across sub-modules with total number of users 2000.

**a. Field Inspection and Reporting**

The Field Inspection and reporting processes need to be mapped in system with functionality to manage Engineering & Taxation Module. Completely integrated & unified inspection system should work as single source of truth for all inspection reports, survey details and other data directly from the field. This module will need mobile interface for field employees having Engineering module integrated to project and portfolio management module, and Taxation module integrated to revenue tax management module of ERP.

**b. Integrated Audit Management**

Functionalities of objection register, inward-outward file tracking and SPOT team work assignment and reporting will be required from the integrated audit management. The SPOT team will need mobile interface.

**c. Vigilance Work Assignment & Report**

The module to have the ability of daily work assignment and reporting for vigilance employees, report approval workflow, reports and reminders to other department employees with pending queries.

**d. Court Case Management**

The module to have robust task management system wherein Department Heads can route cases and work assigned with a case depending on skill-set, knowledge expertise, bandwidth and team collaboration required. There should be option to assign and track cases based on the type of case and type of court and maintain case status.

**e. Inter-departmental file movement (Inward-Outward)**

Inward-Outward File Management System should provide a unified platform to manage all Government to Citizen (G2C), Government to Business (G2B) and Government to Government (G2G) correspondences. It should transform the day-to-day operations at all levels of administrative hierarchy by automating key stages of correspondence management. Typical government file which includes the reporting section and correspondence section should be part of the system.

Correspondences originating in different forms and from different sources should be captured and converted into electronic files/documents, which are routed to respective departmental officials. All decisions/comments/notes made by the officials are captured in the file and remain intact throughout its lifetime. The correspondences can be archived in a central repository and accessed anytime for making informed decisions. Their tagging ensures real-time tracking and on-demand status reports, thereby ensuring complete accountability.

These file movement include specific files like tender documents consist of RFP, vendor proposal, vendor evaluation report, committee approval, work order/ PO, invoice raised, payment documents etc. which need to be clubbed together as part of one file. Then there are general files like requesting information across departments seeking opinion etc. Required workflows for different type of file movement shall be different. This would need interface with different ERP modules to refer to the details and work on related business processes.

This module should have end-to-end management and tracking of electronic files and correspondence documents, from creation to archival. It shall have a facility to directly capture the physical/hard copy letters received by the department in the system and manage their flow till the same is filed.

**f. Committee & Meeting Management**

The Central office, Secretary Department and others can use Committee & Meeting Management system that should have the capability to constitute the committee with its members and convener details, and capture various details of the committee such as term of reference, tenure, committee members etc. Scheduling meetings of constituted committees and keeping track of decisions taken, distribution of MoM and tracking deadlines on responses.

**g. RTI Application Management**

Module should be able to automatically set a deadline and priority for the timely reply to the applicant as per the RTI Act timelines and provides option for setting deadlines and priority for exceptional cases with capability to delegate responsibilities to an alternate user in the absence of the assigned user.

### 2.1.3 Estimated number of users

| Modules | Estimated number of users |
|---|---|
| Financial Management, Asset accounting, Grants & Investments | 100 |
| Human Resource & Payroll | 100 |
| Procurement, Material Management & Vendor Management | 75 |
| Project & Portfolio Management | 75 |
| Enterprise Asset Management with Planned Maintenance | 50 |
| Employee self-service | 1000 |
| Field Inspection & reporting | 200 |
| Integrated audit management system | 50 |
| Vigilance work assignment & reporting | 30 |
| Court case management | 25 |
| Inter-departmental file movement (Inward-Outward) | 500 |
| Meeting Management | 50 |
| RTI Application Management | 100 |
| IT Service Support Management (ITSSM) | 100 |
| Email & Collaboration Tool | 1000 |

Revenue & Expense of SMC – Available on following link
https://www.suratmunicipal.gov.in/Departments/Accounts/BalanceSheet
Number of citizens availing services on portal – Estimated 1 lakh

## 2.2 MODULE WISE FUNCTIONAL REQUIREMENTS

Below is the indicative functional requirement for each module

| 1. FINANCIAL ACCOUNTING, COSTING, FUNDS & GRANTS | | |
|---|---|---|
| | Sr.No. | **Functionalities** |
| **1.1. Organizational Structure and General Requirements** | | |
| | 1 | Ability to support multiple Entities / Departments / Branches / Offices |
| | 2 | Ability to perform consolidation for all the entities / Departments / Branches / Offices |
| | 3 | Ability to report receipts & payments at various organizational levels |
| | 4 | Ability to generate an output of all accounting entries for a user specified period (daily/weekly/ Monthly etc.). |

| | | |
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| | 5 | System should record the Dates of the event, accounting, preparation of the voucher, authorization of the voucher, changes, if any, reference document, reversal, if any etc. on each voucher |
| | 6 | Ability of system to generate & maintain sequential document numbering based on different business transactions |
| | 7 | Ability of system to integrate with various other modules such as Procurement, Human resources, Projects etc. |
| | 8 | Ability of the system with Interface with various third party softwares / tools & Legacy systems |
| **1.2 General Ledger** | | |
| | 1 | Ability to create & maintain Ledger Account codes |
| | 2 | Ability to segregate ledger accounts such as Receipts, Payments, Asset, Liabilities etc. |
| | 3 | Ability to consolidate information within and across general ledgers for month end reporting purposes |
| | 4 | Ability to integrate G/L, accounts payable, accounts receivable with all the sub-ledgers and synchronize with the G/L in on-line, real-time manner. |
| | 5 | Ability to record and do inter-company / inter-unit accounting for the transactions and report balances.<br>Inter-Company transactions shall include transactions between SMC, Sitilink & SSCDL for grant utilization, vendor invoice payments, payment claims and reimbursements, payments against tripartite agreements, etc |
| | 6 | Ability to support multiple levels of approval for a journal voucher before posting |
| | 7 | Ability to maintain approval hierarchy and competent authority approval before the release of payment above the specified amount through journals. |
| | 8 | Ability to pass the entries in the next period before closing the current period. |
| | 9 | Ability to automatic deduction of TDS or Work contract tax on predefined percentages while passing voucher entry |
| | 10 | Ability to print work contract Tax certificates & TDS / TCS certificates & e-TDS/TCS returns. |
| | 11 | Ability to track period-end provisions by different voucher series, if required. |
| | 12 | Option to automatically reverse all provisions in the next period. |
| | 13 | Ability to view Foreign currency transactions in foreign currency as well as in Indian currency. |
| | 14 | Ability to automatic carry forward of balances for balance sheet accounts during a year-end closing. |
| **1.3 Accounts payable** | | |
| | 1 | Ability to fully integrate the Accounts payables system with other financial sub modules like general ledger, cash book, accounts receivable, fixed asset, purchasing, inventory, projects etc. |
| | 2 | Ability to provide different types of transaction processing like supplier Invoice, Advances, Adjustment JVs, Payments etc. |
| | 3 | Ability of system to support debit/ credit note for Vendors |
| | 4 | Ability to provide for automatic adjustment of invoices / credit notes with prepayments/ debit notes. |
| | 5 | Ability to provide workflow dependent Invoice processing & approvals for Vendor invoices |

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| | 6 | Ability to provide details of discounts offered by vendors |
| | 7 | Ability to scan external documents and link these to the system generated document |
| | 8 | Ability to capture unlimited line items that can be entered in the journal vouchers |
| | 9 | Ability to create Vendor master record along with functionality to capture various mandatory details such as PAN, TIN, Bank Details, GST details, etc. |
| | 10 | Ability to check duplicate master data creation & linkage of other vendor or customer accounts |
| | 11 | Ability to provide options to enter vendor invoices through various options such as Interfaces, Manual Vouchers etc. |
| | 12 | The system should support manual as well as automatic generation of the Debit/Credit notes on the vendor |
| | 13 | Ability of the system to generate ageing analysis for the outstanding invoices |
| | 14 | Ability to reflect invoice wise outstanding for a particular vendor and for group of vendors |
| | 15 | Ability to release part payment against an invoice and balance payment process on a subsequent date |
| | 16 | Ability to make payment on account to a vendor and later link it to vendor specific invoice or invoices received. Ability to mark invoices as running bills or final bill. |
| | 17 | Facilitate of centralized payment for all the purchases made for different projects from the same vendor. |
| | 18 | Ability of system to record deductions from invoices under various accounts like cash discount, rebates, charges etc. |
| | 19 | Ability to block invoices and vendors for payment |
| | 20 | Ability to record details of the associated tax and miscellaneous charges. |
| | 21 | Ability to specify if taxes / charges are to be calculated for each item in the invoice or the entire invoice. |
| | 22 | Ability to record advances against vendor with reference to a general reference or multiple proforma invoices. |
| | 23 | System should support processing of recurring invoices for vendors |
| | 24 | Ability to support multiple approval hierarchy for Payment Processing as per the Delegation of Authority of the organization. |
| | 25 | Ability to advice bank for bank payments through RTGS etc. to vendor accounts and receive confirmation from Bank once the payment is made |
| | 26 | Ability of the system to support In-house check printing or outsourcing the check printing activity to Bank |
| **1.4 Accounts receivable** | | |
| | 1 | Ability of the Accounts receivables system to be fully integrated to the other modules like general ledger, the cash & bank book etc. |
| | 2 | Ability to generate credit/debit notes to customers based on different credit criteria. |
| | 3 | System should support the functionality of maintaining credit limits in both period and value and to stop processing of invoices in case of over dues (either period or amount) |
| | 4 | Ability of system to invoice the customer in currency other than local currency. |

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| | 5 | System should support item based credit and debit notes, Interest Calculation, Fines & charges on Late payments etc. |
| | 6 | Ability of the system to generate an ageing analysis at the overall balance level and also at the individual account level. |
| | 7 | Ability of system to provide for Automatic & manual posting of Debit Notes/Credit Notes to customer accounts |
| | 8 | System should support advance receipts and normal AR receipts |
| **1.5 Cash and Bank Management** | | |
| | 1 | Ability to create following Cash / bank transactions like Cash receipt, Cash Advance, Employee reimbursement, Misc payment, Office expenses etc. |
| | 2 | Facility to maintain petty cash transactions for multiple locations. |
| | 3 | Ability to maintain Cash register and Bank register for selected cash/Bank for user defined period. |
| | 4 | Ability to inter transfer transaction like Cash to Bank, Bank to Cash, Bank to Bank with both side entry confirmation. |
| | 5 | Ability to support for accounting for collections through Collection Management services |
| | 6 | Ability to Control and monitor Earnest Money Deposit/ Bank Guarantee for the various contracts |
| | 7 | Ability to interface with finance module for auto generation of Bank Payment Voucher, Bank Receipt Vouchers, and Journal Vouchers |
| | 8 | Ability to generate a projected monthly cash flow statement |
| | 9 | Ability to generate payment forecast for the specified periods |
| | 10 | Ability to perform automatic bank reconciliation |
| | 11 | Ability to interface with various banks for the purpose of payments & bank reconciliation |
| | 12 | Ability to provide different types of Investments/Borrowings transactions: Loans, Cash Credit, Overdraft, Fund Based Limits, Non-fund based limits (LCs, Bank Guarantees, etc.) |
| | 13 | Consolidated reports on various investment and tracking of overall exposure (borrowings) |
| | 14 | Ability to capture funding requirements for new projects. |
| | 15 | Ability to maintain records of the Bank Guarantees received. |
| | 16 | Ability to maintain Bank Wise / Party wise (by whom / in favour of BG has been issued) |
| **1.6 Taxation** | | |
| | 1 | Ability to maintain various types of taxes requirements such as VAT, CST, Service Tax / (GST provision) or any other tax provision included by Government. |
| | 2 | Ability to maintain the period for which specific tax rate is applicable |
| | 3 | Ability to maintain various tax rates applicable for specified type of tax |
| | 4 | Ability to generate report on various tax paid, in specified formats, if any - with period, amount, item rate. |
| | 5 | Ability to generate tax returns in the format prescribed by the tax authorities |
| | 6 | Ability for generation and reconciliation of TDS certificates (Customers wise/ Monthly / Yearly) |
| | 7 | Ability of system to comply with the e-TDS / e-filing requirements |
| | 8 | Ability of the system to generate and automate the TDS return process |

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| | 9 | Ability to balance VAT/GST credit to VAT/GST Payable A/c automatically. |
| **1.7** | **Project Costing** | |
| | 1 | Ability to facilitate creating work breakdown structure of a project plan in the project costing |
| | 2 | Facility to capture cost against a project and project activity. The cost captured against the capital asset should include the cost of material, taxes & duties, transportation cost, installation cost etc. so that total cost for the capital asset are reflected in the books of account for capitalization or as CWIP. |
| | 3 | System should be tightly integrated with Purchasing module for raising work orders for materials and service procurement related to capex projects |
| | 4 | System should be tightly integrated with Inventory module for material issued to capital projects |
| | 5 | System should be tightly integrated with Payables module for payments related to capex procurements |
| | 6 | System should be tightly integrated with Fixed Asset module for capitalization of assets after project completion |
| | 7 | Ability of the system to provide flexibility for monitoring and managing projects which are of non-capex nature. |
| **1.8** | **Budget, Funds & Grants** | |
| | 1. | Ability of in-built Budget Preparation & Control |
| | 2. | Ability to maintain budget centers to manage & control budgets |
| | 3. | Ability to update budget account automatically after utilization |
| | 4. | Ability to store the previous budgeted data (About 5 years) |
| | 5. | Ability to maintain original budget, revised budget, supplementary budget and latest forecast |
| | 6. | Ability to manage Budget approvals at multiple levels |
| | 7. | Ability to flag budget if they exceed actual amounts utilized by specific percentage or amounts |
| | 8. | Ability to manage Funds & track expenses incurred against it |
| | 9. | Alerts for important events (i.e. renewal of FD etc) (SMS, Email) |
| | 10. | Escalation utility for important events |
| | 11. | Ability to manage Grants & track expenses incurred against it |
| | 12. | Ability to do Consolidation of bottom-up budgeting requirements from cost centers to units to organizational level. |
| | 13. | Ability to do top-down allocation of finalized budget to units who are responsible to distribute budget to their cost centers. |
| **1.9** | **Fixed assets** | |
| | 1 | Ability of the system to support fixed asset classification by Asset category, Asset type, Asset ID, Physical ID, Asset location, Asset Value, Units (Departments/Section/Office.), Cost center, Put to use date, Any other user defined field etc. |
| | 2 | Ability of the system to support asset master with the data in respect of CWIP references, Asset Classification Depreciation details, Expected Life of asset, Ownership details (Owned / Leased), Lease details, if Leased asset etc. |
| | 3 | Ability of the system to support any number of assets without restriction |
| | 4 | Ability to provide for transfer assets across organization. |
| | 5 | Ability to generate accounting entries automatically for each transfer including capital account and accumulated depreciation. |

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| | 6 | Ability of system to allow recording of the disposal or scrapping of assets |
| | 7 | Ability of system to support depreciation rates, schedules and terms for each asset as per statutory requirements |
| | 8 | Ability of asset system to track asset values / schedules as per each of the above depreciation terms separately and individually. |
| | 9 | The system should automatically post depreciation entries based on calculated depreciation |
| **1.10 Travel & Expenses / Payroll integration** | | |
| | 1 | Ability to manage employee advances, Travel bookings, Travel payment |
| | 2 | Ability to handle workflow for pre-travel approvals & travel related payments |
| | 3 | Ability to provide detailed report on Employee travels for In progress, Overdue & paid trips |
| | 4 | Ability to Integrate Human resources module with accounting |
| | 5 | Ability to provide detailed report on payroll processed on various user criteria such as Employee ID, Departments etc. |
| **1.11 Reports** | | |
| | 1. | Ability to generate financial statements at the various defined levels of the Organization / entities, individually as well as consolidated. |
| | 2. | Ability to support the generation of internal reports and transactional reports for each of the organizational units by selecting revenue/expense heads, Asset/liability head, projects, Funds ,grants etc. |
| | 3. | Ability to print / publish reports; and save them as viewable files in PDF, TXT, MS-Excel, and XML formats. |
| | 4. | Ability to support customizations of any exiting report or new reports as per SMC needs. |
| | 5. | Ability to define users to whom the report needs to be sent. The output format can be paper or electronic – via email / internet / intranet etc. |
| | 6. | Availability of all standard financial reports like Trial Balance, Balance sheet, P&L, schedules of balance sheet etc. |
| | 7. | All report on net movement by account, showing opening balance at start of month, net transactions value (or detailed transactions) and closing balance. |
| | 8. | Ability to generate Transaction listing with reporting parameters like By project, By Account, by period, by voucher, by user etc. |
| | 9. | Ability to generate financial statements at different levels like across units, across plants, across cost centers etc. |
| | 10. | Ability to generate all statutory reports |
| | 11. | Capability of supporting multiple calendars years for reporting purposes |
| | 12. | Cash flow report: Listing period and year to date various cash flows against budget and last year, subtotaled at various levels. |
| | 13. | Analytical, summary and standard reports that provide an accurate picture of the accounts payable including invoice, tax, payment amount |
| | 14. | Ability to provide for all TDS related reporting |
| | 15. | Payments due as on a date or range of dates as per user requirement |
| | 16. | Ability to provide Vendor Listing along with other vendor details as may be required |
| | 17. | Cash Requirements Report – Printed on request. |
| | 18. | Cheque Reconciliation Report – Printed upon demand showing detail on all outstanding Cheques, bank wise, party wise. |

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| | 19. | Ability to generate receivables report item wise |
| | 20. | Ability to generate report on debtors ageing for different parameters. |
| | 21. | Detailed Aging Balance for each customer category showing open invoice and A/R activity (e.g. payments, debit and credit memos, write-off, and comments). |
| | 22. | AR Invoice Register - list of automated and manually entered invoices with control totals. |
| | 23. | Provision for adjustment of Advance payment |
| | 24. | Ability of the system to generate the desired customer correspondence, like balance confirmation, payment reminders and the automation of the correspondence. |
| | 25. | Bank balance analysis (bank balances by amount slabs) |
| | 26. | Ability of the system to generate a comprehensive asset register (as per standard accounting practice) |
| | 27. | Ability to generate the asset register report available in summary form (with only financial details) and details form (with all asset master details) |
| | 28. | Drilldown report (Budget head to voucher) |
| | 29. | GST/taxes related reports should be generated as per the defined format |
| | 30. | Ability to report project status for Capital projects along with capital expense posted |

| **2. HRMS** | | |
|---|---|---|
| | **Sr.No.** | **Functional Requirements** |
| **2.1 Organization Management** | | |
| | 1 | Supports multiple companies' definition |
| | 2 | Provides for client defined organizational levels |
| | 3 | Provides Web portal communication to all people in the organization |
| | 4 | Provides employee searches by: Employee Number, Last Name & First Name, Organizational Level, Department, Location, Status, Reporting officer etc. |
| | 5 | Provides an on-line organization chart with hierarchies. |
| | 6 | Adds / changes organization entities and easily transfers associates within and / or across entities (including companies). |
| | 7 | Manages organization restructuring including position control. |
| | 8 | Ability to maintain complete organization structure bifurcated into maintenance of Organization unit, department unit, positions, grades, relations, and hierarchy |
| | 9 | Any change in organization structure to be approved based on defined workflows |
| | 10 | Organization unit wise policy/ rule engine, changed based on defined approval workflows |
| | 11 | Ability to maintain organization wise unit wise approved position list and current status. |
| **2.2 Recruitment process** | | |
| | 1 | Provide facility for online recruitment of employees |
| | 2 | Provide facility to collect online resumes against the vacancy |
| | 3 | Allow for on-line screening & short listing of applications received on-line |
| | 4 | Allow for on-line short listing of applications for recruitment process like written test or interview |
| | 5 | Able to generate Call Letters for Interviews to shortlisted candidates |

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| | 6 | Generate the joining forms on-line for the new employee to fill up on his own |
| | 7 | Convert the Applicant data into Employee data on hiring / joining |
| | 8 | Generate Organogram with vacant position mark (Diagrammatically) |
| | 9 | Facility to define the specifications of the vacancy in terms of qualifications, work experience, location considerations, skills/competencies required, additional certifications / professional qualifications, etc. |
| | 10 | Online recruitment to be integrated with SMC website |
| **2.3 Personnel Management** | | |
| | 1 | Ability to maintain common employee database with personal, educational, professional information like Personnel details, address, family, working hours, work schedule rules, pay grades, tax data, pension data |
| | 2 | Ability to maintain as on date employment history starting from joining the organization like promotions, achievement, awards, punishment, etc. |
| | 3 | Ability to capture relevant copy of documents in digital format and linked with the employee data integrated with document management system |
| | 4 | Maintain the information along with photo of the employee and all dependent or family on the system |
| | 5 | Ability to review On-line request for updating / changes. Date gets updated after proper approval using workflow. |
| | 6 | Ability to maintain issuance records of asset like Mobile, Tablets, Vehicle or welfare items like Uniform, safety shoes, raincoats etc. |
| | 7 | While at service all administrative task should be carried out like transfer, special duty assignment, resignation, promotion, NOC issue, etc. |
| | 8 | Generating of Transfer Forms / Orders for transfer of manpower from one location to another |
| | 9 | Issuance of Transfer Order automatically for authorization personnel (Work flow) according to internal hierarchy |
| | 10 | Auto update of the employee master and organization structure on actions like relocation or transfer of an employee from one department to another |
| | 11 | Date wise validity of each transaction to be maintained. The master data need to be time bound with defined start date and end date with time constraints defined for type of record |
| | 12 | Need to cater to the following task of employees:<br>• VRS Retirements<br>• Disciplinary cases<br>• Promotions<br>• Confirmation and transfers<br>• Government Reservation Compliance<br>• Roster for Reserved Categories.<br>• Employee Grievances<br>• Leave Management<br>• Welfare Services<br>• Union Matters.<br>• Handling of loans, etc.<br>• Reports & Returns / Maintenance of Rosters<br>• Non-contributed PF |
| | 13 | System to keep record of legal issues and cases for each employee |
| | 14 | System to manage permanent as well as contract employees |

| | | |
|---|---|---|
| | 15 | System to generate all statutory Return forms under PF, Contract Labour and other government acts and policies |
| | 16 | System to generate statutory forms for Pension and other settlements |
| | 17 | Bulk data upload/ change should be possible |
| **2.4 Appraisal & Promotions** | | |
| | 1 | System to have employee appraisal and evaluation functionality (along with rules and policy guidelines) |
| | 2 | Appraisee & Appraiser fill up the forms on-line |
| | 3 | Appraisee & Appraiser and/or Reviewer view the form on-line at the same time to facilitate discussion / comments on the same |
| | 4 | Policy for Salary revision, Increments, Promotions be maintained on-line |
| | 5 | System to provide facility for approval for pay fixation on promotion |
| | 6 | System to give the status of promotion with eligibility, advice, trade test, promotion, extension of probation and reversion of promotion |
| | 7 | System to handle employee demotion as a disciplinary action |
| **2.5 Leave Management / Attendance** | | |
| | 1 | Define and maintain a variety of leave types and associated application rules |
| | 2 | Support for Manual and on-line Leave application processing |
| | 3 | Leave Integration with Payroll |
| | 4 | leave amendments and adjustments by designated authority |
| | 5 | Retain all leave history (approved, rejected, adjusted) based on user defined criteria |
| | 6 | System to maintain leave ledger |
| | 7 | System to generate the monthly attendance/ absence sheet integrated with time biometric devices |
| | 8 | System capable of generating late coming and early going report, their adjustment as per SMC policies |
| | 9 | leave quota management, leave approval, and leave encashment |
| | 10 | System to generate Compensatory -Off balancing and their adjustment as per the SMC policies |
| **2.6 Payroll** | | |
| | 1 | Payroll computation based on leave, tax computation, deductions, adjustments etc. |
| | 2 | Accommodate adjustment for the previous period's attendance |
| | 3 | System to calculate statutory deduction for each employee based on deduction rules |
| | 4 | Both earning and deductions can be of both types i.e. forever and within period (From To dates). There should not be restriction on number of earnings and deductions |
| | 5 | Integrate with different types of loan account for deducting EMI / Installment automatic |
| | 6 | EMI / Installment deduction stop automatically after end of the loan period |
| | 7 | Arrears of salary to be paid for the adjustment of salary for the previous period by giving range of months/ Period |
| | 8 | System to allocate an employee's salary across multiple cost centers by fixed % or specific assignment or manual distribution |

| | | |
|---|---|---|
| | 9 | Automatic update payroll calculation rules whenever an employee's grade changes |
| | 10 | Handle multiple pay commission guidelines e.g. 6th pay and 7th pay commission for different set of employees |
| | 11 | All standard and statutory payroll related reports |
| | 12 | Capture employee's bank account number and bank details |
| | 13 | Allows to define different salary or wage classes and scales |
| | 14 | Auto calculation of payroll based on attendance records with possibility of transfer of attendance records to payroll system in batch mode or manually for employees not using ERP for time and attendance. |
| | 15 | System should be able to categorize the deductions like Tax, deductions on uniform, deduction on advance taken, loans from company or external organization, payments for any other purposes to external org. like LIC premiums |
| | 16 | Provision of supporting loan details/advances taken like amount taken, tenure, amount of each instalment |
| | 17 | Provision to set loan and advances repayment schedule with an option to modify the same and payroll calculation accordingly |
| | 18 | Provision to levy deduction (for a user defined period) on items issued to employee e.g. uniform, deduction of loan or advance |
| | 19 | Audit Payroll fixation |
| | 20 | Payroll processing for Anganwadi employees (fix pay) |
| | 21 | Process & generate the Salary certificate, Due Settlement Certificate for an employee / ex-employee |
| | 22 | Daily wage employees payroll management |
| **2.7 Taxation** | | |
| | 1 | Ability to Define tax rules to determine employees tax liability as per changes by the Central Govt./ local statutory legislation for actual tax liability of employee |
| | 2 | Facility to provide investment declaration form in electronic format. The employee will be required to fill and submit the form electronically so as to update salary record and tax calculation automatically by the system. |
| | 3 | The system should ensure support for major statutory reports / Forms and certificates of taxes. |
| | 4 | The system should Record employees' perquisites and other information relevant in computing their tax liability as tax components. |
| | 5 | The system should Complete calculation and deduction of tax automatically / user defined |
| | 6 | The system should Project the tax liability of each employee for the period within a tax calendar based on the employee declaration of savings etc. and providing tax planners to the employee. |
| | 7 | Provision to Manually adjust taxable earnings (in case of income from other sources, investments etc.) |
| | 8 | The system should handle Exemptions and Rebates as per the Income Tax Rules |
| | 9 | Professional tax deductions with exemptions, arrears and generation of related reports and challans |
| **2.8 Retirement Benefits System / Other benefits System** | | |

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| | 1 | System to take care for Medical Reimbursement system |
| | 2 | Travel & Expense: Employees to fill details of expenses carried out during a travel, upload of receipts, computation of travel allowances and approvals. Integration with corporate card if issued in future, needs to be done. |
| | 3 | System to provide provision and checks for the employees to be granted LTA / LTC as per company rules |
| | 4 | System to allow payments (Both Advance and Final) towards LTA / LTC either outside or with Payroll and paid as taxable/ nontaxable as per Tax rules |
| | 5 | System to provide facility of making payments of other benefits Like Telephone bills reimbursement either outside or with Payroll |
| | 6 | Health card and medical allowances |
| | 7 | Pensioner Management |
| | 8 | Entire Provident Fund and Gratuity Accounting Module as part of Payroll system |
| **2.9 Talent management, Training & development, Enterprise knowledge portal** | | |
| | 1 | Feature of training calendar |
| | 2 | Information of employees called & attended training |
| | 3 | Career path/ skill-wise training schedule for employees and initiation of schedule after transfer or promotion to new position |
| | 4 | System to provide a standard methodology for Training Need Identification |
| | 5 | System to provide provision for the employees/Head of division to give a request/ nomination for training |
| | 6 | Provide facility for online evaluation / feedback on Trainings by the employees |
| | 7 | Send training alerts to employees |
| | 8 | Maintain minimum required training to employees with alert for any repetition of the same or maximum training attended |
| | 9 | A knowledge portal to empower employees taking up new responsibilities with rich knowledge base and anytime accessibility will be provided. |
| | 10 | Provide provision to know the number of days/hours spent by individual & up to group for training |
| | 11 | System to provide provision to know the amount spent on various training activities. |
| **2.10 Employee Self Service & Manager self service** | | |
| | 1 | Employee should be able to access own records, perform necessary functions and raise requests for above-mentioned phases using self-service portal:<br>• Apply Leaves<br>• Viewing salary slips<br>• View leave balance<br>• Viewing Form 16<br>• Entering travel claims<br>• Confidential Report Triggering and updation<br>• Searching employee directory<br>• Employee time and attendance entry<br>• Employee directory<br>• Benefits enrollment<br>• View Service Book<br>• Standard Application of Rules<br>• Benefits Management |

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|---|---|---|
| | | • Online Learning<br>• Skill Position Matching<br>• Talent Profile & Feedback on Performance |
| | 2 | System to generate service book for employees, downloaded as pdf on request to view in Gujarati and English with all necessary updates |
| | 3 | Manager should be able to raise request on employee behalf and approve requests raised by employees online over mobile and web. These will empower manager as envisaged by the Government of Gujarat under:<br>• Number of Employees Present or Absent<br>• Filled in Position Distribution in Subordinate Offices<br>• Online Communication to Pre-Designated Mailing List<br>• Pending Administrative Processes –PAR, TA/DA, DPC, 50-55 Review<br>• Pending Work Process Monitoring –Loan/Advances, GPF, Interest<br>• Human Resource Budgeting<br>• Talent Management -Skill / Competency Assessment, Training |
| | 4 | Employees able to access own records online and raise requests for name change, NOC, address change, leaves with necessary workflow approvals. |

| **3. Procurement, Material Management & Vendor Management** | | |
|---|---|---|
| | **Sr.No.** | **Functionalities** |
| **3.1 Classification of Assets** | | |
| | Movable Assets | |
| | 1 | Plant and Machinery - including machinery of Water Works & Drainage, Road Department Machinery. |
| | 2 | Vehicles |
| | 3 | Furniture & Fixtures |
| | 4 | Office Equipment |
| | 5 | Other Equipment |
| | Investments | |
| | 1 | Plant and Machinery - including machinery of Water Works & Drainage, Road Department Machinery. |
| | Capture various details for the Assets | |
| | 1 | Ownership |
| | 2 | Cost Details (Construction / Purchase / Transfer) |
| | 3 | Depreciation Principles |
| | 4 | Other Details to arrive at Current Value |
| | Preparation of opening Balance for Asset Valuation | |
| **3.2 Asset Transactions** | | |
| | 1 | Purchase of new Assets |
| | 2 | Acquisition of Land |
| | 3 | Asset Sale |
| | 4 | Investment on Assets (like construction of new floors, road re-surfacing etc.) |
| | 5 | Insurance Details |
| | 6 | Insurance Claim Related Information Capture |
| **3.3 MIS** | | |

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| | 1 | Asset Register |
| | 2 | Revenue Report |
| | 3 | Outstanding Register |
| | 4 | Search facility for various information (like search for name of Road) |
| **3.4 Other Requirements** | | |
| | 1 | Data Porting / Data Entry Suite |
| **3.5 Masters** | | |
| | Categorization of Stores | |
| | 1. | Central Store |
| | 2. | Central Medical Store |
| | 3. | Hospital Store |
| | 4. | Street Light Department Stores |
| | 5. | Hydraulic Department |
| | 6. | Drainage Department |
| | 7. | Road Department |
| | 8. | Information Systems Department |
| | 9. | Other Stores |
| | 10. | Vehicle Department…. Etc. |
| **3.6 Defining Various Items under each category** | | |
| | **Material Master** | |
| | 1 | Ability to classify materials into group & subgroup as per the business requirement such as Inventory, Direct Issue, Raw materials, Spares, Tools, Finished goods etc. |
| | 2 | Ability to capture critical material relevant information such as material specification, key characteristics, health hazardous etc. |
| | 3 | Ability to classify materials into 'ABC','N &'S','VED' and 'XYZ' categories with user maintained definition. |
| | 4 | Ability of the system to capture minimum, maximum and re-order level for the inventory. |
| | 5 | Ability to assign standard packaging materials to finished goods such as Drums, bags, boxes, bins, toners, cylinders etc. |
| | 6 | Ability of system for making the item code inactive. |
| | 7 | Ability of System to handle item having different unit of measurement (UOM): Manufacturing UOM, Sales UOM, Purchase UOM, Stock UOM etc. |
| | 8 | Ability of System for searching item based on its characteristics. |
| | 9 | Ability for supporting lot / batch control for the item codes. |
| | 10 | Ability to use either internal code generation or external code mechanism. |
| | **Vendor Masters** | |
| | 1 | Facility to enter online vendor registration request with details vendor profile like Name, address, work location, items / service supplied, business history, contact details, distribution channel, payment profile, bank details, registration details etc. |
| | 2 | Facility to classify vendor on criteria like indigenous / foreign, PSU / Non-PSU, Defense, Pvt. Sector, Small Scale Industry within state or outside state etc. |
| | 3 | Facility to classify vendor based on products supplied |
| | 4 | Facility to define criteria for registration evaluation & mark / deny approval. |
| | 5 | Ability to blacklist, block / unblock a vendor for further processing of any transaction. Also, ability to capture reasons for blocking / unblocking of vendor |

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| | 6 | Ability to define quantities parameters and weight age for parameters for vendor evaluation like: conformity to delivery schedules, compliance to quality standards, instances of short supplies, Pricing. |
| | 7 | Ability to codify Vendors by a unique coding system. System should provide flexibility to the user to define coding logic. |
| | 8 | Ability to assign list of materials / services that can be procured from the vendor |
| | 9 | System ability to support catalogue management (Catalogues from various vendors provided in soft form should be able to be uploaded in ERP) |
| | **Price-list for the Rate Contract Items** | |
| **3.7 Requisition & Quotations** | | |
| | 1 | Ability of raising indent, routing via various levels of online approvals before it can be converted into a requisition or order |
| | 2 | Ability of converting indent directly into a purchase order if there exists a contract or purchase schedule |
| | 3 | Online Requisition Entry and Update |
| | 4 | Option to include Delivery Schedules and Quality Specs with support for manual entry and special text within the Requisitions |
| | 5 | Facility to link Requisition to project, Production Order and work center |
| | 6 | Blocking of indent if there is no sufficient budget against the cost center |
| | 7 | Facility to send multiple tenders against single requisition |
| | 8 | Facility to compare Supplier Quotations (with landed cost option also) |
| | 9 | Ability to generate requisitions automatically for items replenished frequently like Consumables, based on re-order level |
| | 10 | Ability to check the availability of free or reserved stock available at different storage locations while creating requisitions |
| | 11 | Ability to send requirement details, documents like drawings and request for specifications along with RFQ |
| | 12 | Ability to enter quotations in the system against RFQ, including taxes |
| | 13 | Ability of the system to restrict quotations from approved suppliers only. |
| | 14 | Ability of the system to receive EMD from and refund EMD to suppliers participating in bidding process. |
| | 15 | Ability of have two stage bidding un-priced techno-commercial bid and priced commercial bid in the system |
| | 16 | L1 prices should be automatically highlighted in QCS report (PDF format) to facilitate review |
| | 17 | System should provide list of technical evaluation parameters based on supply or service procurement in un-priced QCS |
| | 18 | Ability to approve quotation of the recommended vendor in the system and add reason for approval |
| | 19 | Ability to automatically create a PO in the system after quotation approval. |
| | 20 | Ability of the system to award PO to different vendors for different line items. For e.g.: Among quotations received, one vendor might be L1 for a particular item while another vendor might be L1 for a different item. In such cases, it should be possible to break up the PO and award approval to different vendors for different item lines. |
| **3.8 Rate Contracting of Individual Orders** | | |
| | 1 | Tendering |
| | 2 | Sanction from Standing Committee |

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| | 3 | Proposal submission for Individual Orders |
| **3.9 Purchase Order (PO)/Contracts / Blanket PO** | | |
| | 1 | Ability of the system to capture PO information like PO number & date, Item details like code, description, UOM, rate, quantity, Delivery schedule, applicable taxes, BG, SD, other terms etc. |
| | 2 | Ability to specify payment terms in the system. |
| | 3 | Ability to directly create PO in the system without requisition |
| | 4 | Ability of the system to support a different PO numbering series as per PO types or categories. |
| | 5 | Ability to create single PO in the system from multiple requisitions or multiple PO against single requisition. |
| | 6 | Ability of the system to print PO in a user defined format on pre-printed stationery |
| | 7 | Ability to link PO with all previous transaction / documents of the system |
| | 8 | Ability to generate blanket PO (annual rate contract) with only the required quantity or may be open quantity. |
| | 9 | Ability to generate blanket PO (rate contract along with period) with required quantity. Rate may change after regular interval for balance quantity. |
| | 10 | Ability of the system to automatically generate PO based on re-order level |
| | 11 | Ability of the system to update budget utilization automatically at PO release |
| | 12 | Ability to generate Letter of Intent (LOI) in the system, prior to PO. |
| | 13 | Ability of the system to send soft copy of PO in Pdf format to suppliers via e-e-mail or send alert via SMS |
| | 14 | Ability of the system to send reminders to suppliers through email and SMS in case of delay in receipt of goods. |
| | 15 | Ability of the system to receive advance intimation from supplier for receipt of goods with transportation details. |
| | 16 | Ability to view balance quantity and payments made against PO in PO screen of the system |
| | 17 | Ability to capture the details in the contract like contract validity dates, location of Delivery, Material code with description and quantity, agreed upon rates including breakup of taxes, payment terms, other terms and conditions, VAT. |
| | 18 | Ability to maintain the standard templates for the creation of Contracts or Letter of Award and Letter of Intent etc. |
| | 19 | Ability to link the Contract details from the purchase requisition and vendor master. |
| | 20 | Ability to define and configure the work flow for approval of amendments to the contract terms. |
| | 21 | Ability to generate the changed Contract once the amendments are made. |
| | 22 | Ability to store scanned/ soft copy of each external/ internal correspondence against a contract for issue handling and progress review. |
| | 23 | Ability to capture contract validity period and online validation against subsequent transactions. |
| | 24 | Ability to create PO's with different number series based on purchase type such as location / material type / department etc. |
| | 25 | Tolerance for excess and short supply. Reporting on excess / deficit deliveries for a PO |
| **3.10 Services procurement / Work Order** | | |

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| | 1 | Ability of the system to support work orders for any job with material, without material, manpower supply, civil works etc. |
| | 2 | Ability of the system to capture terms of issuing material to contractor on chargeable basis, non-chargeable basis etc. |
| | 3 | Ability of the system to support recurring bill. |
| | 4 | Ability to check in the system remaining amount outstanding in the contract before making payment |
| | 5 | Ability of the system to generate necessary tax certificates |
| | 6 | Ability to generate work completion note in the system by indenter to certify quantity and quality |
| | 7 | Ability to capture key information in the service purchase orders like type of service (security, consultancy, transportation, job etc.), rate of services, applicable taxes, financial agreement etc. |
| **3.11 Goods Receipt** | | |
| | 1 | Ability to create an Inward and Inspection note before creation of Goods Receipt (GR). Inward will contain details such as PO number, date of receipt and other consignment information. |
| | 2 | Ability of the system to create of GR from inward and inspection note. |
| | 3 | Ability to have a single GR form to handle multiple types of GR like Store receipt, Direct consumption, Capital, or Capital Direct consumption etc. |
| | 4 | Ability of the system to generate GR number automatically or manual link with Inward. |
| | 5 | Ability of the system to receive partial consignment / delivery from PO |
| | 6 | Ability of the system to show remaining PO quantity when creating GR |
| | 7 | Ability of the system to receive goods in a measurement unit different from the measurement unit in which the order was placed. |
| | 8 | Ability to define & control GR against purchase order as per the control policies (e.g.: under receipt tolerance, over receipt tolerance etc.) |
| | 9 | Ability to block GR process in case the received quantity exceeds PO quantity tolerance limit |
| | 10 | Ability of the system to capture the QC check results in case of items requiring the same. |
| | 11 | Ability of the system to show list of test certificates required to pass quality check. System should auto-populate this list from the concerned PO. |
| | 12 | Ability of the system to capture quantity rejected by QC against the GR |
| | 13 | Ability of the system to automatically generate a rejection / shortage note and rejection / shortage letter in case of rejection / shortage |
| | 14 | Ability of the system to generate a Debit Note to be sent to the vendors for all rejections / shortage. The Debit Note should be linked to the Rejection / shortage note in the system. |
| | 15 | Ability of the system to provide facility to re-inspection of rejected materials. |
| | 16 | Ability to facilitate Goods Receipt of "Free of Cost" Items/Samples |
| | 17 | Ability of the system to highlight pending overdue & non-overdue purchase orders and pending quantity |
| | 18 | Ability to automatically transfer received material into defined storage location |
| | 19 | Ability to generate instructions/labels for the storing of items in the warehouse / storage areas including bar codes |

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| | 20 | The ability to provide views of inventory balances, in-transit, and on-order across all warehouses and for individual warehouses. |
| | 21 | Facility to track used / unused material supplied to subcontractor |
| | 22 | Facility to give various alerts like Shelf Life expiry etc. |
| | 23 | Ability to facilitate Goods Receipt capturing Batch Number and Validity/expiry period of the materials |
| | 24 | Ability to facilitate Goods Receipt capturing Self life of the materials |
| | 25 | Facility to each department to indent material |
| | 26 | Issue of Material by Store Staff |
| **3.12 Stores management** | | |
| | 1 | Ability of the system to select any valuation method i.e. FIFO, LIFO, or weighted average method for valuation of stock |
| | 2 | Facility to track from Lot Number, all the inspection details for the lot |
| | 3 | Support for Allocation of Inventory to Production Order / Project etc. |
| | 4 | Support for User-defined Reservation Criteria for sequencing or creating reservations |
| | 5 | Facility to assign Adjustment Reason Codes (including Cycle Count and Returned Goods) |
| | 6 | Audit Trail of Inventory Adjustments made |
| | 7 | Reporting of Overstock and Under Stock Exceptions |
| | 8 | Ability to support issue of material having shelf life on FIFO basis |
| **3.13 Disposal of Dead Stock** | | |
| | 1 | Department wise submission of details |
| | 2 | Tendering by Stores Department |
| | 3 | Disposal of Dead Stock |
| **3.14 MIS** | | |
| | 1 | List of Vendor wise / Material wise orders |
| | 2 | Material wise, Department wise consumption report |
| | 3 | Disposal of Dead Stock |
| | 4 | Status report to department w.r.t their orders |
| | 5 | Comparison of price bids with history prices |
| | 6 | Alerts if the Batch Numbers or Serial Numbers is not in order |
| | 7 | ABC Analysis |
| | 8 | Vendor Performance Analysis Rating & Reports (on the basis of quality of item / services offered, quantities supplied, delivery / timely completion performance and cost /price) |
| | 9 | Register for Inward, Inspection, receipt, Issue etc. on user defined period. |
| | 10 | Aging analysis of stock items |
| | 11 | Facility to provide slow moving and nonmoving items report |
| | 12 | Items above maximum level and Item below minimum level |
| | 13 | Rate variance report from Receipts |
| | 14 | Daily receipt report with quantity and value details. |
| | 15 | Inventory details 'batch wise' or 'lot number wise' or 'serial number wise' if material is managed in Batches or lots or serial number. |
| **3.15 Other Requirements** | | |
| | 1 | Data Porting / Data Entry Suite |
| | 2 | Logins to suppliers to update their status |

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| | 3 | Integration with DMS System to save, send, capture, and refer documents attached with any Tender, Requisition, Quotation, Contract, Purchase Order, Goods Receipt, Invoice Receipt etc. |

## 4. Project Management

| | Sr.No. | Functionalities |
|---|---|---|
| **4.1 Portfolio Demand Management** | | |
| | 1 | System to have various stages of approvals for all the proposed projects. These approvals will pertain to project selection, budget approvals, vendor selection including technical and financial evaluation, pilot implementation, approval to Go-Live based on UAT approval for maintenance milestones, approval for project closure. |
| | 2 | System should be flexible to define approval stages and criteria for different project types. |
| | 3 | A sample flow is below:<br>Gate 0 – where demand is approved by the commissioner based on the requirement and benefit submitted by department.<br>The proposal document will also be copied to the project and portfolio management system where technical evaluation and financial evaluation will be done as part of G1 (gate 1 approval) based on DPR submitted by consultant<br>Gate 2 approval will be the approval by Commissioner and standing committee. Post this bidder will be selected.<br>Follow on gate approvals will be done based on different milestones achieved by the bidder as defined in the project stages. Payment milestones will be triggered from the system. A sample gates<br>o Gate 3 Approval before Vendor onboarding and resource mobilization<br>o Gate 4 Approval to approve Pilot Implementation<br>o Gate 5 Approval to approve Go-Live based on User Acceptance Testing and performance test<br>o Gate 6 Approval for project AMS annually<br>o Gate 7 approval for project closure |
| **4.2 Project Management** | | |
| | 1 | Facility to create new project / review existing project with critical information's like activity / task lists with target dates and resource. |
| | 2 | Ability to track and analyze Project Schedule, Costs, Materials, Equipment and Services |
| | 3 | Ability of handle any number of Projects simultaneously. |
| | 4 | Ability to record, manage and report Accounting Data for all Project-related Transactions |
| | 5 | Facility to record periodic Progress Information from Weekly / Monthly Project Reports |
| | 6 | Facility to import Project Activity Networks exported from commonly-used Project Management Packages such as Primavera, Microsoft Project, etc. |
| | 7 | Facility to identify project milestones and targets |
| | 8 | Ability to define sub-projects within a project |
| | 9 | Facility for multi-user concurrent access to any project, including record locking facilities to avoid concurrent updating of project details |

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| | 10 | Ability to analyze individual projects by comparing project plans against progress and produce exception reports. |
| | 11 | Provision to select multiple projects based on selection criteria and display any/specified stored details |
| | 12 | Ability to produce GANTT and PERT charts to display the critical path and float times for all or selected activities |
| | 13 | Reporting facility through which users can define and develop reports related to single or multiple projects (for monitoring progress and performance) |
| **4.3 Project Structuring** | | |
| | 1 | Work Breakdown Structures (WBS) and Networks to structure projects hierarchical and/or using network techniques. Milestones and documents to mark project events appropriately. |
| **4.4 Project Scheduling** | | |
| | 1 | To provide various date planning functions. Flexible scheduling techniques to be used to calculate earliest/latest dates, floats, or critical paths within projects. |
| **4.5 Capacity and Workforce Planning** | | |
| | 1 | Networks to plan, analyze and level work center based capacity requirements of the project. |
| **4.6 Material and External Service Planning** | | |
| | 1 | To assign material components to Networks to plan material requirements based on the project schedule, check the material availability, and trigger the material procurement and delivery later. |
| **4.7 Financial Planning** | | |
| | 1 | To provide various techniques for planning costs and revenues in Project System depending on financial planning requirements. |
| **4.8 Budget Management** | | |
| | 1 | Budget is the approved cost structure for a project. One can allocate budget to projects in Investment Management or directly in Project System. |
| **4.9 Confirmations** | | |
| | 1 | In the execution phase of projects confirmations can be used to document the actual work performed and the progress of individual work packages. |
| **4.10 Cost Integration and Billing** | | |
| | 1 | Costs actually incurred are posted directly to project by account assignment of documents in Financial Accounting, Controlling or Materials Management for example. |
| **4.11 Project Reporting** | | |
| | 1 | Project System provides various standard reports for real-time reporting of financial and logistic project data. |
| **4.12 Integration** | | |
| | 1 | Citizen engagement is required for the projects where decision of creating a bridge/ asset, budget approvals, progress report is visible to them on GIS map where citizens can know beforehand any upcoming project decisions, traffic disruptions or gives comments. This will be achieved by publishing details on SMC web portals. The details will come from Project Management and Asset |

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| | | management/ maintenance module of ERP, thus integration with SMC web portals and SMC GIS to provide this information readily. |
| **4.13 General** | | |
| | 1 | Ability to manually/auto load and selectively change project data (start/end dates, etc.). |
| | 2 | Ability to capture, compute and report real-time actuals (e.g. costs, effort, schedule status) |
| | 3 | Ability to aggregate cost, effort, and schedule data across projects (e.g. Gantt chart data rollup) |
| | 4 | Ability to calculate performance ratios manually or automatically at specified points in time or at project milestones. |
| | 5 | Ability to provide dashboard view of status of all projects with ability to drill down. |
| | 6 | Ability to compute/display estimates of remaining work (hours to completion, percent of wok completed, end-date forecasting, etc.) |
| | 7 | Ability to provide comparison of actual vs. planned progress with variance analysis, alerts, and rule - based notification. |
| | 8 | Ability to provide project reporting/forecasting according to government contracting requirements (e.g., earned value analysis). |
| | 9 | Ability to support risk monitoring and on-going multi-project risk management. |
| | 10 | Ability to use project status and project forecasts to update financial budget forecasts. |
| | 11 | Ability to capture and transmit project costs, expenses, commitments, etc., for accounting. |
| | 12 | Ability to support and billing (e.g., expense reporting). |
| | 13 | Configure status indicators at summary level of Project. These indicators should be displayed in Project Center with different colors to depict project status. |
| | 14 | Ability to store, populate and update exact latitude and longitude details of the project and pass the information to and from GIS system. |
| **4.14 Project Cost Monitoring** | | |
| | 1 | Facility to record various Cost Data for a project (such as budget amount, expenditure to date, cost to completion, cost estimate of changes, etc.) |
| | 2 | Facility to record Project committed Cost Data from the payment requests received from various sources |
| | 3 | Facility to record release of funds details and maintain project release of funds history |
| | 4 | Facility to record project allocations, advanced payment and bank details |
| | 5 | Provisions to compare the payment requests against the outstanding contract value for a given project/stage/activity |
| | 6 | Provisions to track payments related to external agents (consultants, contractors, etc.) |
| | 7 | Provisions to track the status of a payment request through the batch upload and approvals process |
| | 8 | Provisions to validate payment against the release of funds and update the project release of funds balance |
| | 9 | Facility to mark projects for archiving once all the costs have been paid and project completed |

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| **4.15 Project Resource Utilization and Reporting** | | |
| | 1 | Facility to integrate all MM functions such as Procurement, Receipt and Storing procedure, Material Reservation, and Inventory Management. |
| | 2 | Facility to declare WIP status and Completion of Project. |
| | 3 | Facility to transfer Project Material to regular Inventory and vice versa. |
| | 4 | Facility to Map Project Item with Regular Item codification. |
| | 5 | Provisions to include left over Material in regular Inventory as Non-Valued / Valued Material as well as Spare or Part of specific Equipment on completion of Project. |
| | 6 | Provisions to track and include Installation / Commissioning / Put to use Date and warranty period and Maintenance schedule along with Details in system on completion of Project. |

# 5. Enterprise Asset Management with Maintenance

| | Sr.No. | Functionalities |
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| **5.1 Asset Management** | | |
| | 1 | Ability to manage assets like bridge, roads, vehicles, street lights, buildings, land, billboards, equipment, IT hardware, software licenses etc. |
| | 2 | Describe, display, and manage assets with a GIS-based interface |
| | 3 | Monitor condition of assets and identify damage or defect (using start point, end point and offset for linear assets) |
| | 4 | Creation and updation of assets (including Functional location, Equipment, Measuring points) |
| | 5 | Define inspections and maintenance tasks that must be carried out in assets |
| | 6 | Create and manage the maintenance items in maintenance plans |
| | 7 | Integrated with Asset accounting as specified in financial accounting section with ability to display all asset accounting report |
| | 8 | Ability to store, populate and update exact latitude and longitude details of the asset and pass the information to and from GIS system |
| | 9 | Lease in lease out assets and related accounting functionalities |
| **5.2 Asset / Equipment / Component Master** | | |
| | 1 | Provision of an asset/equipment register at the Operational level which provides a hierarchical view of Plant / equipment / assembly / sub-assembly |
| | 2 | Ability to create user defined group of asset/equipment as per similar types of equipment for standard maintenance activity. |
| | 3 | Ability to link asset / equipment to cost center codes for costing (cost type wise) |
| | 4 | Ability to link and provide online access to relevant document like Operating procedure, standard settings and calibrations, technical information, safety instructions, part list, warranty details etc. |
| **5.3 Work Order Monitoring** | | |
| | 1 | Ability to create different work orders related to break down or maintenance related job |
| | 2 | Ability to create work orders based on shutdown activity. |
| | 3 | Ability to put next available schedule to re-plan the activity if clearance is not given for particular job. |

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| | 4 | Provision for creation of job card with detail activity with allocated responsibility along with required resource. |
| | 5 | Provision to define Specifications of resource requirements including materials, labor, tools (skills / competencies), contractors and equipment. |
| | 6 | The system to maintain maintenance labor resources (actual time) including individuals and work groups. |
| | 7 | Ability to maintain 'rates of charge' for the purposes of labor and work costing |
| | 8 | Ability to link required items, services and labour on the maintenance work order |
| | 9 | Maintenance work order has stages like, created, In process, Completed |
| | 10 | Create/ Closure / cancellation of Work Order / Job |
| | 11 | Reschedule work orders. Set committed working days, plant shutdown days. Work orders will reschedule appropriately. |
| | 12 | Ability to print work order |
| **5.4 Maintenance Analysis and Statistics** | | |
| | 1 | Analyze the equipment breakdown and repetitive breakdowns |
| | 2 | Equipment breakdown analyze and control |
| | 3 | Material planning for preventive maintenance and maintain safety stock |
| | 4 | Analyze your equipment MTTR and MTBR and plan to control |
| | 5 | Material consumption analysis |
| | 6 | Counter based preventive maintenance for equipment like Generators, motors & Compressors |
| | 7 | Ability to maintain operational and maintenance history against asset/ equipment work orders. |
| | 8 | Reporting on asset/ equipment statistics like availability, utilization etc. |
| **5.5 Inter departmental Communication** | | |
| | 1 | System generate online request and reservation for workshop equipment or any other service like crane with availability status |
| | 2 | System generate online request for visitor gate pass for casual workman supply associated with maintenance activities |
| | 3 | System to take care of contractual jobs which include work order generation, measurement records and payment advice generation etc. for actual jobs as well as for budget planning with reference to financial concurred amount |

# 7. Field Inspection and Reporting

| | Sr.No. | Functionalities |
|---|---|---|
| **7.1 Engineering module / Inspection** | | |
| | 1 | The module should be Integrated with ERP – Project and portfolio management system. |
| | 2 | Facility to register Engineering works/proposal. |
| | 3 | Ability to capture Geo-Coordinates of field employees doing the inspection |
| | 4 | Ability to capture the details of the inspection into the measurement book (MB) and generation of measurement book as and when required |
| | 5 | Able to submit/provide Pre-Sanction to any work |
| | 6 | Able to submit/provide Administrative Sanction (AS) |
| | 7 | Able to submit/provide Technical Sanction (TS) |

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| | 8 | Able to generate Work Order on ERP system |
| | 9 | Facility to generate inspection/ monitoring/ survey orders for field officers |
| **7.2 Taxation module/ assessment** | | |
| | 1 | The module should be integrated to Property tax module, should have the facility to refer the property online |
| | 2 | Facility to add new Tenement |
| | 3 | Facility to enter the details of Prof. tax collection |
| | 4 | Facility to generate inspection/survey orders for field officers |
| | 5 | Ability to capture Geo-Coordinates of field employees doing the survey. |
| | 6 | Integrate existing mobile app for property assessment |
| **7.3 Common features required for Engineering & Taxation Module** | | |
| | 1 | Capability of SMS alerts & auto e-mail generation for all orders. |
| | 2 | Auto PDF generation for all orders. |
| | 3 | Capability to receive and display all the data of reports uploaded by field officers |
| | 4 | Facility to store various inspection/monitoring/ survey data received from fields. |
| | 5 | Facility of report generation automatically with SMS alert for every inspection. |
| | 6 | Facility to send all auto generated PDF report to concern officer in their e-mail accounts automatically. |
| | 7 | Data filtering facility from reports received. |
| | 8 | Able to generate various individual and statistical reports as per requirements using the data received from the fields. |
| | 9 | Facility of statistical/analytical reports and graph with different combination of data for different level of users as per requirement. |
| | 10 | Facility to provide different alerts as per requirement. |
| | 11 | Facility of Dashboard for quick review. |
| | 12 | Facility to view the location of All inspections/survey on geospatial view |
| | 13 | Capability of customization as per requirement in report generation/data analysis |

## 8. Inter-departmental file movement (Inward-Outward)

| | Sr.No. | Functionalities |
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| **8.1 General** | | |
| | 1. | The system shall replicate the Present physical file handling in the same manner as followed and electronic files shall give the same look and feel of Physical file with right-hand side of the file holding the “Correspondence” & left-hand side of the file holding the “Note-Sheets”. |
| | 2. | The system should comply with the Manual of Office Procedure (MOP), published by the Department of Administrative Reforms and Public Grievances (DARPG). |
| | 3. | The system shall have a facility to create/open a new electronic file as well as a Part File, which can be merged with the main file at a later stage. |

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| | 4. | The system shall have a facility to save the file in the desired folder in the system as per the user rights. |
| | 5. | Numbering for the file should be auto-generated as per the department format and should allow for restarting the numbering at beginning of every fiscal year. |
| | 6. | The system should mandatorily capture information like File Subject, Department etc. while creating the file. |
| | 7. | The system shall generate a Barcode number on successful creation of a file. This barcode can be pasted into a physical file for tracking, in case physical file is also used. |
| | 8. | The system shall allow adding documents to the electronic file directly from the scanner or internal/external drive or email. |
| | 9. | Any type of documents like Images, PDF files, Office files like word, Excel, PowerPoint presentations, AutoCAD drawings etc. can be added to the electronic file in the Correspondence side. |
| | 10. | The documents which are added to the files also can be individually indexed/ tagged for easy search. |
| | 11. | The system should have a facility to search a file based on multiple parameters like file number, file subject etc. |
| | 12. | System should allow categorization of files like subject files, special files, administrative files, project files etc. |
| | 13. | System shall have an in-built text editor for entering the notes. The editor should have basic functionalities such as highlighting a part of note, underlining, making bold, creating paragraphs, having bullet numbering, creating tables etc. |
| | 14. | The note editor should support adding notes in English, Gujarati & Hindi. |
| | 15. | The system shall have a draft folder to save Office Notes that are created by officer, which can be edited/appended/reviewed before making it the final note in the file. |
| | 16. | The system shall provide list of “Standard Noting” templates like “Put up for approval”, which can be used by officers. |
| | 17. | The system shall provide facility to sign the document using “Digital Signature”. |
| | 18. | The system shall allow appending the scanned signature of officers (for whom digital signature is not available) on the notes, based on the authentication at the time of adding the notes to note-sheet. |
| | 19. | The system shall provide security on notes so that Noting/comments once written signed and forwarded shall not be amendable/editable by any user including originator. |
| | 20. | The system shall provide facility of securing the notes or making a noting confidential and allow only selected authorized officers to view the secured notes. |
| | 21. | The system shall allow facility of linking a note with a document in correspondence side or linking note to a particular page of document in correspondence side or linking a note to another note. |
| | 22. | The system shall have the workflow capability to route the file for approval electronically. The routing can be either serial or parallel routing. |

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| | 23. | The system shall have facility of creating Fixed File Routes or ad-hoc routes as the case may be. |
| | 24. | The system will allow attaching other related files in the workflow for easy reference, while in workflow. |
| | 25. | The system has facility to "refer" the file to an outside user who is not a part of Fixed File Route for getting their inputs. |
| | 26. | The system shall have facility to "Recall" the file from other users. |
| | 27. | If need be, the system shall allow transferring of file from a User's Inbox to another user by authorized officers. |
| | 28. | Once the workflow is initiated, the system will automatically intimate the respective users by email/SMS for their action once the file is in their inbox. |
| | 29. | The system shall allow fixing the timelines for completing of task by each user. The system will intimate the user by email/SMS on reaching the threshold time for completing the task. The system will allow defining escalation actions, if the task is not completed in time like email, automatically moving the file to alternate officer etc. |
| | 30. | The system shall allow the officer to keep a file "On-Hold" by specifying the reason for hold. |
| | 31. | The system shall provide a facility to track the file by authorized users at any point of time. |
| | 32. | The system shall allow maintaining information & tracking of Physical Files also if need be. |
| | 33. | The system shall provide facility to print out the noting for filing in paper folder as record if need be. |
| | 34. | The system shall allow various process/file reports including drill-down reports as needed from time to time. |
| | 35. | The system shall provide dashboard interface for online reporting of various processes. The interface shall give a flexibility to toggle between graphical and tabular view and tile different windows in the same interface. |
| | 36. | Maintenance of e-Registers – personal, divisional, and departmental |
| | 37. | The system should provide Smart search interfaces for quick access correspondences & files |
| | 38. | The system should provide BARCODE/RFID Integration and Social and Mobile Extensions to enhance responsiveness and accessibility |
| | 39. | The system should provide Inter-divisional interface allowing sharing of files, papers, etc. |
| | 40. | The system shall provide all required reports around file movement and tracking. |
| **8.2 Letter & Correspondence Management** | | |
| | 1. | The system shall have a facility to directly capture the physical/hard copy letters received by the department in the system. It should enable capturing basic information like Date of Receipt, Subject of letter, who has sent the letter, Date on letter etc. before exporting to the Letter/Correspondence Management System. |
| | 2. | The system shall have a facility to add emails directly to the Letter Management System |

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| | 3. | The system shall allow capturing the letter using mobile device like Smartphone/Tablet and add directly to the Letter Management System. |
| | 4. | The system should allow Auto-Numbering of the letters registered, which can be easily tracked at any point in time. |
| | 5. | The system shall have a facility to route the correspondences Letter to the user whom it is addressed to. |
| | 6. | The System shall allow the recipient of the letter to view the same and do annotations. |
| | 7. | The system shall allow the recipient to take different actions on the letter like<br>o Filing the Letter to an existing/New electronic File<br>o Forwarding the same to other users for action<br>o Forwarding the same to multiple users together for action. |
| | 8. | The system shall have a facility to prepare responses and attach with the correspondences Letter workflow if a response is to be given to the letter. |
| | 9. | The system shall have a facility to create Paper profile of a Letter at the inward registry, in case the Letter is confidential. The Paper Profile can be forwarded along with the hardcopy letter to the recipient. The recipient can scan and add the same to the Letter Management System. |
| | 10. | The system shall have a facility to track a correspondence at any point in time. |
| | 11. | The system shall provide advanced search facility for searching a correspondence /Letter based on multiple criteria like dates, subject, pending with, completed by, pending since etc. |
| | 12. | The system should have inbuilt inbox for receiving correspondence |
| | 13. | The system should have electronic management and tracking of correspondence encompassing tasks such as diary entry, indexing, noting, cross-referencing, search/ retrieval etc. |
| | 14. | The system should have interoperability between departments/agencies allowing stakeholders to collaborate and share files, documents, etc. |
| | 15. | Capability of maintenance of e-registers for individuals, divisions, and departments |
| | 16. | The system should have digital signature integration |
| | 17. | The system should have BARCODE integration for file and correspondences (DAK) tracking |
| | 18. | The system should have file-viewer to enable electronic view of physical files |
| | 19. | Note-sheet view of files with support for formatting, and linking reference notes |
| | 20. | The system should have provision to capture user details and timestamp along with every note |
| | 21. | The system should have end-to-end audit trail |

## 9. Integrated Audit Management

| | Sr.No. | Functionalities |
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| **9.1 Objection Register** | | |
| | 1 | Capability for creating an objection at three levels. It should also capture master details for creating objection like Inward Info, Sub Headers, Bidan and F.W.C. To etc. |

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| | 2 | The system should allow User to add multiple points for creating objection.1st Level user adds all details and forward all details to 2nd Level user. 2nd Level user checks each and every point and also makes changes in existing points and also adds points in an objection and pass to the 3rd Level user. The 3rd Level user decision is a final for creating an objection or not. Objection no. will be generated at 3rd Level. |
| | 3 | After generating an Objection no., the Details should be passing to that particular department and also SMS will be sending to respective users with employee with zone, BCNT, GLAC, and Objection No. |
| | 4 | Ability to get Objection Reply from Department |
| | 5 | The system should allow Verification - Basically it is used for validating an objection at three levels. |
| | 6 | 1st Level user checks all points one by one and makes it status as a "Filed" or "Return". If user don't want to make any changes in a point, then mark status of that particular point as a "Make Same" and pass to 2nd Level user. Same process will be follow as 1st level by 2nd Level user and pass to 3rd level user. 3rd level user also checks each and every point and makes status as "Filed" or "Return". |
| | 7 | The system should allow decision of making "Filed" or "Return" is final by 3rd Level user. |
| | 8 | SMS will be sent to respective users after completion of verification process with employee with zone, BCNT, GLAC, and Objection No. |
| | 9 | The system should generate MB/SD Objection Summary Report<br>o Inward With No Objection<br>o Inward With Objection<br>o Inward Summary<br>o Audit Search Box |
| | 10 | The system should have Search MB / SD<br>o Search Pension<br>o Search Service Book<br>o Search objection<br>o Objection Detail<br>o Objection Pending With Department<br>o Objection Pending With Audit |
| | 11 | The system should have Inward Outward Status |
| | 12 | The system should have Objection Filed Summary |
| | 13 | The system should generate Employee Wise Report |
| | 14 | The system should generate MB Report |
| | 15 | The system should generate New Objection Summary Report |
| | 16 | The system should generate Recovery Income Report |
| | 17 | An automatic SMS needs to be triggered to concerned officer/ supplier/ contractor in case query is raised by Audit department with last dates and the required documents mentioned. 4-tier names to be assigned for each process. |
| | 18 | This module will require integration with Payroll, Financial Management, Project management, Purchase for capturing the necessary audit investigations. |
| **9.2 SPOT Team** | | |

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| | 1 | Chief Auditor or his delegate should be able to create task randomly for his SPOT team for checking and assign them to each team member |
| | 2 | SPOT team to have access of application on tablet on which they can fill the necessary details during the audit visit like cash in hand, inventory details etc. |
| | 3 | Document management system should be integrated to reduce dependence on physical files. |
| | 4 | Once the response is received from respective officers for the task, the system should allow generating consolidated audit findings/ query raised compiling the responses from each officer in pre-defined format. |
| | 5 | Once the details are submitted, the same should be forwarded to higher concerned authority for further actions. Here the system should highlight any mismatch in document submitted by spot team (physical stock) from the entry in the ERP system (system inventory) automatically. Eg. If SPOT team records stock of a particular medicine in medical stores as 100 units while in the ERP system the same reflects as 105, this discrepancy should be highlighted automatically. |
| | 6 | The system should have capability to alert the department officials through email, dashboard alerts, and automated SMS messages with reminders on deadlines for query response before the due time. |

## 10. Vigilance Work Assignment & Reporting

| | Sr.No. | Functionalities |
|---|---|---|
| **10.1** | **Query Management & work assignment system** | |
| | 1. | The system shall have the facility to capture the Queries from Vigilance department and allow the personnel to assign selected query to the respective officers simultaneously for response. |
| | 2. | The system should have capability to alert the department officials through email, dashboard alerts, automated SMS messages with reminders on deadlines for query response before the due time. |
| | 3. | Vigilance officer should be able to create daily task for his field of research and assign them to each team member |
| | 4. | Field officer to have an access on tablet on which he can fill the necessary details during the verification visit like details of attendance register, Time-in, Time-out entry which can now be accessed through ERP system. |

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| | 5. | Once the response is received from respective officers for a set of queries, the system will allow generating consolidated response letter compiling the responses from each officer in pre-defined format.<br>• Once the details are submitted, an automatic report should be made and sent to Vigilance officer for remark and approval.<br>• Vigilance officer will approve on the system and the report will be saved on the Document Management System.<br>• In the above module, starting point can be based either on complaint received from public, office bearers, commissioner, or task assignment by Vigilance officer. Based on this, the clerk will triage to the relevant team by putting inward number. And Vigilance officer will include the enquiry into his task assignment. In this case, the report will first go to Vigilance officer for approval where he can put his remarks and finally to Commissioner. |
| | 6. | The system should have capability to record/update/close the status of Query. |
| | 7. | The system should have capability to reopen a query which was inappropriately addressed and closed. |
| | 8. | System should be able to generate the reports and data analytics based on user requirements like department wise, employee wise pending queries and ageing. |

## 11. Court Case Management

| | Sr.No. | Functionalities |
|---|---|---|
| **11.1** | **General** | |
| | 1 | The system should have robust task management system wherein Department Heads can route cases and work assigned with a case depending on skill-set, knowledge expertise, bandwidth and team collaboration required |
| | 2 | The system should have dynamic routing of work or change in existing routing for real-time collaboration on cases |
| | 3 | The system should have automation of core legal case management process along with its supporting processes like Meeting, Visit, Expense and Bill to track all the activities performed in achieving the case completion and delivery |
| | 4 | The system should have Inbuilt tools & features for Contract Management, Fee Calculator, Effort Tracker, Capacity Tracker and Time Sheet are provided for better manageability, tracking, reporting and traceability |
| | 5 | The system should be integrated with standard accounting software's like Navision etc. for exchanging billing and collection related information |
| | 6 | The system should have provision to split the drafting work for collaborative working by multiple resources on a single case |
| | 7 | The system should be able to create Court file including various court details such as Case no., Case Type, Date of Filing, Case details, Court Order details, Hearing date, Order date, etc. |
| | 8 | The system should keep departments and zones as separate. |
| | 9 | Along with court name-wise; zone-wise and department-wise formats should be incorporated in the system |
| | 10 | The system should be able to Track court dates, hearing dates, etc. |
| | 11 | The system should be able to provide alerts for the upcoming hearings. |

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| | 12 | The system should be able to Cross-reference all dates for one case, one client, one attorney, a group, or the entire office. |
| | 13 | The system should have the capability to generate the Case Diary having complete details and history of the cases. |
| | 14 | The system should be able to provide a mechanism for analysis of workflow, case status, and types of cases opened and closed |
| | 15 | The system should be able to maintain an audit trail of entries and changes |
| | 16 | The system should be able to capture note sheet with the court case files |
| | 17 | The system should be integrated with all other departments and court websites. |

## 12. Meeting Management

| | Sr.No. | Functionalities |
|---|---|---|
| **12.1** | **General** | |
| | 1 | The system should have the capability to constitute the committee with its members and convener details. |
| | 2 | The system should have the capability to capture various details of the committee such as term of reference, tenure, committee members etc. |
| | 3 | The system should have the capability to define the role of each committee member. |
| | 4 | The system should have the capability to define the committee members from the internal departments as well as external users along with required details. |
| | 5 | The system should have the capability to define the message template for sending the notification to respective committee members. |
| | 6 | The system should have the capability to create and save the templates for different type of notification messages. |
| | 7 | The system should have the capability to define the approval process for committee constituted. |
| | 8 | The system should have the capability of User Inbox where committee members/approvers can view the pending request for approval. |
| | 9 | The system should have the capability to attach the required documents with various committees constituted. |
| | 10 | The system should have the capability to circulate the Office Memoranda with the respective committee members/stakeholders having details about the committee. |
| | 11 | The system should have the capability to define the meeting details such as Agenda, date, time, venue, priority etc. along with the required documents. |
| | 12 | The system should have the capability to link the members with meeting from the list of pre-approved committees. |
| | 13 | The system should have the capability to define the approval workflow for Meeting scheduled. |
| | 14 | The system should have the capability to define the Meeting invitation templates for sending the notifications to all the committee members. |
| | 15 | The system should provide the calendar view having details about the meeting schedule on weekly/monthly basis. |
| | 16 | The system should provide the capability to submit the response about their availability for the meeting scheduled. |

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| | 17 | The system should have the capability wherein convener can define the deadline for submitting the response of member's availability. |
| | 18 | The system should have the capability to capture the Minutes of Meeting. |
| | 19 | The system should have the capability to assign the actionable to the respective committee members based on meeting decisions. |
| | 20 | The system should provide the capability to define the deadlines of submitting the response for defined actionable. |
| | 21 | The system should provide the capability to designing the template for circulating the Minutes of Meeting (MOM). |
| | 22 | The system should provide the capability to send the MOM notification through email. |
| | 23 | The system should provide the capability to track the actionable assigned to the respective committee members. Notifications/ tracking facility to be given to respective players/ departments tracking expiry and renewal dates of committees/task forces |
| | 24 | The system should allow scheduling meetings of constituted committees and keeping track of decisions taken |
| | 25 | The system should allow allocating responsibilities and making online status updates |
| | 26 | The system should allow maintaining attendance records and drafting agendas, reports, and minutes of meetings |

## 13. RTI Management

| | Sr.No. | Functionalities |
|---|---|---|
| **13.1** | **General** | |
| | 1 | The System shall provide facility to link cross-related documents like Application form and Grievance and reply sent, etc. The system should be built using the configurable Business Process Management and workflow framework. |
| | 2 | The system should be able to automatically set a deadline and priority for the resolution of complaints based on the type of grievance as per the department policy and provides option for setting deadlines and priority for exceptional cases. |
| | 3 | The system should have capability to delegate responsibilities to an alternate user in the absence of the assigned user. |
| | 4 | The system should allow the user who reviews the complaint to assign the task of redressing the grievance to another defined user from a list, and optionally also assign a criticality level. |
| | 5 | The system should have capability to automatically escalate the complaint to higher authorities on passing of the deadline for the RTI request. |
| | 6 | The system should have the capability to define the workflow for RTI Application, First Appeal, and Second Appeal, etc. |
| | 7 | The system should have the capability to assign the RTI request to concerned department. |
| | 8 | The system should have capability to inform the Citizen by email that the grievance has been redressed. |
| | 9 | The system should automatically generate call back lists when complaint has been resolved. |

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| | 10 | The system should have the capability to define & generate the RTI Response/Grievance Response Letter in a format from the system itself. |
| | 11 | The system shall provide required reports like number of RTI queries received, number of RTI queries pending, etc. Also, the system should have the facility to generate ad-hoc reports on a need basis by the users. |

# 14. Technical Requirements

| | Sr.No. | Specifications |
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| **14.1** | **General** | |
| | 1. | Solution to be Unicode compliant with support of Gujarati Unicode Font |
| | 2. | Scalability in terms of number of users, no. of work flows, no. of organizational entities, in-built workflows, and drilldown reporting capabilities. |
| | 3. | Should support any operating system like Windows, Linux, Unix |
| | 4. | All components of the proposed solution to be interoperable and seamlessly integrated. |
| | 5. | Solution to support various user interface options like portal, mobile, tablet, and user friendly forms built into the platform. |
| | 6. | Ability to create ad hoc reports, generate reports at various organizational levels, facility to download reports in various formats like excel/PDF/text/XML/etc., and send reports electronically. |
| | 7. | Support multi-dimensional analysis of data collected for various workflow processes to identify bottlenecks and improve business processes. |
| | 8. | User should be able to generate dynamic report on basis of requirements without need of development |
| | 9. | System should support drill down reporting |
| | 10. | System to support dynamic workflows. |
| | 11. | System to support delegation management. |
| | 12. | System to maintain logs of transactions and audit trails. |
| | 13. | Solution to provide integrated user management and support role based access control. |
| | 14. | Ability to provide multiple roles to single user and bulk user maintenance and access management options |
| | 15. | Solution to provide access level security for data at transactional level. |
| | 16. | **LDAP & Single Sign On**<br><br>ERP should be configured with LDAP server. Authentication and authorization of users logging into ERP system should happen with LDAP or any active directory server supporting LDAP. ERP should support single sign on with external domain applications within SMC. User should not be forced to log in multiple times to access different systems or modules within ERP.<br><br>(a) System should allow a user to log in once, using a single authentication method to gain access to multiple applications.<br>(b) SSO solution should provide Session Security to ensure that the information is not tapped by unauthorized people.<br><br>Provision for LDAP & SSO will be in scope of ERP SI |

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| | 17. | **High Availability & Disaster Recovery**<br><br>In case of any disaster like flood, earthquake a Disaster Recovery ("DR") Process is required. The purpose of a DR Process is to enable SMC IT leadership, key stakeholders to plan and respond to events negatively impacting the services supported by SMC. The DR Process will provide a foundation for managing disaster recovery, service continuity and IT Services' responsibilities relating to crisis response and business continuity. The DR Process supports the following objectives:<br><br>• Enable informed decision making<br>• Efficiently build resilience<br>• Verify resilience capability<br>• Effectively manage events<br><br>1. The Bidder shall be responsible for designing and implementing High Availability for ERP ecosystem at DC and DR.<br>2. It will be the responsibility of the Bidder to work with SMC to define and implement consistent methods to assist in the resumption of critical business operation in the shortest time necessary, for the least possible cost, with minimal impact on users, citizens, and employees.<br>3. Bidder should ensure necessary data (application specific) related to solution should be replicated with minimum downtime.<br>4. All the components proposed like database license, OS etc. should be configured in high availability for production environment. |
| | 18. | System should have inbuilt features like workflows, file tracking, and knowledge repository. |
| | 19. | As part of the project, the IT infrastructure will be provided by bidder. The bidder will be required to propose, provide, install, configure and maintain the software components like the OS, Database, Anti-virus Software along with hardware and any middleware best suited with the proposed solution. Necessary server hardening at OS level, Application, Database, etc. will be responsibility of bidder. The bidder also needs to clearly propose hardware considering the performance and availability requirements specified in the RFP from SMC data center and disaster recovery (DC/DR). The proposed infrastructure should be designed to provide optimum balance for the performance and cost. The proposed infrastructure requirement (software and hardware components) should be certified by respective OEM. The bidder needs to provide the architecture diagram detailing the landscape proposed and justification/ merits of the same as part of technical proposal (Section-9: Form 1.13). |
| | 20. | Integration required with email gateway, SMS gateway, payment gateway, email solution, collaboration tool, ticketing tool |
| | 21. | The solution shall support integration with Aadhar card as well as digital and electronic signature for applicable services. |
| | 22. | System shall support future integration with any digital government initiatives. |
| | 23. | The bidder will be required to develop necessary APIs to share or capture data to and from the third party application as per ther requirement. |

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| **14.2** | **Document Management Requirements** | |
| | 1. | The proposed DMS shall support separate Document/Image server for better management of documents and store only metadata information in database. |
| | 2. | The system should comply with the latest Manual of Office Procedure (MOP), published by the Department of Administrative Reforms and Public Grievances (DARPG). |
| | 3. | The systems must seamlessly integrate with any or all of the Core applications and shall support interface with other open-standard systems. It should provide required api for integration with external systems for document creation, indexing or categorization, retrieval and archival. |
| | 4. | The system should be format agnostic and should allow storage of any digital data like images, Office Files, engineering drawings, PDF, PDF/A, photographs, video & audio files etc. |
| | 5. | System should allow exporting documents from scanner, email & Microsoft Office documents directly to DMS. |
| | 6. | System should allow creation of custom indexing field/tags for different documents at Folder & File level |
| | 7. | The departmental officials should be able to index folders, files, letters and documents on user-defined indexes like department, Letter No, file no, year, project Id etc. |
| | 8. | System should have an integrated Scanning module from same OEM as DMS, so that the scanned documents can be directly exported into the repository |
| | 9. | The Scanning Module should allow officers to scan single document as well as document in bulk with facility of segregation of scanned images as different document types like letter, circular, GR, DPR etc. |
| | 10. | The solution should provide support for automatic document quality analysis so that any bad quality document doesn't get uploaded to the Document Management System. The solution should audit scanned documents for resolution, format/ compression, orientation etc. |
| | 11. | The solution should have the capability to capture the document through mobile devices along with indexing. Using mobile app, the users should be able to upload letters, circulars directly to the document management system. |
| | 12. | The scanning system should support Web-based Scanning & Desktop scanning Module which should allow scanning of documents when not connected to Server. |
| | 13. | The mobile app should have built in security so that the document captured cannot be tampered with. The copy of the document should be automatically deleted from the capturing mobile, once the document is transferred to DMS., as well as, compression features to compress the large size files to a smaller size file. |
| | 14. | The mobile capture app should have the facility to function both online and offline. Also, the solution should have facility to compress the image to a small size file. |
| | 15. | System shall provide the standard file hierarchy structure of folders and sub-folders to allow users and groups of users to manage and organize their documents. |
| | 16. | System should allow version controlling of the documents with both minor (1.1, 1.2 etc.) and major version (1, 2 etc.). System should show only the latest |

| | | |
|---|---|---|
| | | version of documents by default. All other version of the document will be visible to authorized users on need basis. |
| | 17. | System should allow search based on different parameters like file name, folder name, project name, index fields, Full text & Wild card search |
| | 18. | The system should have the capability to save the search queries or search results. |
| | 19. | The proposed DMS should have an inbuilt viewer for viewing the images. The rendering of multi-page images should be page by page for quick viewing and saving bandwidth. |
| | 20. | The system's in-built viewer should have the capability to perform annotations such as highlight, sticky note, underline, hide certain text etc. on the documents image with user name, date and time of putting annotations. |
| | 21. | The system can be accessed from mobile devices. The users can search and view the documents in DMS from mobile devices. |
| | 22. | System should have facility to set notifications (eg. Notifying change of version of a file to all stakeholders) & Alarms (eg. Delay in Approval) by email. |
| | 23. | System should have comprehensive & easy to set access rights controls at Folders & File level as well as Groups and users with inheritance |
| | 24. | The system should allow defining multiple levels of access rights (Delete/ Edit/ View/ Print/ Copy or Download) to officers based on their profile. |
| | 25. | The System should maintain audit-trail of all activities being done in the system, documents etc. by users as well as administrators. |
| | 26. | The system should manage lifecycle of content through retention, storage, retrieval, and destruction policies along with tracking and managing of physical location of the content using Records Management System |
| | 27. | It should be possible to extract the information from scanned documents like party code, project id, approver name etc. which can then be used in business processes of ERP |

The functional requirements are mentioned below are indicative and may undergo changes and the same shall be incorporated during the project period without any additional financial implications.

**Email Exchange & Collaboration tool:** Bidder to suggest and implement leading email exchange solution and collaboration tool that appears in latest Gartner Magic Quadrant of "Social Software in the workplace" for SMC employees. The license cost for the same should be added in the price proposal as per format in Section-10. The implementation and support cost should be part of overall project implementation and support. Total number of users expected are 1000. The solution proposed should meet all general requirements from email and collaboration tool expected like Digital Signature, encryption of emails, SSO Integration, chat services etc. along with necessary security measures like antispam, antivirus, antimalware, etc. The solution should also be able operate and work on both Internet and intranet environment. The email solution need to be integrated with ERP and E-office applications proposed. The email solution and collaboration tool can be on-premises or cloud provided it comply with GoI guidelines: "E-mail Policy Of Government of India".

## 2.3 INTEGRATION REQUIREMENTS

The successful selected system integrator is expected to propose a new solution in line with the functional requirements as specified in this document. But, there are several modules; (independently developed by other developers) which will have to be integrated with the proposed solution to be developed by the selected system integrator. Basic details of these applications are provided below. Selected system integrator may request SMC officials to inquire any further details about these existing applications.

During project preparation and business blueprint stage, system integrator is required to study the requirement of the modules and propose an approach on the type and level of integration of the existing module with the proposed solution. Necessary integration shall have to be undertaken by the SI.

| # | Existing Applications | Indicative Integration Req. |
|---|---|---|
| **1** | Health Card and Medical Allowance | Finance, Payroll |
| **2** | Credit Society | Finance, Payroll |
| **3** | SMIMER College Stipend Payroll | Finance, Payroll |
| **4** | SMC website, mobile app, epay services | Finance, Project Management |
| **5** | Property Tax, Profession Tax, Vehicle Tax, etc. | Finance |
| **6** | Water Utility Billing | Finance |
| **7** | Shops & Establishment License | Finance |
| **8** | Birth & Death Registration, Marriage Registration | Finance |
| **9** | EWS EMI Mobile App – EMI calculation for lottery allotted houses | Finance, Asset Management |
| **10** | Email Gateway, SMS gateway, Payment Gateway, Aadhar authentication API, digital signature | All relevant modules |
| **11** | Night round - An application for survey | All relevant modules |
| **12** | Aawas: Housing - flat allocation to beneficiaries and EMI recovery | Finance, Asset management |
| **13** | Community hall booking system, Online hall booking, offline hall booking | Finance, Asset Management |
| **14** | Dashboard- summarized data of PTax, prof-tax, VBDC displaying system | Finance |
| **15** | Encroachment management system | All relevant modules |
| **16** | Food License System (Central Govt system used) | All relevant modules |
| **17** | Hospital Management system, SMIMER hospital and health centres (Central Medical store will use ERP inventory management system) | Finance, Inventory |
| **18** | SMAC - Command Center software & KPI analysis | All relevant modules |

| | | |
|---|---|---|
| **19** | Water Quality Surveillance activities | All relevant modules |
| **20** | Building permission system | All relevant modules |
| **21** | Online Library Management | Finance, Inventory |
| **22** | GIS system – iGIS with details of properties, water connection, assets | All relevant modules and Water Utility, Asset management, Project management |
| **23** | MIS Reports | Entire solution |
| **24** | Web Feedback System, MySurat website, Social Media Analytics tools | All relevant modules |
| **25** | Society registration (SMC Web) | Finance, Projects |
| **26** | Resource Management System: Used by fire department to maintain vehicle details | Asset Management & Planned maintenance |
| **27** | Mayor's Fund & Corporator's Grant Management | Finance, Grants Management |
| **28** | Intelligent Transport Management system | Asset management, Finance |
| **29** | Fleet Management and vehicle tracking system | Asset management, Finance |
| **30** | Surat Money Smart card | All relevant modules |
| **31** | Biometric Attendance system | HR & Payroll |
| **32** | Solid Waste Management system | Finance & Asset Management |
| **33** | Urban Health Center | Finance, complaint redressal |
| **34** | Smart Anganwadi | Finance, Inventory, Complaint redressal |
| **35** | Property Tax assessment application | Customer Services: property Tax |
| **36** | ITCS | Asset Management |
| **37** | Bank Interfaces | All relevant modules |
| **38** | Smart Education | Asset Management, Inventory |
| **39** | Smart Financial management | Finance |
| **40** | Sitilink Applications | Asset Management, Inventory, Finance |
| **41** | Death, Birth & Marriage Registration | Revenue Management/ Finance, CRM |
| **42** | Parking Management System | Finance, Asset Management, Inventory |

## 2.4 ERP INFRASTRUCTURE REQUIREMENTS

SI is responsible to size and propose the IT infrastructure required for smooth functioning of the entire solution as per OEM guidelines and standard industry practice. SI has to supply, install, commission and manage/maintain the IT Infrastructure components such as Servers, Databases, Storage Solution, Software and other supporting IT components as required at the Data Centre

/ DR that has been proposed as part of the bid. The Data Centre (DC) and DR to be used for this project will be provided by SMC.

The System Integrator has to procure the materials and equipment as required and given as part of the System Integrator's response. However, it should be noted that the System Integrator has to procure all necessary equipment to run the solution as per the requirement of the RFP documents including the SLA. In case, it is identified that certain components are required but not quoted by the Supplier, the SI will procure and commission the same without any financial implications. The System Integrator shall note that the specification provided is the minimum requirement and the System Integrator shall procure better equipment if it is required to meet the service levels mentioned in the RFP.

SMC/SSCDL reserves the right to ask the bidder to supply only part of the hardware quoted and procure the rest of it separately by itself. The payments schedule will be adjusted accordingly.

### 2.4.1 Key Aspects to be considered

(i) The solution should be highly scalable and capable of delivering high performance as and when transaction volumes/ users increases without compromising on the response time.
(ii) All components of the IT Infrastructure should be based on standards to avoid compatibility issues.
(iii) The IT Infrastructure should have ability to withstand all single point of failure.
(iv) The IT Infrastructure should support auto-switching to available server in case of server failure.
(v) It should be possible to configure data replication synchronously or asynchronously.
(vi) The solution proposed should include servers with latest CPU architecture offered by the hardware provider.
(vii) All the hardware shall be new and procured for this project. The ownership of hardware shall be transferred to SMC/SSCDL on commissioning of hardware. However, SI will be fully responsible for maintaining these Assets during the contract period and will be fully accountable for the same.
(viii) All the software used for SMC/SSCDL shall be licensed to SMC/SSCDL and will be the property of SMC/SSCDL. The licenses shall be perpetual.
(ix) The hardware sizing proposed for hosting the ERP Core Modules and e-office/BPM modules shall have to be certified by the authorized person of the respective OEM either on OEM's letter head or on SI's letter head with OEM's stamp and signature.

### 2.4.2 Key Activities and Deliverables

The SI is responsible to supply, configure and manage the IT infrastructure under this project. All necessary activities in this regard shall be the responsibility of the SI during the implementation and post-implementation period. Operations and Maintenance of IT infrastructure shall include a range of services related to the operation & maintenance of the IT infrastructure.

Following is the indicative list of activities to be performed:

(i) The System Integrator shall be responsible for end-to-end implementation and shall quote and provide/supply any items not included in the bill of material but required for

commissioning of the application and meet the requirements of the RFP/Contract. SMC/SSCDL shall not pay for any of the equipment not quoted in the bid but are required for successful completion of the project. However, the same has to be supplied by the System Integrator without any additional fees.

(ii) The bidder shall propose hardware such that at any point in time during the contract period, the resource utilization does not go beyond the levels defined below during 9 A.M. to 7 P.M.
- the average CPU utilization should not exceed 70% for more than 15 minutes in a single stretch
- the average memory utilization should not exceed 70% for more than 15 minutes in a single stretch
- the average Disk utilization should not exceed 70% for more than 15 minutes in a single stretch
- In case of breach of above, the bidder will be required to optimize the solution else the additional hardware has to be provided by the successful bidder to ensure the performance within the indicated levels, at no further cost.

(iii) The SI shall be required to carry out preventive and corrective maintenance of all hardware supplied including replacement of defective parts, installation and configuration of OS and other tools during warranty period. The SI will ensure maximum uptime of the solution.

(iv) The SI shall be required to repair the faulty component/equipment at the earliest or within the problem resolution time. However if any component/equipment gives continuous trouble, the SI shall replace the same with the new compatible component/equipment of the same or higher configuration without any additional cost to SMC/SSCDL.

(v) The SI must integrate hardware and software components along with rest of the IT Infrastructure at SMC to make the system integrated and fully functional.

(vi) Necessary installation/reinstallation, configuration and implementation support to be provided by SI.

(vii) The solution will be used to run business critical application and hence must be configured and tuned to give maximum output.

(viii) In case if breakdown/ maintenance work is required to be carried out during non-working days/ hours, the SI shall attend the task(s) during this period at no extra payment.

(ix) The System Integrator may be asked to supply all the installation material/ accessories/ consumables (e.g. screws, clamps, fasteners, ties anchors, supports, grounding strips, wires etc.) necessary for the installation and operation of the systems.

(x) The System Integrator has to prepare and submit a delivery report including details of components supplied. The delivery report will be validated by the identified SMC/SSCDL authorized person.

(xi) None of the components and sub-components that are declared "End-of-sale" by the respective OEM in next two years as on date of submission of Bid shall be proposed.

(xii) Configure, Install and maintain licensed software required for proper hosting of website with latest antivirus with all critical updates to be installed in the server.

(xiii) The server and other system software should be regularly patched/ updated. Major patching / update which requires system downtime has to be informed well in advance and should be undertaken only after SMC/SSCDL's confirmation.

(xiv) System Integrator should have a governance structure in place to report to SMC/SSCDL's team on daily, weekly and monthly basis and the solution should allow downloading of standard and custom reports on the monitoring status in various formats like PDF, Excel etc.

(xv) The System Integrator would also be responsible for the creation & maintenance of the directory server integrated with security modules like Authentication, Authorization & Auditing capabilities, Web single sign on, OTP management for critical components and the usage of Digital signature to ensure web based signage of documents. The system integrator would also ensure adequate data security mechanism in place by the usage of the database encryption and secured data back-up practice where in the data being backed up would be encrypted and password protected.

(xvi) Necessary network connectivity LAN/WAN will be provided by SMC/SSCDL. However, the SI will be responsible for network configuration and management of the IT infrastructure provided under this project.

(xvii) The System Integrator shall provide monitoring and management services during the contract period. The scope of the services shall include Monitoring, Administration and Management of the entire DC infrastructure together with other SMC/SSCDL's offices. The entire stack of monitoring and management services shall include the following:

- Infrasructure Monitoring, Administration & Management Services
- Database Administration & Management Services
- Storage Administration & Management Services
- Backup & Restore Services
- Production Control and Job Scheduling
- Security, Patch and antivirus management

### 2.4.3 Monitoring, Administration & Management of IT infrastructure for ERP Solution

All the devices that will be installed in the Data Centre should be SNMP enabled and shall be centrally and remotely monitored and managed to ensure maximum uptime and optimum performance. The physical infrastructure management and maintenance services shall include but not limited to:

- Administration and Management of all physical and virtual environments. Bidder should provide skilled resources on all leading Operating Platforms
- Administration service to keep servers, storage and other IT infrastructure stable, reliable and efficient.
- Proactive and reactive maintenance, repair and replacement of defective components (IT and Non-IT/ Hardware and Software). The cost for repair and replacement shall be borne by the System Integrator.
- The selected System Integrator shall have to stock and provide adequate onsite and offsite spare parts and spare component to ensure that the uptime commitment as per SLA is met. To provide this service it is important for the selected System Integrator to have back to back arrangement with the OEMs.
- Component that is reported to be down on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within the time frame indicated in the Service Level Agreement (SLA). In case the selected System Integrator fails to meet the above standards of maintenance, there will be a penalty as specified in the SLA.
- The selected System Integrator shall also maintain records of all maintenance of the system and shall maintain a logbook on-site that may be inspected by SMC/SSCDL at any time.
- Regular analysis of events and logs and maintain the reports for future audit purposes.
- Periodic health check of the systems, troubleshooting problems, analysing and implementing rectification measures.

- Take appropriate steps to comply with the audit observations made by various internal/ external auditors.

Systems Administration Services performed by System Integrator shall ensure that SMC/SSCDL's IT Environment operates smoothly, securely and consistently. It also ensures Optimized use of IT resources. System Integrator shall ensure following Server Administration activities for SMC/SSCDL:

- Configuration of server, storage, networking & security component parameters, operating systems administration and tuning.
- Adequate hardening of the operating systems of the servers, storage & network equipment and security equipment to prevent known and unknown attacks.
- Operating system administration, including but not limited to management of users, processes, resource contention, preventive maintenance and management of upgrades including migration to higher versions and patches to ensure that the system is properly updated.
- Re-installation in the event of system crash/failures.
- Maintenance of a log of the performance monitoring of servers including but not limited to monitoring CPU, disk space, memory utilization, I/O utilization, etc.
- Periodic health check of the systems, troubleshooting problems, analyzing and implementing rectification measures.
- Troubleshooting issues in the infrastructure, network and IT application to determine the areas where fixes are required and ensuring resolution of the same.
- Identification, diagnosis and resolution of problem areas pertaining to the DC/DR site infrastructure and application and maintenance of assured SLA levels.
- Implementation and maintenance of standard operating procedures for maintenance of the infrastructure based on SMC/SSCDL's policies.
- Management of the user names, roles and passwords of all the relevant subsystems, including, but not limited to servers, applications, storages etc.
- System administration activities shall include tasks including but not limited to setting up the IT assets, executing hardware and software updates when necessary. The indicative activities include
    - Configuring and apportioning storage space
    - Setting up of working e-mail accounts and mailing lists
    - Management and integration of databases
    - Implementing security on the Internet / Intranet
    - Performing periodic backup of data and automating reporting tasks
    - Executing hardware and software updates when necessary
- IT assets performance monitoring, fine-tuning, optimization & Problem Resolution
- Pro-active Disk management /Capacity planning
- IT assets Configuration changes
- Understanding Performance Bottlenecks and solving the issue proactively
- Log in ID administration (addition / modification / deletion / maintenance etc.)
- Perform file back-up/recovery as defined in the process
- Intrusion / Malware / Virus etc. detection and neutralization

### 2.4.4 Backup & restore and archival services

The indicative list of activities shall include:

- Backup of operating system, database and application as per stipulated policies at the DC/DR.
- Monitoring and enhancement of the performance of scheduled backups, schedule regular testing of backups and ensure adherence to related retention policies.
- Ensuring prompt execution of on-demand backups of volumes, files and database applications whenever required by User Departments or in case of upgrades and configuration changes to the system.
- Real-time monitoring, log maintenance and reporting of backup status on a regular basis and prompt problem resolution in case of failures in the backup processes.
- The backup practice should ensure the usage of concepts of GFS (Grandfather Father Son) backup scheme to ensure backup of every day, every week, every month & every year.
- The backup process should use incremental backup for all the days and a full back up at the end of the week. This would ensure faster backup & restoration without compromising on the availability of the backup data.
- The backup solution used should be able to integrate with the Virtual Tape Library to ensure faster backup & restoration process.
- Media management like tagging, logging, testing, etc.
- Policy driven archival of the data in the low cost storage box i.e. the Virtual tape library. These policies would be formulated as per the business needs of the process and would be finalized during the actual project implementation.
- Support for file and volume restoration as per the requirement.
- Document, maintain, update and execute SMC/SSCDL's approved file and back-up and recovery procedures.
- Conduct regular back-up and recovery procedures.
- Conduct routine monitoring and take corrective action.
- Verify availability of adequate storage space for processing.

### 2.4.5 Storage, Administration & Management Services

The indicative list of activities shall include:

- Installation, configuration, monitoring and management of the storage system in accordance to the application requirement.
- Creation of required number of VLUNs to optimize the speed and storage of data. The VLUNs created would also ensure segregation of the data as per the application requirement. The VLUNs should be dynamically configurable for the space allocation.
- Management of storage environment to maintain performance at desired optimum levels.
- Development of storage management policy, configuration and management of disk array, SAN fabric / switches, virtual tape library, etc.
- Configuration of SAN shall include activities such as management of storage space, volume, RAID configuration, LUN, zone, security, business continuity volumes, performance, etc.

### 2.4.6 Database administration and Management Services

The indicative list of activities shall include:

- Provide database administration services including performance monitoring, performance tuning/ optimization, predictive maintenance of table spaces, log files, etc. and also administrative support for user registration, creating and maintaining user profiles, granting user access and authorization, providing ongoing user password support.

- Monitoring, maintenance and tuning of the databases to meet performance standards, maximize efficiency and minimize outages, as necessary and proactively reviewing database logs and alert logs and taking appropriate actions.
- Suggest, Maintain and/or implement database backup procedures to recover from a database outage or corrupted databases within time frames specified in the Operations Manual.
- Promote the database changes into the production environment.
- Assist in problem determination and resolution of the same.
- End-to-end management of database on an ongoing basis to ensure smooth functioning of the same.
- Management of changes to database schema, disk space, storage, user roles.
- Conduct code and configuration reviews to provide tuning inputs to the State / User Department in order to improve the application performance or resolve bottlenecks if any.
- Performance monitoring and tuning of the databases on a regular basis including, preventive maintenance of the database as required.
- Management of database upgrade or patch upgrade as and when required with minimal downtime.
- Regular backups for all databases in accordance with the backup and archive policies and conduct recovery whenever required with appropriate permissions.

### 2.4.7 Security Administration Services at DC

The indicative list of activities shall include:

- Sever and application hardening to prevent attack from any known and unknown attacks.
- Root domain administration by creating the root and sub-domains and setting the root level security policies such as authentication mechanisms (single/multi factor), password policies such as password length, password complexity, password expiry, account lockout policy, certificate policies, etc.
- Maintaining an updated knowledge base of all the published security vulnerabilities and threats.
- Ensuring that patches / workarounds for identified vulnerabilities are patched / blocked immediately.
- Respond to security breaches or other security incidents and coordinate with respective OEM in case of a new threat is observed to ensure that workaround / patch is made available for the same.
- Ensuring that the security policy is maintained and updates to the same are made regularly as per ISO 27001, BS 7799 and BS 15000, ISO 20000 guidelines
- Operating system hardening through appropriate configuration and patch updates.
- Periodic reviews of domain level rights and privileges.

### 2.4.8 Production Control and Job Scheduling

System Integrator will maintain production schedules and cooperate with SMC/SSCDL in responding to special processing requests and new processing requirements. System Integrator will be responsible for:

- Prioritize and schedule batch jobs and report
- Obtain SMC/SSCDL approval for major production control schedules and distribute before implementation
- Coordinate and modify schedules for special requests

### 2.4.9 Warranty, ATS and Annual Maintenance Services

System Integrator shall provide warranty, ATS, and maintain the IT infrastructure and software infrastructure for the entire solution provided to SMC/SSCDL. System Integrator shall provide the comprehensive manufacturer's warranty in respect of proper design, quality and workmanship of all hardware, equipment, accessories etc. covered by this bidding document. System Integrator must warrant all hardware, equipment, accessories, spare parts, software etc. procured and implemented as per this bidding document against any manufacturing defects during the warranty period.

- Hardware Warranty: 24x7 five years on-site comprehensive warranty with parts (Back-to-back from OEM).
- Hardware AMC after warranty: Comprehensive onsite AMC with parts from the date of end of warranty till the end of contract covering back-to-back 24X7 support from the OEM.
- Software ATS: Comprehensive AMC/ATS services from the date of completion of Warranty on all the licensed software (IT product, associated software components, database, operating systems, etc.) provided by the System Integrator till 6 years from the date of first Go live.
- System Integrator shall, for this purpose, stock sufficient spares for rendering service and meeting SLA. SMC/SSCDL is not obliged to continue with the System Integrator providing AMC and may choose another System Integrator as AMC Partner.
- No separate charges shall be paid for visit of engineers or attending to faults and repairs or supply of spare parts.
- During the implementation period and warranty period System Integrator shall perform all the functions as enunciated under the AMC at no extra cost to SMC/SSCDL.
- The support for planning, optimization and tuning of hardware and software after commissioning, whenever needed during Operation period/ Warranty / AMC shall be provided by System Integrator at no extra cost to SMC/SSCDL.
- Mean Time between Failures (MTBF): If during contract period, any equipment has a hardware failure on four or more occasions in a period of less than three months or six times in a period of less than twelve months, it shall be replaced by equivalent or higher-level new equipment by the System Integrator at no cost to SMC/SSCDL. For any delay in making available the replacement and repaired equipment for inspection, delivery of equipment or for commissioning of the systems SMC/SSCDL reserves the right to charge a penalty.
- Warranty should not become void, if SMC/SSCDL buys, any other supplemental hardware from a third party and installs it within these machines under intimation to the System Integrator. However, the warranty will not apply to such supplemental hardware items installed
- The System Integrator shall carry out Preventive Maintenance (PM).
- The System Integrator shall ensure that the warranty complies with the agreed Technical Standards, Security Requirements, Operating Procedures, and Recovery Procedures.
- System Integrator shall have to stock and provide adequate onsite and offsite spare parts and spare component to ensure that the uptime commitment as per SLA is met.
- Any component that is reported to be down on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within the time frame indicated in the Service Level Agreement (SLA).
- The System Integrator shall develop and maintain a database of IT inventory to include the registered hardware warranties.

## 2.5 OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY

SI to use proven implementation strategy aligned to OEM latest implementation strategy and should include following indicative stages as below.

2.5.1 Project Preparation
2.5.2 Business Blueprint
2.5.3 Realisation
2.5.4 Final Preparation
2.5.5 Go-Live and Hypercare Support
2.5.6 Release Management
2.5.7 Capacity Building & Training
2.5.8 Additional OEM obligations during implementation
2.5.9 Certification

The indicative list of key deliverables for each project phases are listed below.

### 2.5.1 Project Preparation

| Key Activities | Key Deliverables |
|---|---|
| • Determine project team<br>• Onboarding of System Integrator resources<br>• Agreement on detailed project plan with defined WBS and assigned named resources to each WBS<br>• Detail dependencies, project milestones and delivery schedules<br>• Installation of development system environment<br>• Setup of sandbox system environment<br>• Prepare the data migration/conversion plan<br>• Prepare for business blueprinting workshops with department spoc<br>• Prepare and finalize Test Strategy, Training strategy<br>• Set ground rules of project operations<br>• The project manager should also prepare a detailed register of project related risks with details such as probability of occurrence of the risk factor, severity of the risk factor, risk rating, risk mitigation plan, etc. | • Project Plan Baseline<br>• Resource deployment plan<br>• Technical requirement plan<br>• Project templates & standards<br>• Project charter document<br>• Training plan<br>• Test Plan<br>• Communication Matrix and Project structure<br>• Configuration Management Plan<br>• Risk Register |

Selected SI should hold weekly review meetings with SMC providing detailed report on the progress of the project (project progress report) clearly highlighting the activities completed in the reporting period, activities planned for the next reporting period, deviations from the planned dates, issues / concerns affecting the project progress, impact on the overall project timelines, project related risks with their mitigation plans.

Selected SI should monitor the quality of the solution being developed in line with the project quality plan. SI's project manager should periodically review the performance of the project against defined quality goals and take necessary actions for any deviations.

SI to plan and use necessary test automation tools capable of defining test scope, creation of test cases, uploading test scripts, running the test, tracking the test completion rate, defect tracking

and restoration, linking of test defects and dependencies, regression testing and performance testing. The ERP testing shall at least include Unit Testing, System Integration Testing, Performance Testing, User Acceptance Testing (UAT), etc. No separate charges will be paid for the same.

### 2.5.2 Business Blueprint

| Key Activities | Key Deliverables |
|---|---|
| • Detailed assessment of the functional requirements for the services described in the RFP<br>• Conduct Requirement workshops and focussed interviews of user groups through structured questionnaire<br>• Verify business processes flow diagrams (level 1 & 2) and details wherever available with SMC and prepare the same if missing<br>• Come up with high level design mapping the solution modules to various business processes<br>• Detailed study of business processes (level 3 & 4), Business process redesign for current processes to fit to selected best practices of product being implemented<br>• Detailed level design to include reports, interfaces, enhancements, output forms<br>• Fit-Gap Analysis<br>• Security Authorization design<br>• Master Data Design<br>• Data migration requirements and conversion requirements<br>• Integration plan | • AS IS process documents<br>• Business process master list<br>• System Requirement specification document covering: Functional requirement specification with test cases, Technical requirement specification<br>• High Level design document<br>• TO-BE Business process document aligned to ERP<br>• Organization structure definition document<br>• Fit Gap Analysis document<br>• Final enterprise scope document<br>• Detailed Design Document<br>• Training Strategy document<br>• Testing strategy document<br>• Data migration strategy document<br>• Data collection templates and guidelines<br>• Authorization & security design document<br>• Fully functional development environment |

On gathering the requirements, selected system integrator shall analyze these requirements to ensure the requirements are complete, accurate, consistent, and unambiguous. Selected SI is also expected to visit the different office locations to understand the requirements of users at those locations.

SRS shall contain the objectives and scope of the system, overview, various levels of business requirements, architectural requirements, usability requirements, reliability requirements, audit trail, design constraints, sizing considerations, applicable standards, interfaces etc. User Role wise mapping to the various business functions with details regarding their access rights (insert /update / delete / view etc.) shall also be included in this document. Acceptance Criteria shall also be included explicitly promoting clear understanding with the end user about what the end user considers acceptable for the proposed solution and respective module.

The Selected system integrator as part of development of SRS shall develop a system prototype to capture and demonstrate the end user requirements in the form of screens and outputs. The prototype shall be enhanced continuously during the development of SRS. The prototype to also demonstrate how data migration activities will be carried out.

### 2.5.3 Realisation

| Key Activities | Key Deliverables |
|---|---|
| • Perform configurations<br>• Custom development post approval of technical and functional specifications<br>• Data conversion and preparation<br>• Develop Unit, System, Integration, UAT, performance, business readiness check test plans and test scripts<br>• The selected system integrator shall design the traceability matrix, Test cases and conduct testing of various components of the software developed/customized for the Project<br>• QA test environment, Production environment and DR setup<br>• Unit Testing, Functional Testing, Performance testing, Integration Testing<br>• Interface setup and testing<br>• Realization phase sign off and approval to start UAT | • Final configuration document<br>• Signed Off UAT test scripts<br>• Interface Design document<br>• All technical objects delivered with unit test sign off<br>• QA environment setup<br>• Power user training and feedback<br>• Test Reports<br>• Identification of user groups for end user trainings and schedule the trainings as per test plan |

The selected SI should obtain the sign off on the design document before commencing the development /customization/installation of the solution. SI shall be responsible for ensuring the compliance of the end product to the requirements specified by SMC in this RFP.

The basic responsibility of testing the system lies with the selected system integrator. The SI shall after development and customization/configuration of the integrated solution, conduct tests to demonstrate that the system meets all the requirements (functional and technical) specifications as brought out in this RFP.

For achieving successful test results and managing test cycles in future releases, selected SI may propose and have to procure any test software required at no additional cost to the authority. SI to use and deploy its best practices and deploy any proprietary tools and accelerators with approval of the authority provided there are no negative impact on the system and no additional cost to SMC.

Change Management & Training: Training for all stakeholders of SMC including Core Team, End users etc. will be responsibility of SI. Activities such as documentation, training, simulation, conduct onsite workshops for process stakeholders and highlight the benefits of this new environment and gain stakeholder confidence will be required to be performed by SI.

### 2.5.4 Final Preparation

| Key Activities | Key Deliverables |
|---|---|
| • Complete System Integration test<br>• Complete performance test (stress and volume test)<br>• Prepare and conduct end user training<br>• Complete user acceptance testing<br>• Establish production system administration<br>• Refine hypercare plan<br>• Finalize master data cutover plan<br>• Master data migration validation and sign off<br>• Perform cutover to production system<br>• Setup ITIL based processes, ITSSM tool, help desk/support desk, for logging end user support issues and routing to consultants for resolution<br>• End User system/ device readiness<br>• Final preparation phase sign off and approval for Go-Live | • System Integration test sign off<br>• Performance test sign off<br>• UAT test sign off<br>• End User trainings and user manual<br>• Master data and Transaction data migration and sign off |

The selected SI is not responsible for the digitization of the data currently available in manual form. But SI shall interact and discuss with SMC and its other stakeholders to finalize the migration of the data available in the databases of the existing IT systems to the new database implemented for the proposed project. Data migration will include Data cleansing and preparation, Extracting Master and Transactional data from legacy applications, transforming the data into the necessary format to load into Quality & Production servers, conversion of data from non-Unicode to Unicode wherever required, loading the data, Reconciliation of the data loaded, Management of the sign off from the business before and after data load.

For successful data migration, selected SI may have to procure any software which may be required for data migration at no additional cost to the authority.

All system integration test cases should have been passed and defects closed before presenting the system for UAT testing. The system is expected to be free from defects and meet all the functional and technical requirements to ensure UAT success and timely completion.
Load, scalability, and Stress Testing would be conducted prior to 'Go – Live', once the System Integration Testing of the configured and customized solution has been conducted successfully. Selected system integrator should use suitable simulation tools in accordance with the agreed test procedures keeping in view SMC's projected future load of transactional users.

### 2.5.5 Go-Live and Hypercare Support

| Key Activities | Key Deliverables |
|---|---|
| • Business readiness check before handing over to end user<br>• Provide Hypercare support<br>• Transition and takeover of support task by AMS team | • End User Transaction processing reports<br>• Issue logs and RCA document for issues raised post Go-Live<br>• PGLS team sign off on KT received along with above two documents |

As part of different phases and key activities mentioned above, the SI is also expected to deploy the application software and other software required for successful implementation of integrated system at data centre of SMC. Necessary DR setup will be required to be done as and when the DR site is ready and made available by SMC at not extra cost. The database administration, server administration, security administration, user administration and tasks arising due to software version upgrade or hardware upgrade will be the responsibility of SI for the solution deployed as part of this project.

System Integrator is required to bring in automation tools for various functions like administration, monitoring etc. Bidder can propose its proprietary tools and best practices around the same which will be evaluated as their unique proposition of the bidder as part of technical proposal. The SI is expected to provide training to SMC project team on these software, tools, scripts, accelerators, and processes during different phases of the project as and when these are deployed.

### 2.5.6 Release Management

All the changes approved as valid demands by Demand Management team will be classified as:

- Service request/minor enhancement: Effort < 40 hours
- Major Enhancements: Effort 40-180 hours
- Planned Projects: Effort >180 hours

All the minor enhancements can move to production system as service request following necessary approval from SMC from time to time. Major Enhancements and Planned Projects need to be aligned to a release. SMC intends to follow two Major releases per year along with three Just in Time releases only to cover TLS (Tax, Legal & Statutory) requirements and any urgent demand/requirement from SMC. However, in case of urgent requirement, the release will be done prior to above stated time line.

The Release and Deployment Management process "aims to plan, schedule and control the movement of releases to test and live environments".

The goals of release management include:

- Planning the rollout of software
- Designing and implementing procedures for the distribution and installation of changes to IT systems
- Effectively communicating and managing expectations of the customer during the planning and rollout of new releases
- Controlling the distribution and installation of changes to IT systems

Release management focuses on the protection of the live environment and its services through the use of formal procedures and checks. A Release consists of the new or changed software and/or hardware required to implement as a bundle.

Every even numbered release is recommended to include technical patch upgrade as well as enhancement pack upgrade to [latest patch level – 1] as on start of release alignment cutoff date. The upgrade process should be followed from the release 2 onward. Any associated cost of this upgrade and corresponding release management should be added as part of monthly support charges and no additional change request would be considered for the same during the contract period. The patch upgrade should be done with proper impact assessment, report on additional features and functional outcomes followed by approval from SMC.

In case of any upgrade in hardware, OS and database upgrade, selected SI has to migrate the solution to new version, limited to a maximum of five times for each category within the contract period. Same should also be aligned to a major release.

Each major release to go through all phases of implementation namely:

- Plan/ Scope Freeze
- Analyze
- Design
- Build/ Component Test
- Interface/ Integration Testing
- Role Creation & assignment (test Users)
- Product Test
- UAT
- Data Migration
- Regression Test
- Handover to support team
- Training
- Deployment
- Post Go-Live warranty/ Hypercare

Following Teams to constitute the overall Release Management Team performing the listed activities.

#### 2.5.6.1 Data Migration

- Data cleansing and preparation
- Extracting Master and Transactional data from legacy applications
- Transforming the data into the necessary format to load into Quality & Production servers
- Loading the data
- Reconciliation of the data loaded
- Management of the sign off from the business before and after data load

#### 2.5.6.2 IT Deployment

- Technical rehearsal
- Technical Cutover (TCO): Transport of changes made during Release into production
- Manual configuration of changes in the production environment
- Legacy system Technical Cutover + manual configuration
- Integration test of Interfaces in pre-production
- Integration test of Interfaces in production
- Interface ramp-up in production

#### 2.5.6.3 Business Deployment

Key Activities (For projects with Business process transformation)

- The Business Process Change Team will identify, agree, and communicate business process changes and freeze periods with departments.
- Identifying and implement actions and workarounds to ensure minimal business disruption before, during and after the Business Cutover with the departments.
- Communication to the business, customers & vendors explaining any changes they will encounter with how the department will carry out its business and how they will contact the support teams after go live will be made by the Change & Communications Team.
- The Training Team will ensure all necessary training is carried out to enable the business users to work successfully.
- Carrying out business readiness checks.
- Business acceptance and sign-off.
- Identifying and putting business contingency plans in place.

### 2.5.7 Capacity Building & Training

Selected system integrator should impart end user training to SMC designated users on solutions being rolled out to allow end users to effectively and efficiently use the application system to support business processes. Selected system integrator should provide solution specific training manual for the training sessions.

a. Selected system integrator should impart training to different users as stipulated below on usage and implementation of the features of the proposed products. Selected system integrator should provide Training Manuals covering product features specific to SMC requirements.
b. Selected system integrator should update the Training Manuals, procedures manual, Deployment/Installation guides etc. to reflect the latest changes to the solutions implemented.
c. All training manuals shall be prepared in English and Gujarati.
d. Selected system integrator should ensure necessary environment setup, data creation to conduct end user training.
e. SMC shall provide the necessary infrastructure such as training classrooms to conduct the end user training.
f. Based on the identified education and training needs, selected system integrator should derive efficient delivery mechanisms and trainers. Selected system integrator should appoint trainers and organize training sessions on a timely basis and ensure that the attendance and performance evaluations are recorded.

g. Selected system integrator would be required to provide training videos/ computer based training (CBT) material to SMC which can be used for training and to be handed over to SMC for training its users from time to time.
h. Performance of Selected system integrator during these trainings should be assessed based on the trainee feedback collected for each training course. Selected system integrator should design the trainee feedback template in consultation with SMC. Selected system integrator should provide, collect, and collate the trainee feedback and submit the Trainee Feedback Report to SMC. Individual trainee feedback should also be submitted as part of this report.
i. The trainers imparting the training should be well versed in English and Gujarati language.
j. Training shall also be provided for teaching the basic trouble shooting activities in case of problems.
k. The location of the training sessions shall be decided by SMC after discussions with the selected system integrator.
l. The Selected system integrator will design different training curriculum for employees at different Class. The training for Class 1 employees needs to be more business focused, training material for Class 2 is more functional and for Class 3 employees it needs to be more operational.
m. Detailed training plan will need to be approved from SMC which should have training on Integrated solution, Core training, functional training, technical & administrator training for ISD department, UAT user training, End User training and refresher course.

### 2.5.8 Additional OEM obligations during implementation

Bidder should ensure participation of OEM's representative of the software products procured as part of this RFP, who should mandatorily be present in SMC premises, in the Project review meeting (maximum 1 occurrences every month) without extra cost to SMC during project implementation phase.

An important step in the acceptance procedure of each milestone is OEM validation of the proposed solution, which will require the system integrator to engage with and validate the solution from corresponding OEM as solution audit before every milestone completion to ensure that installation and configuration has been done in line with the guidelines and according to the best practices by the OEM. The bidder shall provide SMC with the OEM's certification clearly certifying the same for different components thus proposed. It will be bidder's obligation to get this validation and bidder should factor in the necessary cost in its price proposal. Authority will not entertain any changes in price proposal regarding this at a later stage.

**Professional support from OEM:** It is expected that the system integrator has all necessary experience as authorized implementation partner of the OEM. The System Integrator is expected to have back to back support arrangements with OEM to provide technical support.

In case bidder is unable to resolve any critical issue or fulfil requirement, bidder may engage with OEM to bring in their Professional Consulting support and technical support during the engagement at its own cost. Any such engagement should be done with prior information to

SMC. There would be no obligation to SMC/ SSCDL to pay for this support and the price proposal should not include the cost of such consultation.

### 2.5.9 Certification

The bidder to get the implemented solution ISO 27001 certified by STQC within six months of first Go-Live & need to get recertification after two years of the first certification.

The vendor is expected to undertake continuity measures for smooth functioning of the system, risk management plan for the continuity of services, data backup policy and business continuity plan during the execution of the entire project. The cost of the certification has to be borne by the bidder.

## 2.6 POST IMPLEMENTATION SUPPORT AND MAINTENANCE

The following section describes post go live support requirements, service management and support requirements and enduring support requirements.

### 2.6.1 Post Go-Live Support

As part of the delivery of the solution it is expected that the Bidder shall provide Post Go Live Support ("PGLS") for the solution post first Go-Live Release 0 till completion of total contract period of seven years. The Post Go Live Support ("PGLS") will start after completion of 3 months of Hypercare Support after Go Live.

During the course of the project there will be functionality developed and deployed on a Release basis, as a result each Release will need to be supported following its go-live. Therefore, the PGLS will run from the moment the first Release (release 0) of the Solution is live till the end of the contract period. The Bidder shall provide appropriate levels of on-site and off-site support as necessary. The Bidder's PGLS team shall be responsible for the continued delivery of stable systems, development, and operational support.

This includes a preventive maintenance programme, managing releases, monitoring and system health checks and incident management. It is expected that out of business hours support will be provided as needed.

Support of the system is key to establishing system and process stability following the deployment. Over and above the technical support required in this period, it is expected that support efforts shall target improving end-user familiarization with new applications and processes to enhance adoption and aid transition of new processes to a business-as-usual status.

**Minimum Required onsite support:** The bidder is required to provide the dedicated onsite team as per the below mentioned table during the support. **Necessary backend support must be extended to the onsite team so as to achieve the SLAs and KPIs defined in RFP.** Post First three years, dedicated team of 10 members including 5 ERP consultants with optimum skillset is requested to be onsite along with other team members. If required, the selected bidder will be required to change the mix of the onsite support team based on the requirement of SMC. Project Manager will be the SPOC for SMC, who intern will coordinate with onsite and offsite team members.

| # | Personnel | During first 3 years post 1st Go-Live (Yr.1, 2, 3) | 3 years Post 1st 3 years (Yr. 4, 5, 6) |
|---|---|---|---|
| 1 | Project Manager | 1 | 1 |
| 2 | Functional Consultants | | |
| 2.1 | Finance | 2 | 5 |
| 2.2 | HR & Payroll | 2 | |
| 2.3 | Project Management | 1 | |
| 2.4 | Procurement & Material Management | 2 | |
| 2.5 | Asset Management | 1 | |
| 2.6 | E-office application | 2 | 2 |
| 3 | Application Developers (ERP) | 3 | 1 |
| 4 | Application Developer (e-Office/BPM/DMS) | 1 | 1 |
| | **Total** | **15** | **10** |

The primary responsibility of the onsite team will be the enhancement/development which will include Service request/minor enhancement, Major Enhancements and Planned Project. This team will coordinate with the support team for timely and proper resolution of incidents. The team will ensure the continuous delivery of support and change requirements including minor/major enhancements and projects.

SMC estimates upto 1200 hours / month demands of Major Enhancement and Planned Projects during the support period and the bidder will be responsible for delivery of the same. These hours will not be carried forward to next quarter if not utilised. Any Other Major Enhancement / Planned Project over and above this limit shall be paid to the bidder on the basis of blended man month rate quoted by SI in the Appendix 2. The service requests shall be catered by the bidder based on the requirements of SMC.

SMC envisages that development & delivery of Major Enhancements and Planned Projects shall not be limited to onsite consultants and bidder shall provide optimum skilled consultants, Onsite and Off-shore, to cater demand throughout the contract period.

The purpose of the PGLS period is to accelerate business stabilization and aimed to achieve following possible objectives:

1. To measure, and communicate, how performance is stabilizing against expectations;
2. To inform decision making about how performance issues should be resolved;
3. To prioritize and coordinate efforts to where they will have the most impact;
4. To monitor the impact of any changes until stabilization is achieved;
5. To help determine when the solution is able to transition to the enduring support model;
6. The PGLS team should have flexibility to scale up/down;
7. To ensure timely resolution of incidents;
8. When incidents occur, to restore normal service as quickly as possible to minimize business impact;
9. To ensure that incidents and service requests are processed consistently and that none are lost;
10. To direct support resources where most required;

11. To provide information that allows support processes to be optimized, the number of incidents to be reduced, and management planning to be carried out.

After Go Live of Release 0 and Release 1, system integrator shall provide 3 months Hyper Care Support followed by support. Necessary transition needs to be taken care by the bidder during these hand over from implementation team to support team. Warranty support for the solution will be provided for the 3 months Hyper Care Support period or until all defects in the Solution for which the Bidder shall be responsible are resolved, whichever is longer.

Defects include those that were known prior to Go-Live and any new defects that materialize in operation during Warranty period.

A defect can only be resolved if:

1. Test passes
2. A valid workaround is approved by SMC/SSCDL
3. Alternate resolution is approved by SMC/SSCDL

A Warranty Defect can be defined as: any defects in the technical performance or functionality of any aspect of the Solution when assessed by reference to the Acceptance Criteria which are identified or known on the date of Acceptance or which arise during the Warranty Period.

The Bidder shall work to ensure that all defects and issues are resolved in line with agreed processes and procedures.

### 2.6.2 Service Transition

Each transition phase should be supported and tracked by a clearly defined and agreed Transition Plan. The transition plan should outline who the current owner is, the future owner will be, key stake holders and the date of the transition and measure the progress of the transition based on agreed handover criteria. This pertains to transition between implementation team and support team.

### 2.6.3 Service Management Support Process

As part of the scope, the bidder is expected to provide Level-1, Level-2 and Level-3 support during the contract period.

It is envisaged that as part of the engagement, the SI will setup IT help desk/Service Desk, which will log tickets for issues noticed in the solution by the end users/citizens/others. The Service Desk is basically responsible for the Acceptance, Classification and also handling of request. The selected vendor must follow ITIL/ ISO 20000 service request management process for duration of the contract.

The Bidder needs to provide a centralized Service team which will be responsible for:

1) the diagnosis and repair required to close the problem;
2) documenting all actions in the call record/ ticket logs;
3) performing root cause analysis, as required;
4) working with other vendors, as appropriate, to attempt to resolve problems;
5) making recommendations for process and tool improvements; and
6) contacting other support groups or organizations, as required.

Based on the ticket analysis, necessary support will be extended by the bidder for the resolution of the same. Level 2 and Level 3 Support consists of deep level support to be provided by specialists.

It is expected that system integrator will implement an IT Service Support Management (ITSSM) tool that appeared in latest Gartner magic quadrant and have sales and support in India, which will be used by support desk, SMC ISD, IT vendors including ERP SI for IT service management/ ticket handling/ KPI and SLA monitoring across SMC and SSCDL. The tool should support integration with ERP system and provide necessary reporting and dashboard capabilities by vendor or by contract.

The bidder needs to provide the support and services during the contract period as per the standard ITIL processes. The Support teams to follow all the ITIL processes namely

1) Incident Management,
2) Service Management
3) Problem Management
4) Change Management
5) Release Management

All the changes approved as valid demands by SMC which involve below two categories will be aligned to a release:

1. Major Enhancements: Effort 40-180 hours
2. Planned Projects: Effort >180 hours

All the minor enhancements can move to production system as service request following necessary approval from SMC from time to time. Major Enhancements and Planned Projects need to be aligned to a release. SMC intends to follow two Major releases per year along with three Just in Time releases only to cover TLS (Tax, Legal & Statutory) requirements and any urgent demand/requirement from SMC. However, if required the said activity will have to be performed prior to above stated time line and decision of SMC will be final in this regard.

## 2.7 DELIVERABLES & PAYMENT

### 2.7.1 Timelines & Deliverables

The following is an indicative list of deliverables and milestones for the Bidder, assuming that the engagement starts at time T (Signing of LOA/ Issuance of Work Order + 20 Days). The bidder is required to clearly indicate the release wise time schedule in the proposal. The development process will be reviewed regularly as per the time schedule.

The implementation (Release 0 and 1) must be completed in (T + 230) days and (T + 430) days respectively and post implementation support of 6 years will start from (T + 230) days time period i.e. after first Go-Live.

### 2.7.2 Project phases and deliverables

#### 2.7.2.1 Application Implementation Milestones

| Milestone # | Project Phase | Exit Criteria | Release 0 (in days) | Release 1 (in days) |
|---|---|---|---|---|
| Milestone 0 | Initiation & Team mobilization | Project Kickoff at project site with all key personnel and other | T+20 | T+220 |

| | | | | |
|---|---|---|---|---|
| | | resources as per resource deployment plan. | | |
| Milestone 1 | Project Preparation | All deliverables signoff as per section 2.4.1 | T+50 | T+250 |
| Milestone 2 | Business Blueprint | All deliverables signoff as per section 2.4.2 | T+110 | T+310 |
| Milestone 3 | Realisation | All deliverables signoff as per section 2.4.3 | T+200 | T+400 |
| Milestone 4 | Final Preparation | All deliverables signoff as per section 2.4.4 | T+230 | T+430 |
| Milestone 5 | Go Live | Solution Go Live & Deployment Document | **T+230** | **T+430** |
| Milestone 6 | Hyper-Care & Transition to Support team | All deliverables signoff as per section 2.5.5 | T+320 | T+520 |

#### 2.7.2.2 Hardware Installation & Commissioning Milestones

| Milestone # | Project Phase | Deliverables | Timeline (in days) |
|---|---|---|---|
| Milestone 1 | Initial Hardware for Development Environment | Delivery, installation and commissioning of Hardware for development system environment and sandbox system environment | T + 50 |
| Milestone 2 | Final Hardware for DC with DR | Delivery, installation and commissioning of complete hardware as per the scope | T + 90 |

**Note:**

1. UAT for all releases would be iterative in nature, the Bidder is expected to incorporate the changes in solution post UATs as per SMC feedback.

2. For delay of every week per milestone, a penalty of 1% of payment for corresponding/relevant milestone would be deducted, provided the delay is attributable to the vendor. The decision of SMC/SSCDL will be binding in this regard. Delay penalty at 0.2% per day of monthly support cost will be applicable for major and minor enhancement work during the support period as well.

3. Hypercare deliverable will include closing of all issues reported with Go-Live along with minor enhancements arising due to those defects.

### 2.7.3 Payment Schedule or payment terms during implementation

#### 2.7.3.1 Payment schedule for license cost:

SMC will purchase only subset of product licenses during the implementation phase and residual quantities at the time of UAT/Go-live. The quantity of such licenses will be decided with mutual

agreement however the decision of SMC will be final in this regard. The rates will be valid till the completion of Milestone-6 defined above.

a. Payment of 90% of license cost will be on respective product license supply
b. Payment of 5% on respective product installation certified by SI on completeness, validity and correctness of the product installed or within 30 days of license supply whichever is earlier
c. 5% after UAT signoff

#### 2.7.3.2 SI Implementation cost

All Key Deliverables mentioned in section 2.4 need to be signed off by SMC/ SSCDL and will be prerequisite for completion of the milestone. All the deliverables need to be submitted along with signoff report in hard copy. SMC/ SSCDL will provide sign-off as quickly as possible with maximum time of 20 working days after any queries raised are resolved by the bidder satisfactorily.

| Milestone # | Release 0 | Release 1 |
|---|---|---|
| Milestone 0 | 9 % | 9 % |
| Milestone 1 | 9 % | 9 % |
| Milestone 2 | 9 % | 9 % |
| Milestone 3 | 4.5 % | 4.5 % |
| Milestone 4 | - | - |
| Milestone 5 | 9 % | 9 % |
| Milestone 6 | 4.5 % | 4.5 % |
| Total | 45% | 45% |

**Note:** The remaining 10% of the implementation cost will be split in to four equal parts of 2.5% each and the same will be paid post successful completion of hypercare period on a quarterly basis.

This % implies the percentage of total implementation cost as specified by the vendor.

Monthly Progress Reports/MIS to be submitted every month or as and when desired by SMC indicating the activities remaining/completed and progress as against the scheduled tasks / activities

#### 2.7.3.3 Hardware Installation & Commissioning

The payment for the Hardware Installation & Commissioning will be made as per below:

- 70% in 15 days of Full Supply
- 20% in 15 days of installation and commissioning of the hardware
- 5% on successful Go-Live of Release-0
- 5% on successful Go-Live of Release-1

### 2.7.4 Payment Schedule for Support, ATS and AMC

The payment to the Selected Bidder shall start on a quarterly basis based on SLAs in the Support phase. This would also include any Annual technical support and AMC charges of the products.

## 2.8 KPIS & SLA

The vendor who is awarded the contract will be measured on certain KPIs and SLAs during the implementation and post implementation phase. This is to ensure that they are accountable for their tasks and only get compensated if their work is of high quality and bears maximum efficiency. Some basic parameters in KPI and SLA are mentioned below. Vendor will provide daily/monthly reports for these parameters. (e.g. system non-availability, application planned and unplanned downtime, security breaches, number of incidents or defects raised/ resolved/pending etc. and other reports). **The Successful Bidder (refer as System Integrator, SI) has to supply software/automated tools to monitor all the KPIs and SLAs under this project.** The bidder shall customize the reports as per the requirement of SMC/SSCDL.

**Note**: Penalties shall not be levied on the Successful Bidder in the following cases:

a. There is a Force Majeure event effecting the SLA which is beyond the control of the Successful Bidder.
b. Damages due to any accident / mishap shall be considered as "beyond the control of Bidder".

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the System Integrator to SSCDL for the duration of this Agreement.

### 2.8.1 Measurement of SLA

The SLA metrics provided specifies performance parameters as baseline performance, lower performance and breach. All SLA calculations will be done on monthly basis. The monthly O&M cost shall be calculated as "Cost of that particular year / 12".

The SLA also specifies the penalties for lower performance and breach conditions. Payment to the SI is linked to the compliance with the SLA metrics.

The aforementioned SLA parameters shall be measured as per the individual SLA parameter requirements and measurement methods, through appropriate SLA Measurement tools to be provided by the SI and audited by SMC/SSCDL or its appointed Consultant for accuracy and reliability.

SMC/SSCDL shall also have the right to conduct, either itself or through any other agency as it may deem fit, an audit / revision of the SLA parameters/ penalty. The SLAs defined, shall be reviewed by SMC/SSCDL on an annual basis after consulting the SI, Project Management Consultants and other experts. All the changes would be made by SSCDL after consultation with the SI and might include some corrections to reduce undue relaxation in Service levels or some corrections to avoid unrealistic imposition of liquidated damages/ penalties, which are noticed after project has gone live.

#### 2.8.1.1 Measurement of KPIs

| No. | Performance Indicator | Below Acceptable Levels | Frequency of Report | Area Catered to |
|---|---|---|---|---|

| FOR OVERALL SOLUTION | | | | |
|---|---|---|---|---|
| 1. | Service Uptime [Total minutes in a month – Planned downtime – Total down time(min) in a month]*100/[Total minutes in a month - Planned downtime]<br><br>**X= [100-(uptime value)]/2** | <99% for components used for production environment<br><br><95% for components used for non-production environment<br><br>[components that are used commonly both production and non-production activity will be considered part of production infrastructure] | Monthly | System Monitoring |
| 2. | Average CPU Utilization | >70% for more than 15 minutes in a single stretch | Monthly | System Monitoring |
| 3. | Disk Utilization | >70% for more than 15 minutes in a single stretch | Monthly | System Monitoring |
| 4. | Memory Utilization | >70% for more than 15 minutes in a single stretch | Monthly | System Monitoring |
| 5. | Security Breach | >0 | Monthly | System security |
| 6. | Number of incident tickets raised per month* | >200 | Monthly | System Monitoring & Security |
| 7. | Number of UAT defects (Applicable for each release) | >50 | During UAT phase | Solution Efficacy |
| 8. | Backlog count | >10% | Monthly | Solution Efficacy |

### 2.8.2 Monthly Penalty for Missed KPIs

Missed KPI would mean below acceptable levels defined above.

a) Penalty for missed KPIs (KPI at sr. 5 to 8) from for 1st instance in a particular month: No penalty
b) Penalty for missed KPIs (KPI at sr. 5 to 8) (up to 3) in a particular month: 5% deduction of relevant implementation milestone/monthly support cost
c) Penalty for missed KPIs (KPI at sr. 5 to 8) (up to 6) in a particular month: 10% deduction of relevant implementation milestone/monthly support cost
d) Penalty related to Service Uptime KPI will be as under:

| # | Performance Area | SLA | Penalty |
|---|---|---|---|
| 1 | **Service Availability (SA) for components used for production environment**<br><br>**SA for month (%) =**<br>[Total minutes in a month –Planned downtime – Total down time(min) in a month]*100/[ Total minutes in a month - Planned network downtime]<br><br>**X= [100-(uptime value)]/2** | >=99% | No penalty |
| | | <99% to >=98% | Penalty of 0.1% of purchase cost for that particular equipment during warranty or 0.5% of yearly AMC for that particular equipment |
| | | <98 % | Penalty of X*0.1% of purchase cost for that particular equipment during warranty or X*0.5% of yearly AMC for that particular equipment |
| 2 | | >=95% | No penalty |

| | | | |
|---|---|---|---|
| | **Service Availability (SA) for components used for non-production environment**<br>**SA for month (%) =**<br>[Total minutes in a month –Planned downtime – Total down time(min) in a month]*100/[ Total minutes in a month - Planned network downtime]<br><br>**X= [100-(uptime value)]/2** | <95% to >=92.5% | Penalty of 0.1% of purchase cost for that particular equipment during warranty or 0.5% of yearly AMC for that particular equipment |
| | | <92.5 % | Penalty of X*0.1% of purchase cost for that particular equipment during warranty or X*0.5% of yearly AMC for that particular equipment |
| **3** | **Average CPU Utilization**<br>>70% for more than 15 minutes in a single stretch | 1 instance | No penalty |
| | | 2-5 instances | Penalty of Rs. 5000 per incident |
| | | > 5 instances | Penalty of Rs. 10,000 per incident |
| **4** | **Disk Utilization**<br>>70% for more than 15 minutes in a single stretch | 1 instance | No penalty |
| | | 2-5 instances | Penalty of Rs. 5000 per incident |
| | | > 5 instances | Penalty of Rs. 10,000 per incident |
| **5** | **Memory Utilization**<br>>70% for more than 15 minutes in a single stretch | 1 instance | No penalty |
| | | 2-5 instances | Penalty of Rs. 5000 per incident |
| | | > 5 instances | Penalty of Rs. 10,000 per incident |

* Note: The number of tickets would vary as per the following:
For the first three months post release Go-Live, Tickets should be less than 300.
Going further, tickets should be less than 200.

**Measurement of KPIs**

| No. | Performance Indicator | Measurement Methods |
|---|---|---|
| 1. | Service Availability | The proportion of the time the various applications were available to employees of SMC |
| 2. | Average CPU Utilization | Number of times CPU utilization breached acceptable limit |
| 3. | Disk Utilization | Number of times Disk utilization breached acceptable limit |
| 4. | Memory Utilization | Number of times Memory utilization breached acceptable limit |
| 5. | Security Breach | Number of security breach incidents received per month |
| 6. | Number of incident tickets per month | Number of incidents received per month |
| 7. | Number of UAT defects (Applicable for implementation phase only) | Number of UAT defects in overall solution |
| 8. | Backlog count | Backlog is defined as number of open/aging tickets for more than 10 days of ticket logging. |

### 2.8.3 Support Service Level Agreements and Penalty

SLAs will be measured during the support phase and implementation phase as defined in the section 2.6.1

Severity levels are defined using two dimensions: impact and urgency

- Impact is classified into 4 categories:
  - Extensive: Either no or extremely limited workaround is available requiring very intense incident support; Extremely inconvenient to the SMC/SSCDL OR >10% of users impacted by incident; More than one module is impacted
  - Significant: Limited workaround available that requires intense level of incident support; very inconvenient to the SMC/SSCDL and high incident occurrence risk OR >5% & <=10% of users impacted by incident
  - Moderate: >2% & <=5% of users impacted by incident
  - Minor: <=2% of users impacted by incident

- Urgency is classified into 4 categories:
  - Critical: If not dealt with immediately the service will escalate many times over within a short time-period or Incident has Tax, Legal or Statutory impact
  - High: If not dealt with in the very near future (within the half day) the service will escalate severely till solved
  - Medium: If not dealt with in the near future (within 2 days) it will impede business/ IT processes
  - Low: All others

Severity Levels (P1/P2/P3/P4) are decided based on these two dimensions through the following grid:

| | Impact | | | |
|---|---|---|---|---|
| **Urgency** | **Extensive** | **Significant** | **Moderate** | **Minor** |
| **Critical** | P1 | P1 | P1 | P1 |
| **High** | P1 | P2 | P2 | P2 |
| **Medium** | P2 | P2 | P3 | P4 |
| **Low** | P3 | P3 | P3 | P4 |

| Applications Support | Expected | Minimum | Measurement Window | Penalty (% of relevant implementation milestone/monthly support cost) |
|---|---|---|---|---|
| **Incident Response Time** | | | | |
| P1 Severity Level Incidents Responded within 15 mins | 99.00% | 95.00% | Monthly | 0.5% |
| P2 Severity Level Incidents Responded within 30 mins | 99.00% | 95.00% | Monthly | 0.5% |

| | | | | |
|---|---|---|---|---|
| P3 Severity Level Incidents Responded within 90 mins | 99.00% | 95.00% | Monthly | 0.5% |
| P4 Severity Level Incidents Responded within 120 mins | 99.00% | 95.00% | Monthly | 0.5% |
| **Applications Support** | **Expected** | **Maximum Resolution Time** | **Measurement Window** | **Penalty (% of Monthly support cost)** |
| **Incident Resolution Time** | | | | |
| P1 Severity Level Incidents Resolved as agreed | 2 Hours | 4 Hours | Monthly | 1% (for every P1 incidents breaching SLA) beyond which 0.1% per hour per incident |
| P2 Severity Level Incidents Resolved as agreed | 8 Hours | 8 Hours | Monthly | 1% (for three P2 incidents breaching SLA) beyond which 0.05% per hour per incident |
| P3 Severity Level Incidents Resolved as agreed | 16 Hours | 16 Hours | Monthly | 0.5% (for five P3 incidents in a month) beyond which 0.02% per hour per incident |
| P4 Severity Level Incidents Resolved as agreed | 32 Hours | 32 Hours | Monthly | 0.5% (for ten P4 incidents in a month) beyond which 0.02% per hour per incident |

The SLAs are subject to review and revision by SSCDL at regular intervals.

### 2.8.4 SLA Change Process

The parties may amend this SLA by mutual agreement. Changes can be proposed by either party. The bidder representative may initiate an SLA review at least half yearly which is subject to approval from SCCDL.

The bidder representative will maintain and distribute current copies of the SLA document as directed by SSCDL. Additional copies of the current SLA will be available at all times to authorized parties.

### 2.8.5 Version Control

All negotiated SLA changes will require changing the version control number. As appropriate, minor changes may be accumulated for periodic release (e.g. every quarter) or for release when a critical threshold of change has occurred.

### 2.8.6 Management Escalation Procedures

The purpose of this escalation process is to provide a quick and orderly method of notifying both parties that an issue is not being successfully resolved at the lowest possible management level.

Implementing this procedure ensures that SSCDL and Bidder's management are communicating at the appropriate levels.

a) Escalation should take place on an exception basis and only if successful issue resolution cannot be achieved in a reasonable time frame.
b) Either SSCDL or bidder can initiate the procedure
c) Escalation will be one level at a time

### 2.8.7 Penalty

a) In case the overall support of the bidder to the SSDCL is not found sufficient or satisfactory, the same will also amount to failure and attract a penalty generally up to 10% of the consideration of Contract. The penalty will be proportionate to the time period for which the support is not found to be sufficient or satisfactory.
b) In case the bidder fails to be compliant with SLAs and KPIs requirements at regular intervals as mentioned above, penalty will be imposed generally up to 10% of the consideration of contract depending upon the nature of failure or the short-fall.
c) In case a serious bug/ flaw/ error is found in a system or the system is not found working as intended/ satisfactorily/ properly due to the software developed then in that case, generally a penalty of up to 10% of the consideration of contract will be imposed. The penalty will be proportionate to the delay in amending the bug / flaw / error, etc. after the date of report.
d) In case the support of the bidder's staff to the SMC is not found sufficient or satisfactory, the same will also amount to failure and attract a penalty generally up to 10% of the consideration of Contract. The penalty will be proportionate to the time period for which the support is not found to be sufficient or satisfactory.
e) In case of unavailability of the Application for the lack of proper configuration /administration / maintenance of the system by the bidder's staff at SMC, a direct penalty of 10% of the consideration of Contract will be imposed, charged.
f) In case the bidder fails to deliver service as depicted in the scope of work, penalty will be imposed generally up to 10% of the consideration of contract depending upon the nature of failure or the short-fall.
g) The cumulative value of penalties stated under the above clauses (a) to (f) could be up to 10% of the consideration of the contract.
h) The decision of CEO/Chairman of SSCDL will be final and binding in case of the percentage of penalty to be applied, imposed in all the above cases to the bidder.
i) In case of continued failure or short-falls from the established standard, the contract shall be terminated and no payments will be made nor will any damages be paid to the bidder besides forfeiting Security Deposit.

### 2.8.8 Limitation of Liability

The SI's liability under shall be determined as per the Law in force for the time being. The SI shall be liable to the SMC/SSCDL for loss or damage occurred or caused or likely to occur on account of any act of omission on the part of the SI and its employees, including loss caused to SMC / SSCDL on account of defect in goods or deficiency in services on the part of SI or his agents or any

person / persons claiming through or under said SI. However, such liability of SI shall not exceed the consideration of the contract.

This limitation of liability shall not limit the SI's liability, if any, for damage to Third Parties caused by the SI or any person or firm acting on behalf of the SI in carrying out the scope of work envisaged herein.

### 2.8.9 Indemnity:

The selected bidder agrees to indemnify and hold harmless SMC/SSCDL, its officers, employees and agents(each a "Indemnified Party") promptly upon demand at any time and from time to time, from and against any and all losses , claims, damages, liabilities, costs (including reasonable attorney's fees and disbursements) and expenses (collectively, "Losses") to which the Indemnified Party may become subject, in so far as such losses directly arise out of, in any way relate to, or result from

(i) any mis-statement or any breach of any representation or warranty made by the Selected bidder or

(ii) The failure by the selected bidder to fulfil any covenant or condition contained in this Agreement, including without limitation the breach of any terms and conditions of this Agreement by any employee or agent of the selected bidder. Against all losses or damages arising from claims by third Parties that any Deliverable (or the access, use or other rights thereto), created selected bidder pursuant to this Agreement, or any equipment, software, information, methods of operation or other intellectual property created by selected bidder or its representative pursuant to this Agreement, or the SLAs (I) infringes a copyright, trade mark, trade design enforceable in India, (II) infringes a patent issued in India, or (III) constitutes misappropriation or unlawful disclosure or use of another Party's trade secretes under the laws of India (collectively, "Infringement Claims") or

(iii) any compensation / claim or proceeding by any third party against SMC/SSCDL arising out of any act, deed or omission by the selected bidder or

(iv) Claim filed by a workman or employee engaged by the selected bidder for carrying out work related to this Agreement. For the avoidance of doubt, indemnification of Losses pursuant to this section shall be made in an amount or amounts sufficient to restore each of the Indemnified Party to the financial position it would have been in had the losses not occurred.

(v) Any payment made under this Agreement to an indemnity or claim for breach of any provision of this Agreement shall include applicable taxes.

### 2.8.10 Third Party Claims

(a) Subject to Sub-clause (b) below, the Selected bidder (the "Indemnified Party") from and against all losses, claims litigation and damages on account of bodily injury, death or damage to tangible personal property arising in favor or any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's performance or non-performance under this Agreement or the SLAs.

(b) The indemnities set out in Sub-clause (a) above shall be subject to the following conditions:

i. The Indemnified Party, as promptly as practicable, informs the Indemnifying Party in writing of the claim or proceedings and provides all relevant evidence, documentary or otherwise;

ii. The Indemnified Party shall, at the cost and expenses of the Indemnifying Party, give the Indemnifying Party all reasonable assistance in the defense of such claim including reasonable access to all relevant information, documentation and personnel. The indemnifying party shall bear cost and expenses and fees of the Attorney on behalf of the Indemnified Party in the litigation, claim.

iii. if the Indemnifying Party does not assume full control over the defense of a claim as provided in this Article, the Indemnifying Party may participate in such defense at its sole cost and expense, and the Indemnified Party will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of the Indemnified Party will be borne and paid by the Indemnifying Party.

iv. The Indemnified Party shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim, without the written consent of the Indemnifying Party;

v. selected bidder hereby indemnify & hold indemnified the SMC/SSCDL harmless from & against any & all damages, losses, liabilities, expenses including legal fees & cost of litigation in connection with any action, claim, suit, proceedings as if result of claim made by the third party directly or indirectly arising out of or in connection with this agreement.

vi. all settlements of claims subject to indemnification under this Article will: (a) be entered into only with the consent of the Indemnified Party, which consent will not be unreasonably withheld & include an unconditional release to the Indemnified Party from the claimant for all liability in respect of such claim; & (b) include any appropriate confidentiality agreement prohibiting disclosure of the terms of such settlement;

vii. the Indemnified Party shall take steps that the Indemnifying Party may reasonably require to mitigate or reduce its loss as a result of such a claim or proceedings; &

viii. In the event that the Indemnifying Party is obligated to indemnify an Indemnified Party pursuant to this Article, the Indemnifying Party will, upon payment of such indemnity in full, be subrogated to all rights & defenses of the Indemnified Party with respect to the claims to which such indemnification relates;

ix. in the event that the Indemnifying Party is obligated to indemnify the Indemnified Party pursuant to this Article, the Indemnified Party will be entitled to invoke the Performance Bank Guarantee, if such indemnity is not paid, either in full or in part, & on the invocation of the Performance Bank Guarantee, the Indemnifying Party shall be subrogated to all rights & defenses of the Indemnified Party with respect to the claims to which such indemnification relates.

# B. INSTRUCTION TO BIDDERS

## 3. GENERAL

### 3.1 INTRODUCTION TO THIS BID PROPOSAL

SSSCDL intends to invite proposals through this RFP. The Technical Bid along with EMD & Bid Fee in the name of "Surat Smart City Development Ltd." is to be submitted in hardcopy whereas the Price Bid is to be submitted online on https://smc.nprocure.com.

### 3.2 BID AVAILABILITY & VALIDITY

Bid documents can be downloaded from the web site https://smc.nprocure.com up to the date and time mentioned in the Online RFP Notice "**SSCDL-ERP-RFP-01-2018**".

The proposal should be valid for acceptance for a minimum period of 180 days from the Bid Due Date/Bid Submission Date (the "**Proposal Validity Period**"). If required, Authority may request the bidder to have it extended for a further period.

### 3.3 GOVERNING LAW AND JURISDICTION

The Bidding Process shall be governed by, and construed in accordance with, the laws of India and the Courts at Surat shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Bidding Process.

### 3.4 AUTHORITY'S RIGHT TO ACCEPT AND REJECT ANY PROPOSALS OR ALL PROPOSALS

a) Authority reserves the right to accept or reject any Proposal and annul the bidding process/ Proposal Evaluation Process and reject any/all Proposals at any time, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for Authority's action.

b) Without prejudice to the generality of Clause (a), the Authority reserves the right to reject any Proposal/Bid if:
   1) at any time, a material misrepresentation is made or discovered, or
   2) The Bidder does not provide, within the time specified by the Authority, the supplemental information sought by the Authority for evaluation of the Proposal.
   3) Bidder submitted conditional Proposal/Bid.

c) If such disqualification/ rejection occurs after the Proposals have been opened and the Selected Bidder as per award criteria gets disqualified/ rejected, then the Authority reserves the right to consider the next best Preferred Bidder, or take any other measure as may be fit in the sole discretion of the Authority, including annulment of the Selection Process.

## 3.5 EARNEST MONEY DEPOSIT (EMD)

(a) EMD of Rs. 50,00,000 (Rupees Fifty lakhs only) in favour of "Surat Smart City Development Limited"

i. 100% by Demand Draft / Banker's Cheque or

ii. 50% amount shall be in the form of Demand Draft / Banker's Cheque and 50% amount shall be in the form of Bank guarantee with validity of 180 days from the date of Bid opening. The same shall be drawn/ issued from any bank out of the approved bank (As per list at Appendix-4).

(b) Any bid not accompanied with valid Earnest Money Deposit in the acceptable amount, form and validity period will be summarily rejected by the Authority as being non-responsive and bids of such Bidder shall not be evaluated further.

(c) No interest will be payable by the Authority on the Earnest Money Deposit.

(d) The EMD of unsuccessful Bidders will be returned by the Authority, without any Interest, as promptly as possible on acceptance of the Proposal of the Selected Bidder or when the Authority cancels the Bidding Process.

(e) The Selected Bidder's EMD will be returned, without any interest, upon the Selected Bidder signing the Agreement and furnishing the Security Deposit in accordance with the provision thereof.

(f) The EMD shall be forfeited and appropriated by the Authority as damages without prejudice to any other right or remedy that may be available to the Authority hereunder or otherwise, under the following conditions:

1) If a Bidder submits a non-responsive Proposal;
2) If a Bidder engages in a corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice;
3) If a Bidder withdraws its Proposal during the Proposal Validity Period as specified in this RFP and as extended by mutual consent of the respective Bidder(s) and the Authority;
4) In the case of Successful Bidder, if it fails within the specified time limit –
   i to sign and return the duplicate copy of LOA
   ii to sign the Agreement within the time period specified by the Authority
   iii to furnish the Security Deposit along with the signed copy of LOA; or
5) In case the Successful Bidder, having signed the Contract, commits any breach thereof prior to furnishing the Security Deposit.

## 3.6 DUE DILIGENCE

The Bidders are encouraged to examine and familiarize themselves fully about the nature of assignment, scope of work, all instructions, forms, terms and conditions of RFP, local conditions and any other matter considered relevant by them before submitting the Bid by paying a visit to the site, sending written queries to the Authority, and attending Pre-Bid meetings.

## 3.7 ACKNOWLEDGEMENT BY BIDDER

a) It shall be deemed that by submitting the Bid, the Bidder has:
   1) made a complete and careful examination of the RFP
   2) received all relevant information requested from the Authority;
   3) accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of the Authority
   4) acknowledged that it does not have a Conflict of Interest
   5) agreed to be bound by the undertakings provided by it under and in terms hereof.

b) The Authority shall not be liable for any omission, mistake, or error in respect of or any of the above or on account of any matter or thing arising out of or concerning or relating to the RFP or the Bidding Process, including any error or mistake therein or in any information or data given by the Authority.

c) A bidder cannot be a member of more than one bidding consortium. An individual firm applying as a single/lead bidder cannot at the same time be the member of any other consortium. No Bidder shall submit more than one Proposal pursuant to this RFP. If a Bidder submits or participates in more than one Proposal, such Proposals shall be disqualified.

## 3.8 COST OF BIDDING

All costs and expenses (whether in terms of time or money) incurred by the bidder in any way associated with the development, preparation and submission of the Bid and bidder's participation in the Bid Process, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by Authority, will be borne entirely and exclusively by the bidder.

## 3.9 BID FEE

All Bidders must submit non-refundable Bid Fee Rs. 20,160 (Rupees Twenty Thousand One Hundred Sixty only) (Rs. 18,000 + 12% GST) by Demand Draft or Banker's Cheque in favour of the **"Surat Smart City Development Limited"** payable at Surat.

## 3.10 SCHEDULE OF BIDDING PROCESS

The Authority shall endeavor to adhere to the bidding schedule as specified in table below:

| | |
|---|---|
| **Earnest Money Deposit (EMD)** | EMD of Rs. 50,00,000 (Rupees Fifty lakhs only) |
| **Date of Issue of the Bid Document** | 25.06.2018 |
| **Pre-Bid conference by email (Last date for Submission of Online Queries)** | By email to it@suratsmartcity.com on or before 02.07.2018, 16:00 hrs. |
| **Price Bid Submission** | To be submitted online only on https://smc.nprocure.com on or before 11.07.2018 up to 18:00 hrs. |
| **Technical Bid Submission (in Hard Copy**) filled-in Technical Bid along with Bid Fee, EMD, Solvency Certificate and other documents. | In sealed envelope strictly by RPAD/Postal Speed Post on or before 17.07.2018 up to 18:00 hrs. to the Chief Accounts, Surat Municipal Corporation, Muglisara, Surat – 395003 |
| **Date, Time and Venue for Opening of Financial Bid** | The technically qualified bidders will be notified with the date and time of the Financial Bid Opening. |
| **Signing of Agreement** | Within 15 days from the date of issuance of LOA/ work order |

## 3.11 TERMS OF CONTRACT

3.11.1 Selected Bidder shall undertake project on design-build-maintain-transfer model basis.

3.11.2 Consortium Conditions

a. The number of consortium members cannot exceed two, including the Prime/Lead Bidder.

b. A Bidder applying individually or as consortium member shall not be entitled to submit another application either individually or as a member of any other consortium, as the case may be.

c. The lead bidder will be responsible for implementing COTS ERP along with its own man power (deployed man power for COTS ERP implementation must be on the payroll of lead bidder) deployed onsite for the implementation. If required the optimum mix of resources from both prime bidder and consortium partner (if any) can be used for the post Hyper Care support period for COTS ERP. In such cases, the project leader must be from the prime bidder to lead the entire team during the contract period. Consortium partner (if any) can also be used for implementing and support of peripheral products and productivity tools, provided they are authorized by respective OEM as

implementation partner for the same. Consortium partner can also be utilized for Gujarati language related dependencies and administrative tasks.

d. Consortium members must provide a Memorandum of Understanding (MoU) showing their intention to enter into such an Agreement at the time of bidding along with bid.

e. A Bidding Consortium is required to nominate a Prime Member. The formation of the consortium including identification of Prime member and role and responsibilities of each member shall be supported by Memorandum of Understanding and Power of Attorney signed by all the members on a stamp paper of INR 100/-.

f. The successful bidder (SI) shall require to enter into agreement with the Consortium Members (if any) specifying following points in the Agreement. These points shall also be captured in MoU

(i) Identity Prime Member and Power of Attorney in favor of Prime Member.

(ii) Roles and responsibilities of each consortium partner in line with RFP requirements, the identification of the lead partner, and providing for joint and several liability for each partner.

(iii) All consortium members would be available throughout the Contract Period.

(iv) Each member of the Consortium shall be jointly and severally liable for the due implementation, operation and maintenance of the Project.

(v) The role and responsibility of any member must be commensurate with the technical/financial capabilities that such member is contributing towards meeting the qualification criteria. Each consortium member is liable to contribute resources in terms of knowledge, skills and trained manpower commensurate with its role and responsibilities during the Contract Period.

(vi) The Consortium Agreement must also state that the period of the Agreement would coincide with the Contract period. Consortium must continue to be in existence during the period of the contract and that any change will be subject to approval of the Authority (SSCDL) only.

(vii) The final contract between the consortium members (The Consortium Contract) would be available for legal vetting and open to suggestions by the SSCDL. SSCDL will suggest binding corrections if it finds that such contract does not meet its requirements and interests as per the Tender in letter and spirit.

(viii) The Agreement should be on stamp paper and notarized. The signatories must be duly authorized.

(ix) Any Dispute arising during Contract Period between the Consortium Member shall be resolved amicably without adversely impacting Project Implementation and Operation. If in SSCDL's opinion, Dispute between Consortium members adversely impacting implementation and operation of the Project and fails to resolve such dispute within thirty days from the intimation of the issue by Authority, then Authority may its sole discretion in the interest of the Project (a) Terminate the Contract after due process and/or (2) Provide a binding solution.

(x) In case SSCDL Intends to proceed for Termination on account of SI Event of Defect and /or unresolved disputes between the Consortium Members, both the Consortium Members shall be jointly and severally liable for Implementation, Operation and Maintenance of project at Agreed prices and payment terms specified in this Tender till Authority or any new agency appointed by it takes over the Project

(xi) SSCDL reserves the right to reject the Bid in case of change in the constitution of the consortium after the submission of Bid and before the execution of the Agreement

3.11.3 The Bidder is NOT allowed to Sub-contract any activities related to scope of this RFP.

3.11.4 Bidders to use licensed COTS software from OEM, subject to the criteria as specified in pre-qualification section 6.1.1.

3.11.5 Selected Bidder shall design, build, maintain, and transfer the project during the Contract Period. Provided in the event of earlier termination of the Contract, this period shall be ending with the date of termination of the Contract.

3.11.6 The eligible and technically qualified bidder having the highest score (QCBS) shall be considered as the Selected Bidder as per the terms of this RFP.

3.11.7 The payment to the Selected Bidder shall start based on milestones defined in section 2.7.3

3.11.8 In case of Termination due to Selected Bidder's Event of Default, the Authority shall have right;

- To forfeit the Security Deposit in full.
- To appoint another Bidder. In such case, selected bidder will need to handover to SSCDL or appointed bidder as per clause 3.11.18 under this section.

3.11.9 Performance and fulfillment of its roles & responsibilities and obligations as per the provisions specified in RFP and Addenda & Corrigenda if any.

3.11.10 **Termination / Withdrawal:** SMC/SSCDL reserves the right to withdraw/ terminate the contract in whole or in part with a written notice to the bidder without assigning any reason thereof. The general circumstances that may lead to termination can be inclusive of but not limited to the following:

- Bidder becomes insolvent, bankrupt, resolution is passed for the winding up of the applicant organization
- Information provided to SSCDL is found to be incorrect;
- Delivery conditions are not met within the specified time period and Bidder has failed to cure such breach within thirty days from the intimation of the same;
- Misleading claims about the Bidder are made;
- Clear evidence is received that Bidder has breached copyright laws/ plagiarized from another source;
- If the bidder fails to perform any other obligation(s) under the contract;
- If the bidder fails to provide the satisfactory services during the implementation and post implementation support period.

3.11.11 If the Bidder does not execute the contract to the satisfaction of the SSCDL and fails to cure such default within thirty days from the intimation of the same, then the SSCDL may invoke any or all of the following clauses.

- Forfeit the Security Deposit Amount
- Terminate the contract without any liability of SSCDL towards the Bidder.

3.11.12 Intellectual Property Rights: SSCDL shall remain the owner and have a right in perpetuity to use all newly created Intellectual Property Rights including but not limited to all processes, products, specifications, reports, customized code, design documents, other artifacts "conceptualized, created, and implemented" by the selected Bidder during the performance of the services under this contract. All documentation and configuration items such as scripts, code, queries etc. developed by the SI shall be property of SSCDL. The SI should create a repository of such resources and provide access to SMC/SSCDL. All analytical models, dictionaries and libraries created as a result of this engagement would be SSCDL proprietary, and all requisite Intellectual Property Rights shall be transferred to SSCDL from the time they are created and the selected SI has no right to assign, license, sell, or use any content conceptualized, created and implemented under this engagement and/or accompanying agreement to any third party under any circumstances. All the artifacts conceptualized, created, and implemented by the selected Bidder whether in tangible or intangible form shall bear relevant copyright notices in the name of SMC/ SSCDL. The selected SI shall take all such appropriate legal actions to safeguard violation of SSCDL's intellectual property rights, if any.

3.11.13 The bidder's team should arrange their own Laptops/Computers, software, etc. SSCDL would provide only space, electricity, and connectivity for operations. Vendor represents and warrants that its collection, access, use, storage, disposal, and disclosure of SSCDL's Information does and will comply with all applicable SMC's privacy and data protection laws, as well as all other applicable regulations and directives.

3.11.14 The selection shall be for a total period of seven years from the execution of contract, which shall be reviewed periodically to assess the performance during the specified duration of project.

3.11.15 The Selected Bidder must provide a dedicated team based in Surat to service the account of the SMC/SSCDL within 20 days from the date of award of contract.

3.11.16 The Authority expects all the Key Personnel as specified in the resource deployment plan in the Proposal to be available during the contract period. The Authority will not consider any substitution of Key Personnel except under compelling circumstances beyond the control of the Selected Bidder and the concerned Key Personnel. Such substitution shall be subject to equally or better qualified and experienced personnel being provided to the satisfaction and approval of the Authority with an overlap period of minimum 15 days at Selected Bidder cost.

3.11.17 **Legal Entities:** The proposed solution will be primarily used for SMC along with Surat Smart City Development Ltd. and Surat Sitilink Ltd. The Selected Bidder must coordinate between these entities to achieve the objective of the project.

3.11.18 **Exit Management:** The exit process would start at the beginning of the last two quarters in case contract is not extended further. At the beginning of the second last quarter of the end of the contract period or in the event of termination of contract, the Bidder is required to provide necessary handholding and transition support, which shall include but not limited to, conducting detailed transition, trainings, demos/drills for the project services, project documentation, configuration, customization, etc., and addressing the queries/clarifications of new SI selected by SSCDL/SMC.
Bidder shall provide support in terms of smooth handing over of its services. At the end of the Contract Period or earlier Termination of Contract due to Bidder's event of default, the Bidder shall transfer functional and technical know-how, processes, documentation and all artifacts of the project at no additional cost to Authority.

During the contract period, the Bidder shall ensure that all the documentation including policies, procedures, etc. are kept up to date and the same are handed over to SMC/SSCDL during the Exit management process.

3.11.19 The bidder shall certify that no product quoted in the bid has its End-of-life announced. Also, at the time of supplying the quoted product, if the product has reached its end of sale, then the bidder will be required to supply similar product for the same OEM with similar or higher specifications.

3.11.20 The bidder shall try to depute the same key personnel at SMC/SSCDL as listed in the BoQ and CV submitted as per Form 1.10 in Section-9 The bidder shall depute a person on its staff at SMC/SSCDL only after the person is interviewed/ screened using any selection procedure by SMC/SSCDL and/or its any representative(s) and the sanction for the same is given in writing. The bidder would also remove a person from its staff at SMC/SSCDL if instructed to do so by the SMC/SSCDL within one month and provide suitable replacement with minimum overlap of 15 days. All persons deputed shall be on the payroll of the Bidder's organization. All the staff proposed to be deployed at SSCDL/ SMC (as per form 1.10- Section-9) should be full time employees of the bidder's organization at the time of bid submission.

3.11.21 The person deployed for the project at SMC/SSCDL will inform about any leave of absence to SMC/SSCDL.

3.11.22 In case of personnel deputed at SMC/SSCDL by bidder as per the resource deployment plan or during support period is on a leave of absence for more than a week,

a. then a competent substitute, fully conversant with the processes at SMC/SSCDL will have to be provided by the bidder. Thus, the bidder is required to keep other personnel employed but not deputed at SMC/SSCDL so that the vacancy of the key personnel could be kept filled in.

b. if the substitute is not provided for more than 5 days than such leaves after fifth day will be considered as if a person is not deployed by the bidder and monetary deduction may be made accordingly.

3.11.23 The personnel of implementation team as during the implementation and post implementation period will observe the work-time of 8 hours per day, and follow SMC's calendar; but they may have to put in extra time whenever called for by SSCDL without any additional charges. The bidder shall make necessary arrangements during post implementation support to meet defined SLAs.

3.11.24 The leaves of key personnel as per the resource deployment plan should not affect the deliverables as per scheduled timelines.

3.11.25 The bidder shall remove a person from its staff at SMC if instructed to do so by the head of the division of IS Department on behalf of SMC. All persons deputed shall be on the payroll of the Bidder's organization. If required, the resource will be interviewed/screed using any screening procedure by SMC and/or is representative prior to deputation at SMC.

3.11.26 Twelve leaves of absence per year will be admissible for each position; additional leaves would be liable to deductions.

3.11.27 A schedule of up to 12 festival/national holidays per year for the staff will have to be provided by the bidder and get it approved by SMC in advance for the entire year. For the current year the list is to be provided as soon as the contract comes into effect. Any change thereat will have to be effected only after prior permission of the Head of the IS Department.

3.11.28 In case of change in its team composition owing to attrition the bidder shall ensure a reasonable amount of time-overlap in activities to ensure proper knowledge transfer and handover/takeover of documents and other relevant materials between the outgoing and the new member. The exiting team member should be replaced with equally or more competent personnel.

3.11.29 The bidder shall ensure minimum team strength during the support period. Failure to deploy suitably qualified resources will lead to deductions to payable support charge on a prorate basis considering the total monthly support charge and total no. of resources required to be deployed.

3.11.30 In case the minimum resources are not available, penalty will be charged over and above the deductions as specified above at the following rate for the respective positions

a. 25% of deduction amount as penalty for delay upto one month
b. 50% of the deduction amount as penalty for delay of more than one month upto two months
c. 100% of the deduction amount as penalty for delay of more than two months

This will be applied even for positions that fall vacant during the contract period and also for such period during which resource was not available due to leave of absence for more than 5 days and substitute is not provided.

3.11.31 The persons deployed by the bidder shall not claim nor shall be entitled to pay, perks, and other facilities admissible to casual, ad-hoc, regular/confirmed employees of SMC/SSCDL during the contract period or, after expiry of the contract.

3.11.32 The bidder's personnel shall not divulge or disclose to any person, any details of office, operation process technical know-how, administrative/organizational matters as all are confidential/secret in nature.

3.11.33 The bidder's personnel's working should be polite, cordial, positive and efficient, while handling the assigned work and his/her actions shall promote goodwill and enhance the image of SMC. The bidder shall be responsible for any act of indiscipline on the part of persons deployed.

3.11.34 The bidder shall be solely responsible for the redressal of grievances/resolution of disputes relating to persons deployed. SMC/SSCDL shall, in no way, be responsible for settlement of such issues whatsoever.

3.11.35 The transportation, food, medical and other statutory requirements in respect of personnel of the service provider shall be the responsibility of the bidder.

3.11.36 **Force Majeure:** The bidder shall not be liable for any delay or failure of performance of any of its obligations under or arising out of this contract, if the failure or delay is the result of an event of Force Majeure. "Force Majeure" means an event beyond the control of the bidder and not involving the bidder's fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of the End customer in its sovereign capacity, wars or revolutions, riot or commotion, earthquake, fires, floods, epidemics, quarantine restrictions. The bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and feasible.

3.11.37 **Solvency certificate**: Valid Solvency Certificate amounting to minimum 20% of the consideration of the Contract from a scheduled/nationalized bank to be submitted by the bidder along with technical proposal. Bidder may resort to submitting a solvency certificate of higher value to keep its prices disguised.

3.11.38 The System Integrator will provide detailed system documentation to SMC. System Integrator will prepare the User Manuals incorporating details of all menus and functionality provided by the System. SMC expects the following (not limited to) in the form of product documents. Key documents required are:-

a. Detailed Design document detailing technical architecture
b. Detailed Database Design Document defining Database architecture, data structure, data dictionary, etc.
c. Data Architecture, interface architecture and integration architecture.
d. Configuration Documentation: consisting of system setting and parameters for each function modules.
e. User Manual including system instruction and use cases, running of a program to perform specific task in the system with sample reports, screen formats, details of menus & instructions on how to perform specific tasks in the system using screenshots etc.
f. Any other documentation required for usage and maintenance of implemented solution like Technical Manual, Installation Guides etc.
g. System operational procedure manuals.
h. System Administration manual indicating the system settings for each module

3.11.39 During the bidding process or during the contract period, if any bidder is found involved in fraudulent and corrupt practices, SMC/SSCDL reserves the right to reject the bid or cancel the contract, forfeiting the EMD and security deposit.

3.11.40 The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, SMC/SSCDL shall reject a proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, SMC/SSCDL shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder's Proposal.

3.11.41 Without prejudice to the rights of the SMC/SSCDL and the rights and remedies which SMC/SSCDL may have under the LOI/LOA or the Agreement, if a Bidder is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI/Work Order or the execution of the Agreement, such Bidder shall be debarred or blacklisted, as the case may be, is found by the authority to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

3.11.42 The Bidding Process and contract shall be governed by, and construed in accordance with, the laws of India and the Courts at Surat shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the bidding process and contract.

3.11.43 It shall be deemed that by submitting the Proposal, the Bidder agrees and releases the Authority, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/ or performance of any obligations hereunder, pursuant hereto and/ or in connection with the Bidding Process and waives, to the fullest extent permitted by applicable laws, any and all rights and/or claims it may have in this respect, whether actual or contingent, whether present or in future.

3.11.44 Nothing contained in the RFP shall be construed or interpreted as constituting a partnership between the Parties. Neither Party shall have any authority to bind the other in any manner whatsoever.

3.11.45 The selected bidder shall be deemed to be acting as an independent contractor of Authority and shall not be deemed an agent, legal representative, joint venture, or partner of Authority. Neither party is authorized to bind the other to any obligation, affirmation, or commitment with respect to any other person or entity.

3.11.46 The authority, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time to:

(i) suspend and/ or cancel the Bidding Process and/ or amend and/ or supplement the Bidding Process or modify the dates or other terms and conditions relating thereto;
(ii) consult with any Bidder in order to receive clarification or further information;
(iii) retain any information and/ or evidence submitted to the Authority by, on behalf of, and/ or in relation to any Bidder; and/ or
(iv) Independently verify, disqualify, reject and/ or accept any and all submissions or other information and/ or evidence submitted by or on behalf of any Bidder.

3.11.47 Ownership and Licenses: The ownership of all software developed/ customized/ configured/ procured as part of the project and related documentation for the project would always lie with the SMC. All licenses for software procured related to project have to be in the name of Surat Municipal Corporation. The bidder will be required to produce the Licenses/ATS/Warranty and other documents from the respective OEMs clearly mentioning the product name, quantity, duration, type of support, etc. The payment for the respective item will be subject to submission of the aforesaid documents to SMC.

# 4. DOCUMENTS AND PRE-BID CONFERENCE

## 4.1 CLARIFICATION TO RFP DOCUMENTS

a) The prospective Bidder requiring any clarification on the RFP Document may submit queries, via email, to "it@suratsmartcity.com" on or before 02.07.2018, 16:00 hrs.

b) They should send in their queries on or before the above stated date to enable Authority to have adequate notice of the said queries so that the same may be addressed at the Pre-Bid

Meetings. The Authority shall endeavor to respond to the queries at short span of time prior to Bid/Proposal Due Date. The responses to queries will be sent to Bidders by the Authority. **The queries must be submitted in the following format only**:

| **Request for Clarification** | | | |
|---|---|---|---|
| **Name and Address of the Organization submitting query** | | **Name and Position of Person submitting query** | **Contact Details of the Organization / Authorized Representative** |
| | | | Tel:<br>Mobile:<br>Fax:<br>Email: |
| **Sr. No** | **RFP Reference(s) (Section, Page)** | **Content of RFP requiring clarification** | **Points of clarification required** |
| | | | |
| | | | |
| | | | |

c) The Authority shall endeavor to respond to the questions raised or clarifications sought by the Bidders. However, the Authority reserves the right not to respond to any question or provide any clarification, in its sole discretion, and nothing in this Clause shall be taken or read as compelling or requiring the Authority to respond to any question or to provide any clarification.

d) The Authority may also on its own motion, if deemed necessary, issue interpretations and clarifications and amendment to all Bidders. All clarifications and interpretations issued by the Authority shall be deemed to be part of the Bidding Documents. Verbal clarifications and information given by Authority or its employees or representatives shall not in any way or manner be binding on the Authority.

### 4.2 PRE-BID MEETING

There will not be a physical pre-bid meeting for this RFP. Queries received in due course of time as per clause 4.1 will be reviewed and if required the Addenda and Corrigenda will be issued pursuant to the pre-bid queries and the same will form the part of the original bid documents and shall override any contradicting effects in the original bid document.

### 4.3 AMENDMENT OF BIDDING DOCUMENTS

a) At any time prior to the Proposal/Bid Due Date, the Authority may, for any reason, whether at its own initiative or in response to clarifications requested by a Bidder, modify the RFP by the issuance of Addenda/corrigendum. The same will form the part of the original bid documents and shall override any contradicting effects in the original bid papers.

b) Any Addendum/Corrigendum issued hereunder will be made available on https://smc.nprocure.com.

## 5. PREPARATION AND SUBMISSION OF PROPOSALS

### 5.1 LANGUAGE OF PROPOSAL

The proposals prepared by the bidder shall be in the English language. The related correspondence and supporting documents in language other than English/Hindi/Gujarati must have its English translation (which is to be duly attested by the bidder). For purposes of interpretation and evaluation of the Proposal, the English translation shall govern.

### 5.2 PROPOSAL CURRENCY

Prices shall be expressed in Indian Rupees only.

### 5.3 FORMAT AND SIGNING OF PROPOSAL

a) The Bidder shall provide all the information sought under this RFP. The Authority will evaluate only those Proposals that are received in the required formats and complete in all respects.

The Bidder shall prepare and submit the Technical Bid (together with originals/ copies of Documents required to be submitted along therewith pursuant to this RFP) along with the EMD and Bid Fee ***as per clause 5.4.***

The Price Bid must be submitted online. In case, the Price Bid is submitted physically which leads to revelation of prices before the due date of opening of the Price Bid, the bid will be disqualified.

b) The Technical Proposal shall be typed or written in indelible ink and signed by the authorized signatory of the Bidder who shall also initial each page, preferably in blue ink and the signature of the authorized signatory shall bind the Bidder to the contract. In case of printed and published documents, only the cover shall be initialed. All the alterations, omissions, additions, or any other amendments made to the Proposal shall be initialed by the person(s) signing the Proposal. Each page of the Proposal must be numbered at the right-hand top corner.

c) The Proposal must be properly signed by the authorized signatory (the "Authorized Signatory") as the Bidder holding the power of Attorney. If possible, such Power of Attorney shall be supported by a Board Resolution in favour of the person vesting power to the person signing the Bid.

## 5.4 PROPOSAL SUBMISSION FORMAT & SEALING AND MARKING OF PROPOSALS

a) The Bid Fee and EMD of the required value and in approved format as specified in clause 3.5 shall be sealed separately in an envelope on which the following shall be super scribed:
**"Envelope 1 – Bid Fee & EMD for RFP No.: "SSCDL-ERP-RFP-01-2018"**

b) The Technical Proposal shall be sealed separately in an envelope on which the following shall be super scribed:
**"Envelope 2 – Technical Proposal for RFP No.: "SSCDL-ERP-RFP-01-2018"**
The bidder shall submit all the relevant documents so as to ascertain the claims made. Following is the indicative list of documents that are to be submitted. The documents of Technical Proposal shall be as per the Section-9 of this RFP and should comprise of all documents required to be submitted as per the said Section-9. All the pages submitted should have page numbers along with an index or content page for easy reference. The technical proposal in envelope 2 should not have loose papers and must bind logically together. The Bidder shall prepare original set of the Application (together with originals /copies of documents required to be submitted along therewith pursuant to this document) and applicant shall also provide a soft copy on a Compact Disc (CD) / Pen Drive / USB stick. In the event of any discrepancy between the original and CD/Pen Drive/USB stick, the original shall prevail. The checklist of Technical Proposal presented below:

### 5.4.1 Check list for documents - Technical Proposal

The bidder shall submit all the relevant documents so as to ascertain the claims made. Following is the indicative list of documents that are to be submitted.

| # | Appendix | Particulars | Attached (Y/N) | Page No. of RFP Proposal |
|---|---|---|---|---|
| 1 | Section-9 Form -1.15 for EMD | Bid Fee (100% DD/Banker's cheque) and EMD (50% by DD / Banker's Cheque & 50% in the form of PBG as per Section-9 Form-1.15) | | |
| 2 | Section-9 Form -1.1 | Covering Letter signed by authorized signatory of Bidder. Constituent documents such as MOA, AOA, Certificate of Incorporation, GST Registration etc. | | |
| 3 | Section-9 Form -1.2 A | Authorization of signatory in the form of Board Resolution or Power of Attorney (POA notarized and Applicable in case of bid not being signed by the person directly authorized by the bidder), as applicable. | | |
| 4 | Section-9 Form 1.2 B | Joint Bidding Agreement on Requisite Stamp Paper in case Bidder is a Consortium | | |
| 5 | Section-9 Form –1.3 | Particulars of the Bidders (in the formats given subsequently) by each consortium member | | |
| 6 | Section-9 Form –1.4 | Financial Capability statement by each consortium member | | |
| 7 | Section-9 Form -1.5 | Experience Statement along with client work order/ completion certificate for each project by relevant consortium member | | |
| 8 | Section-9 Form -1.6 | Project Execution Methodology | | |
| 9 | Section-9 Form -1.7 | Undertaking for information and document provided are true. All Consortium Member should provide this undertaking | | |
| 10 | Section-9 Form -1.8 | Anti-Blacklisting Certificate in the format attached. All Consortium Member should provide Anti Blacklisting Certificate | | |
| 11 | Section-9 Form -1.9 | Non-Disclosure Agreement signed and submit to SSCDL | | |
| 12 | Section-9 Form -1.10 | Curriculum Vitae of Proposed Team Members (Key Personnel) | | |
| 13 | Section-9 Form -1.11 | Resource Deployment Plan | | |
| 14 | Section-9 Form -1.12 (A, B, C, D) | Self-declarations from OEM | | |
| 15 | Section-9 Form – 1.13 | Infrastructure requirements from SMC datacenter | | |
| 16 | Section-9 Form – 1.16 | Experience Statement BPM based E-office applications implementation | | |

| | | | | |
|---|---|---|---|---|
| 17 | Section-9 Form-1.17 | MAF - Format for Authorization Letters from OEMs | | |
| 18 | Section-9 Form-1.18 | Power of Attorney for Lead Member of Consortium | | |
| 19 | | Certificates and Self-certificates as requested in section 6.1 | | |
| 20 | | Original RFP documents issued along with addendums/amendments thereto, duly signed by the Bidder through its authorized signatory on all pages. | | |
| 21 | | Valid Solvency Certificate amounting minimum 20% of the consideration of the Contract from a scheduled/nationalized bank. | | |
| 22 | | Technical Specification Sheet & Brochure of all the proposed IT Infrastructure components | | |

c) **Outer Envelope:** Both the above stated envelopes, shall be placed in a large envelope/ outer envelope containing above envelopes must be sealed and super scribed

| **Details to be mentioned on sealed envelope** | |
|---|---|
| **Tender Details**<br>• **Notice No.:** SSCDL-ERP-RFP-01-2018<br>• Last date of Submission:<br>On or before 17.07.2018 up to 18:00 hrs. | To,<br>**The Chief Accountant,**<br>**Surat Municipal Corporation,**<br>Mahanagar Seva Sadan,<br>Gordhandas Chokhawala Marg,<br>Muglisara, Surat - 395 003,<br>Gujarat, INDIA |

**d)** The Bid must be sent strictly by **Postal Speed Post or Registered Post AD** only so as to reach on or before 17.07.2018 up to 18.00 hrs. **Bids received in any other manner or mode (like courier, in person, etc.) will not be considered. SSCDL won't be responsible for postal delays.**

e) SSCDL will not accept submission of a proposal in any manner other than that specified in the document. Proposals submitted in any other manner shall be treated as defective, invalid and rejected.

f) If the envelopes are not sealed and marked as instructed above, the SSCDL assumes no responsibility for the misplacement or premature opening of the contents of the application and consequent losses, if any suffered by the Bidder.

g) **Each page of the above should bear the initials of the Applicant along with the seal of the Applicant in token of confirmation of having understood the contents. In case of consortium the bid will be signed by the Prime Bidder.**

h) The **Price Proposal (Section-10)** and **Monthly Billing Rate (Appendix-2)** must be submitted online.

i) The Bidders are required to submit its Proposal (i.e. Technical Proposal and Price Proposal) on or before the due date.

j) If the envelopes are not sealed and marked as instructed above, the Authority assumes no responsibility for the misplacement or premature opening of the contents of the Proposal submitted and consequent losses, if any, suffered by the Bidder. Proposals submitted by fax, telex, telegram, or e-mail shall not be entertained and shall be rejected.

## 5.5 PROPOSAL DUE DATE

a) The last date and time of submission of the Proposals (the "Proposal Due Date/Bid Due Date") is specified in Schedule of Bidding Process Clause 3.10.
b) The Authority may, in its sole discretion, extend the Proposal Due Date by issuing an Addendum uniformly for all Bidders. In such event, all rights and obligations of Authority and Bidders previously subject to the earlier deadline will thereafter be subject to the Proposal Due Date as extended. Any such change in the Proposal Due Date shall be in the form of addenda and be made available on https://smc.nprocure.com.

## 5.6 LATE PROPOSALS

a) Proposals not reaching to the Authority on or before the specified time limit on the Proposal Due Date will not be accepted.
b) Authority shall not be responsible for any postal delay or non-receipt/ non-delivery of any documents.

## 5.7 MODIFICATION AND WITHDRAWAL OF PROPOSALS

a) Proposal once filled in, submitted shall not be allowed to be withdrawn till the validity of the bid remains in force or else the Earnest Money Deposit shall be liable for forfeiture.
b) Any alteration/ modification in the Proposal or additional information supplied subsequent to the Proposal Due Date, unless the same has been expressly sought for by the Authority, shall be disregarded.

## 5.8 FIRM PRICES

Prices quoted must be firm and final and shall not be subject to any upward modifications, on any account whatsoever. The proposal prices shall be indicated in India Rupees (INR) only.

# C. PROPOSAL EVALUATION

## 6. PRE-QUALIFICATION & EVALUATION CRITERIA

### 6.1 PRE- QUALIFICATION CRITERIA / BASIC ELIGIBILITY CRITERIA

#### 6.1.1 Pre-Qualification Criteria – ERP OEM

To be considered qualified for evaluation of Technical Proposal, each ERP OEM suggested should meet pre-qualification Criteria specified hereunder.

| # | Basic Requirements | Pre-Qualification Criteria | Proof Document Required |
|---|---|---|---|
| 1 | **Presence in India including Public Sector / Government** | The proposed ERP should have been implemented and "Gone Live" in minimum three (3) clients out of which two (2) in Government (State or Central) / Public Sector Units/ ULB customers in India encompassing any three out of the following five modules in last ten (10) years from the date of issuance of RFP.<br>a. Financial Accounting and Costing<br>b. Payroll and HR<br>c. Project Management<br>d. Purchase and material management<br>e. Asset management<br>with minimum license cost and annual technical support of Rs. 5 crore each or average 750 transactional users for five clients including average 750 transactional users for two Government clients as well | Section-9 Form 1.12D along with license agreement and client certificate<br>In absence of license agreement, client/ SI work order or PO document specifying value of license cost and annual technical support can be shared. For modules and number of users, client document is mandatory. |
| 2 | **Turnover** | The OEM's average annual turnover for the last three financial years i.e. 2014-15, 2015-16 & 2017-18 should be minimum INR 500 crores.<br>If 2017-18 Financial Statements is unaudited then the Audited Financial Statements of 2014-15 along with an undertaking letter from the bidder that the 2017-18 Statements are not audited is to be submitted. | Financial Capability Statement as in Section-9 Form –1.4 |

| | | | |
|---|---|---|---|
| 3 | **Development Center** | The ERP OEM should have at least one development center in India. OEM development centers across world should have minimum 1000 developers involved in ERP product development. | OEM Self-certificate as per Section-9 Form –1.12B |
| 4 | **Support** | The ERP OEM should have SLA based 24/7 x 365 days support with minimum 200 support members. OEM should have minimum one support center located in India. | OEM Self-certificate as per Section-9 Form –1.12B |
| 5 | **System Integrators** | The ERP solution should be implemented and maintained by at least Five System Integrators in India as on date of issue of the RFP. | Section-9 Form 1.12A |
| 6 | **Native Integration** | The proposed COTS solution should have all the following functions as natively integrated<br>a. Financial Accounting and Costing<br>b. Payroll and HR<br>c. Project Management<br>d. Purchase and material management<br>e. Asset management | OEM Self-certificate as per Section-9 Form –1.12C |
| 7 | **Source Code** | Proposed solution to come with source code available to developers for customization | OEM Self-certificate as per Section-9 Form – 1.12C |
| 8 | **Integration** | The solution should support integration with third party applications like open standard based GIS software, BPM software, Document Management Software, payment gateway, email gateway. | OEM Self-certificate as per Section-9 Form – 1.12C |
| 9 | **Commitment to Support** | The OEM should commit to support the software for which license is provided in the scope of this RFP for at least seven (7) years.<br>End of support date should not have been announced for the product proposed. OEM will abide by the same SLA during annual maintenance support period as System Integrator in case of any product bug raised on their service portal by the SI based on the priority matrix. | OEM self-certification as per Section-9 Form –1.12B indicating the commitment to support along with product roadmap |

| | | | |
|---|---|---|---|
| 10 | **India Localization** | The ERP product must be the country specific version for India with statutory requirements incorporated and should have a localization support in terms of VAT, Service Tax, Income<br>Tax, GST, Payroll etc. specific to India. | OEM Self-certificate as per Section-9 Form – 1.12C |

***Note**: OEM must provide the self-certification as per Annexure-1 (Form-1.4) and Annexure-1 (Form 1.12 A, B, C, D) for points above Necessary license agreements for point 1 need to be provided by OEM*

### 6.1.2 Pre-Qualification Criteria - System Integrator

To be considered qualified for evaluation of Technical Proposal, each bidder should meet pre-qualification Criteria specified hereunder.

| # | Pre-Qualification Criteria | Proof Document Required | Applicable to Prime Bidder / Sole Bidder | Applicable to Consortium Partner |
|---|---|---|---|---|
| 1. | The Bidder should be:<br>• A company incorporated in India under the Companies Act, 1956 (and subsequent amendments thereto) and in operation for at least 5 financial years as on publication of bid<br>OR<br>Registered LLP as per the schedule 3 of the LLP Act 2008 and in operation for at least 5 financial years as on 01.03.2018.<br>• Registration for GST | Certificate of Incorporation / Registration Certificate<br><br>GST Registration | Yes | Yes |
| 2. | The prime bidder should have average turnover of minimum INR 150 crores in last three financial years i.e. 2014-15, 2015-16 & 2017-18.<br>If 2017-18 Financial Statements is unaudited then the Audited Financial Statements of 2014-15 along with an undertaking letter from the bidder that the 2017-18 | Financial Capability Statement as in Section-9 Form –1.4 | Yes | No |

| | | | | |
|---|---|---|---|---|
| | Statements are not audited is to be submitted. | | | |
| 3. | In case of consortium, the second member of consortium should have average turnover of minimum INR 10 crores in last three financial years (i.e. 2014-15, 2015-16 & 2017-18) from IT/ ITeS.<br>If 2017-18 Financial Statements is unaudited then the Audited Financial Statements of 2014-15 along with an undertaking letter from the bidder that the 2017-18 Statements are not audited is to be submitted. | Financial Capability Statement as in Section-9 Form –1.4 | No | Yes |
| 4. | The Bidder (All Members in case of a consortium) must have positive net worth as on 31st March 2018.<br><br>If 2017-18 Financial Statements of any bidder is unaudited then Bidder should have a positive net worth as on 31st March 2017. Moreover, an undertaking letter from the bidder that the 2017-18 Statements are not audited is to be submitted. | Certificate from the statutory auditor / CA towards positive net worth of the company as in Section-9 Form – 1.4 | Yes | Yes |
| 5. | The Prime Bidder should have experience of implementing at least one project with same COTS ERP (as proposed) solution with minimum project value of Rs. 3 crore (excluding hardware cost) or 300 transactional users, encompassing any three out of the following five modules in last ten (10) years (as on date of issuance of Bid).<br>a. Financial Accounting and Costing<br>b. Payroll and HR<br>c. Project Management | • Experience Statement as in Section-9 Form – 1.5<br>• Provide Evidences in terms of copy work order / purchase order and completion certificate from client for each of the projects undertaken.<br>• In case of an ongoing project, the project must have achieved a value of 3 Cr. from financial perspective. The Certificate to this effect | | |

| | | | | |
|---|---|---|---|---|
| | d. Purchase and material management<br>e. Asset management | from the client on client's letter head to be provided along with copy of work order / purchase order. | | |
| 6. | The Prime Bidder should have executed atleast 3 projects which includes implementation or post implementation support for COTS ERP* solution in India with minimum project value of Rs. 3 crore (excluding hardware cost) or 300 transactional users, in last ten (10) financial years (as on date of issuance of Bid).<br><br>[*The COTS ERP of only those OEM meeting the Pre-Qualification Criteria specified in 6.1.1 will be considered for evaluation.] | • Experience Statement as in Section-9 Form – 1.5<br>• Provide Evidences in terms of copy work order / purchase order and completion certificate from client for each of the projects undertaken.<br>In case of an ongoing project, the project must have achieved a value of 3 Cr. from financial perspective or 300 transaction users should have started using the system. Minimum 3 modules should have gone live.<br>The Certificate to this effect from the client on client's letter head to be provided along with copy of work order / purchase order. | Yes | No |
| 7. | The Prime Bidder providing the application development/customization, deployment and maintenance as described in of scope of work, should have an active SEI CMMI Level 5 (as on date of issuance of Bid). | Copy of Certificates (valid as on date of submission) | Yes | No |
| 8. | Second member of consortium (if any), should have an active SEI CMMI Level 3 (as on date of issuance of Bid). | Copy of Certificates (valid as on date of submission) | No | Yes |
| 9. | The Bidder (Prime Bidder) to provide the Manufacturer's Authorised Form (MAF) to be | Letter from OEM as in Section-9 Form – 1.17 | Yes | No |

| | | | | |
|---|---|---|---|---|
| | eligible to bid for the proposed COTS ERP | | | |
| 10. | Respective consortium partners to provide the authorization from respective OEM(s) as authorized implementation partner. | Letter from OEM as in Section-9 Form – 1.17 | Yes | Yes |
| 11. | In case of consortium, the second bidder should have experience of implementing similar COTs based implementation or similar customized software development IT project in atleast one Government (State or Central) / Public Sector Units/ ULB customers in India with minimum project value of Rs. 50 lakhs (excluding hardware cost) in last 10 financial years (as on date of issuance of Bid) on its own without consortium. | • Experience Statement as in Section-9 Form – 1.5<br>• Provide Evidences in terms of copy work order / purchase order and completion certificate from client for each of the projects undertaken.<br>• In case of an ongoing project, the project must have achieved a value of 50 lakhs from financial perspective. The Certificate to this effect from the client on client's letter head to be provided along with copy of work order / purchase order. | No | Yes |
| 12. | The Bidder (All members) should not be debarred/blacklisted by any Government / PSU in India as on date of submission of bid. | Self-declaration / Undertaking by bidder (All members) on respective letter head as per Section-9 Form – 1.8 | Yes | Yes |

### 6.1.3 Pre-Qualification Criteria – Workflow/ BPM based E-office applications (if not part of COTS ERP)

| # | Requirement | Details | Documents Required |
|---|---|---|---|
| 1 | Implementation Partners | The OEM should have at least 3 Implementation Partners in India | OEM self-certification as Section-9 Form 1.12A |
| 2 | Implementations | The product must have been implemented in at least 3 projects in Government (State or Central) / Public Sector Units/ ULB government organizations/ public sector undertakings in India in the last 10 financial years. | OEM self-certification as Section-9 Form 1.12D |

| | | | |
|---|---|---|---|
| 3 | Product Acceptability | The product must be listed in the latest Gartner Magic Quadrant (2016 or later) of Enterprise Content Management and Intelligent Business Process & Management | Supporting reports |
| 4 | Support | The OEM should also have SLA based 24/7 x 365 days support center located in India | OEM Self-certificate as per Section-9 Form –1.12B |
| 5 | Source Code | Proposed solution to come with complete transparency including the Source Code for Customization | OEM Self-certificate as per Section-9 Form –1.12C |
| 6 | Integration with proposed ERP solution | The proposed solution should support integration with proposed ERP solution. | OEM Self-Certificate |
| 7 | Integration | The proposed solution should support integration with third party applications like Open Standard based GIS software, payment gateway, email gateway. | OEM Self-certificate as per Section-9 Form –1.12C |
| 8 | Commitment to Support | The OEM should commit to support the software for which license is provided in the scope of this RFP at least for 7 years.<br>End of support date should not have been announced for the product proposed. OEM will abide by the same SLA during annual maintenance support period as System Integrator in case of any product bug raised on their service portal by the SI based on the priority matrix. | OEM self-certification as per Section-9 Form –1.12B indicating the commitment to support along with product roadmap |

## 6.2 TECHNICAL EVALUATION CRITERIA

Points assigned for each submission of the Technical Proposals, for the purpose of technical evaluation of bidder, shall be as under. All necessary supporting documents for evaluation purpose must be submitted along with the technical bid. The Total Technical Score of any bidder would be an arithmetic sum of scores obtained by the bidder for each of the parameter indicated below. **The minimum total technical score required shall be 60% to become eligible for opening of the Financial Proposal.**

| # | Criteria | Marks |
|---|---|---|
| | **Bidder's Experience [Total – 75 marks]** | |
| 1. | Relevant experience of prime bidder in COTS ERP* Implementation in India in past 10 years (as on date of issuance of Bid) covering the following modules (maximum 5 projects): | 50 marks |

| | | |
|---|---|---|
| | a. Financial Accounting and Costing<br>b. Payroll and HR<br>c. Project Management<br>d. Purchase and material management<br>e. Asset management<br>► For the project where 3 out of 5 core modules have been implemented having user base of more than 300 transactional users – 7.5 marks each<br>► For the project where 3 out of 5 core modules have been implemented having user base of more than 150 transactional users – 6.5 marks each<br>► For the project where 2 out of 5 core modules have been implemented having user base of more than 300 transactional users – 5.5 marks each<br>► For the project where 2 out of 5 core modules have been implemented having user base of more than 150 transactional users – 4.5 marks each<br><br>If the COTS ERP solution considered in above project is same as proposed COTS ERP Solution in SMC, then additional 2.5 marks per project will be awarded.<br><br>In case of an ongoing project with phased approach, the corresponding number of transactional users should have started using the system and corresponding number of modules should have gone live for which marks are claimed. The Certificate to this effect from the client on client's letter head to be provided along with copy of work order / purchase order.<br>In case of any ongoing project where the project/modules have not gone live, the bidder will be given half of the marks as compared to the projects that have gone live or projects having specified no. of modules gone live.<br><br>*[*The COTS ERP of only those OEM meeting the Pre-Qualification Criteria specified in 6.1.1 will be considered for evaluation.]* | |
| 2. | Relevant experience of bidder in proposed Workflow/ BPM based E-office applications implementation in Public Sector Units(PSU)/State/Central Govt./ULB/Banks (Nationalised/Private Sector as per RBI)/Insurance Companies (registered by IRDA) in India in past 10 years (as on date of issuance of Bid) (maximum 2 projects)<br>► For the project having user base of more than 200 users – 5 marks each<br>► For the project having user base of more than 100 users – 3.5 marks each<br><br>In case of an ongoing project with phased approach, the corresponding number of transactional users should have started using the system for which marks are claimed. The Certificate to this effect from the client on client's letter head to be provided along with copy of work order / purchase order.<br><br>In case of any ongoing project where the project has not gone live, the bidder will be given half of the marks as compared to the projects that have gone live. | 10 marks |
| 3. | Experience of prime bidder in COTS ERP* implementation in India in past 10 years (as on date of issuance of Bid) in Public Sector Units(PSU)/State/Central Govt. / ULB | 15 marks |

| | | |
|---|---|---|
| | ► 1st project – 6 marks (If the COTS ERP is same as proposed COTS ERP Solution in SMC, then additional 2 marks)<br>► 2nd project – 3 marks (If the COTS ERP is same as proposed COTS ERP Solution in SMC, then additional 1 marks)<br>► Experience with ULB – 3 marks<br><br>In case of any ongoing project where the project has not gone live, the bidder will be given half of the marks as compared to the projects that have gone live.<br><br>*[*The COTS ERP of only those OEM meeting the Pre-Qualification Criteria specified in 6.1.1 will be considered for evaluation.]* | |
| **Bidder's Profile [Total – 15 marks]** | | |
| 4. | Average annual turnover of prime bidder<br>► >=150 Cr to 200 Cr – 2 marks<br>► >=201 Cr to 300 Cr – 3 marks<br>► >=301 Cr to 500 Cr – 4 marks<br>► >=501 Cr – 5 marks | 5 marks |
| 5. | Employee Strength in India (combined for both consortium partners)<br>► >=250 to 500 – 2 marks<br>► >=501 to 750 – 3 marks<br>► >= 751 to 1000 – 4 marks<br>► >=1001 – 5 marks<br>(Bidders are required to submit letter indicating employee strength in India from authorized signatory or HR Manager) | 5 marks |
| 6. | Consortium capability<br>► No Consortium / consortium with a partner having SEI CMM Level-5 Certificate – 5 marks<br>► Consortium with a partner having SEI CMM Level-4 Certificate – 4 marks<br>► Consortium with a partner having SEI CMM Level-3 Certificate – 3 marks | 5 marks |
| **Project Understanding and Approach [Total - 10 marks]** | | |
| 7. | **Understanding of the project requirements of SMC through followings**<br>- Overall understanding of SMC requirement explaining how the proposed solution would meet the SMC requirement clearly specifying split between standard vs. custom development.<br>- Solution & Proposed Architecture for including product and software selection criteria, integration mechanism and MIS. | 10 marks |
| | **Project Management Plan, Work Plan including consortium partner role** | |
| | **USP of proposal in terms of followings**<br>Implementation methodology, change management, Proposed automation, accelerators, training plan, testing innovations and tools | |
| | **Timelines & Release Strategy** | |
| | **Project Risk Identification and Mitigation Strategies** | |
| | **Relevant Experience** highlighting ERP implementations in ULB/ Public Sector/ Government sector | |
| ***Note***: | | |

- *Value of project must be for contract value of the services and excludes hardware and other infrastructure costs.*
- *For computing the project value, single work order will be considered.*
- *Bidder must provide the experience statement as per Annexure-1 (Form-1.5) for each project claimed for Points-1 &3 and Annexure-1 (Form-1.16) for point 2 above along with the documentary evidences like Copy of Purchase Order or Work Order or LOI or Agreement duly authenticated/ signed by the respective client and Completion Certificates/ Project Acceptance Certificate/ Go-Live certificate from respective client. The number of transactional users and modules in use should be evident from either of the above client documents.*
- *Bidders are required to submit letter indicating employee strength in India from authorized signatory or HR Manager for point 5 above.*
- *'Clients' or 'Customers' in this section refers to work order issuing authority.*

## 6.3 EVALUATION OF PRICE PROPOSAL

a) The Price Proposal of only qualified Bidders passing the Responsiveness Test specified in clause 7.2, and meeting the Technical Proposal Evaluation Criteria specified in clause 6.2, shall be opened. The Price Proposal opening process is specified in clause 7.3.

b) Bidders are required to quote online as per Price Proposal format provided in Section-10 for all the components. If bidder fails to mention price for any component required for successful project delivery, it is deemed that bidder will provide the same at its own cost.

c) The Bidder scoring the highest total final score as per Final Evaluation as specified in "Section-6.4: Final Evaluation" shall be considered as the Selected Bidder and considered for award after following due process as per clause d) hereunder. In case of two bidders scoring the same total score, a closed bid will be requested.

d) The Authority shall determine the responsiveness of Price Proposal of Bidder determined to be highest scorer in relation to the Market rate or Authority's Internal Estimate or Good Industry Practice. In case the Price Proposal of the Selected Bidder is found seriously unbalanced by Authority in relation to the market rate or its internal estimate or Good Industry Practice, the Authority shall be entitled to solicit, at its sole discretion, detailed price analysis for any or all items specified in Price Proposal, from the Lowest and/or all Bidders to demonstrate the internal consistency of those prices. In case of the Price Proposal of the Selected Bidder, which is unrealistically lower or higher than internal estimate or market rate or Good Industry Practice and which could not be substantiated satisfactorily by the bidder, may be rejected as non-responsive.

## 6.4 FINAL EVALUATION OF PROPOSAL

The Total Technical Score of any bidder would be an arithmetic sum of scores obtained by the bidder for each of the parameter indicated above. The minimum total technical score required shall be **60% to become eligible for opening of the Financial Proposal.**

The Technical Bid Score 'St' of the Tenderer shall be derived as under

$S_t = (S_{tm}/S_H)$, where

$S_t$ is the Total Technical Bid Score

$S_{tm}$ = Total technical bid marks of the bid under consideration

$S_H$ = Highest total technical bid marks amongst all evaluated bids

The Financial Proposal should contain the total cost of all services, comprising of all items as mentioned under Scope of Work. Formula to determine the scores for the Commercial Bids shall be as follows

$S_f = (F_L / F)$, where

$S_f$ is the Financial Score

$F_L$ is the value of lowest Commercial Bid

F is the price quoted in the bid under consideration

$F_L$ and F would be computed as:

= [Total Charges specified as per Section-10.3: Table-1 – Summary of All Cost Components]

The final evaluation of proposals shall be on the principle of Quality Cum Cost Based Selection (QCBS) based on the final weighted score. A weightage of 60% will be assigned to the Technical Bid Score and a weightage of 40% will be assigned to the Financial Bid Score.

**The final weighted score will be: (0.60 x St) + (0.40 x Sf)**

The assignment shall be awarded to the bidder scoring the highest final weighted score.

# 7. EVALUATION PROCESS

## 7.1 OPENING OF TECHNICAL BID/PROPOSAL

(i) The Authority shall open the Technical Proposals received to this RFP, at time, date and Place specified in Clause 3.10.

(ii) The Authority will subsequently examine and evaluate Technical Proposals in accordance with the provisions set out hereunder in clause 7.2.

## 7.2 EVALUATION OF TECHNICAL BID/PROPOSAL

The Bidders shall be required to submit documents as listed in this RFP document as per clause 5.4 along with supporting documents. The Authority shall examine and evaluate the Technical Bids as per the evaluation steps specified below:

**a)** ***Test of Responsiveness***

1) Prior to evaluation of Technical Proposals (i.e. Technical Proposal Evaluation Criteria), the Authority shall determine whether each Bid/Proposal is responsive to the requirements of the RFP. A Bid/proposal shall be considered responsive only if:

(i) It is submitted by the bidders fulfilling the pre-qualification criteria.

(ii) It is received as per the format specified in RFP and prior to Proposal Date and time.
(iii) Technical Proposal along with the supporting documents are received through RPAD/Speed Post only.
(iv) It is signed, sealed, and marked as specified in clause 5.3 and 5.4
(v) It contains all the information, Appendices, documents, and Authorizations in accordance with clause 5.4
(vi) It contains two separate sealed and marked envelopes for Bid Fee & EMD and Technical Proposal in Single Outer Envelope.
(vii) It contains the Bid Fee & EMD as per the amount, in formats and Validity Period as specified in RFP.
(viii) It does not contain any condition.
(ix) It is not non-responsive in terms hereof and any other conditions specified elsewhere in RFP.

2) The Authority reserves the right to reject any Proposal which is non-responsive and no request for alteration, modification, substitution, or withdrawal shall be entertained by the Authority in respect of such Proposal.
3) Evaluation of Technical Proposal Criteria of only those Bidders shall be carried out whose Bids/proposals determined to be responsive.

**b)** ***Assessment of Technical Proposal Evaluation Criteria***

1) The Bidder must meet Technical Proposal Evaluation Criteria specified in clause 6.2.
2) Evaluation of Price Proposal of only those Bidders meeting the Technical Evaluation Criteria as above (1) shall be carried out.

## 7.3 OPENING OF FINANCIAL BID

(i) The Financial Bid must be submitted online at https://smc.nprocure.com. The Financial Bid, if submitted physically will lead to rejection of the bid.

(ii) The Price Proposal of only the Bidders determined to be Responsive and meeting the Technical Proposal Criteria in accordance with Clause 6.2, is declared "Technically Qualified Bidders", shall be opened.

(iii) The Authority shall evaluate Price Proposal in accordance with the provision set forth in clause 6.3 and clause 6.4 for final evaluation.

## 7.4 CLARIFICATION OF BIDS AND REQUEST FOR ADDITIONAL/ MISSING INFORMATION

To facilitate evaluation of Proposals, the Authority may, at its sole discretion, seek clarifications/documents/missing information in writing from any Bidder regarding its Proposal. The request for clarification or submission of information and the response shall be in writing. If

the response from the Bidder is not received by the Authority before the expiration of the deadline prescribed in the written request, the Authority reserves the right to proceed with evaluation process at the total risk and cost of the Bidder.

## 7.5 VERIFICATION AND DISQUALIFICATION

(i) The Authority reserves the right to verify all statements, information and documents submitted by the Bidder in response to the RFP and the Bidder shall, when so required by the Authority, make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of such verification, by the Authority shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of the Authority there under.

(ii) The Authority reserves the right to reject any Proposal and forfeit the EMD if:

1) At any time, a material misrepresentation in terms of misleading or false representation is made or uncovered, or
2) Bidder or its parents/subsidiary/sister concern from whom it is taking credit for meeting Qualification Criteria is blacklisted/barred by any Government Agency in India or abroad.
3) The Bidder does not provide, within the time specified by the Authority, the supplemental information sought by the Authority for evaluation of the Proposal.
4) In case of fraudulent Bid/proposal and involved in fraudulent and corrupt practice
5) A Bidder makes an effort to influence Authority in its decisions on Evaluation process/Selection process.
6) While evaluating the Proposal, if it comes to Authority's knowledge expressly or implied, that some Bidders may have compounded in any manner whatsoever or otherwise joined to form an alliance resulting in distorting competitive price discovery or delaying the processing of proposal.
7) A bidder who submits or participates in more than one Bid/ Proposal under this RFP. Such misrepresentation/blacklisting shall lead to the disqualification of the Bidder. If such disqualification/ rejection occurs after the Bids/Proposals have been opened and the Selected Bidder gets disqualified / rejected, then the Authority reserves the right to:
    a. invite the remaining Bidders to submit their Bids/proposals, or
    b. take any such measure as may be deemed fit in the sole discretion of the Authority, including annulment of the Bidding Process.

(iii) In case it is found during the evaluation of Proposals or at any time before signing of the Contract or after its execution and during the period of subsistence thereof, that one or more of the prequalification/eligibility criteria/ conditions have not been met by the Bidder, or the Bidder has made material misrepresentation or has given any materially incorrect or false information, the Bidder shall be disqualified forthwith if not yet appointed as the Selected Bidder either by issue of the LOA or entering into of the Contract, and if the

Successful Bidder has already been issued the LOA or has entered into the Contract, as the case may be, the same shall, notwithstanding anything to the contrary contained therein or in this RFP, be liable to be terminated, by a communication in writing by the Authority to the Successful Bidder or the Selected Bidder, as the case may be, without the Authority being liable in any manner whatsoever to the Successful Bidder or the Selected Bidder. In such an event, the Authority shall be entitled to forfeit the EMD or Security Deposit, as the case may be, without prejudice to any other right or remedy that may be available to the Authority under the RFP and/or the Contract.

### 7.6 CONTACTS DURING PROPOSAL EVALUATION

Proposals shall be deemed to be under consideration immediately after they are opened and until such time the Authority makes official intimation of award/ rejection to the Bidders. While the Bids are under consideration, Bidders and/ or their representatives or other interested parties are advised to refrain, save and except as required under the Bidding Documents, from contacting by any means, the Authority and/ or their employees/representatives on matters related to the Bids under consideration.

### 7.7 CORRESPONDENCE WITH BIDDER

Save and except as provided in this RFP, the Authority shall not entertain any correspondence with any Bidder in relation to acceptance or rejection of any Bid/Proposal.

### 7.8 CONFIDENTIALITY

Information relating to the examination, clarification, evaluation, and recommendation for the Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional advisor advising the Authority in relation to, or matters arising out of, or concerning the Bidding Process. The Authority will treat all information, submitted as part of the Proposal, in confidence and will require all those who have access to such material to treat the same in confidence. The Authority may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/ or the Authority or as may be required by law or in connection with any legal process.

## 8. APPOINTMENT OF SELECTED BIDDER AND SIGNING OF AGREEMENT

### 8.1 SELECTION OF BIDDER

Subject to the provisions of clause 6 and clause 7, the Bidder whose Bid is

- adjudged as responsive in terms of clause 7.2(a)
- meeting the Technical Proposal Evaluation Criteria as per clause 6.2 and clause 7.2(b)

- whose Price Proposal offered, on evaluation as per clause 6.3 has been determined to be responsive as per clause 7.3(b) and
- whose final weighted score has been determined to be highest on the principle of QCBS as per clause 6.4

shall be considered as the "**Selected Bidder**" for award of work after following due process including negotiation.

## 8.2 NOTIFICATION OF AWARD

Authority shall notify the Selected Bidder(s) as the Successful Bidder through letter that its/their Bid has/have been accepted (the "***Successful Bidder(s)***"). This letter (*Letter of Award* (LOA) / Work Order) shall be issued, in duplicate and shall specify the sum which the Authority shall pay to the Successful Bidder in consideration of the project scope as per the terms of Contract. The time limit as specified in the tender will start from the date of issuance of the LOA/Work Order.

## 8.3 SIGNING OF CONTRACT AGREEMENT

a) After acknowledgement of the LOA as aforesaid by the Successful Bidder, it shall cause the Successful Bidder, subject to furnishing the Security Deposit as per clause 8.4, to execute/sign the Agreement within fifteen (15) days from the date of LOA. The Successful Bidder shall not be entitled to seek any deviation, modification, or amendment in the Draft Contract Agreement.

b) The Draft copy of Contract Agreement is specified in Appendix 1.

c) The Successful Bidder shall get correct amount of Stamp Duty adjudicated, at Surat in accordance with applicable laws, and submit the same in two copies duly stamped and executed within fifteen (15) days from the dispatch of Letter of Award. Stamp Duty, and any other charges as may be levied under applicable law, shall be paid by the Successful Bidder.

## 8.4 SECURITY DEPOSIT

a) The successful bidder will be required to place Security Deposit at 10% of the consideration of the Contract by in the form of Bank guarantee from any bank out of the approved bank (As per list at Appendix-4) as specified in Section-9 Form 1.14 or by Demand Draft or Banker's Cheque Payable at Surat in favour of "**Surat Smart City Development Limited**" of any scheduled/nationalized bank within 10 days from the date of notice of award of contract/LOA, failing which a penalty at 0.065% of the amount of security deposit will be imposed for delay of each day.

b) If the Bidder, fails to furnish the Security Deposit, it shall be lawful for the Authority to forfeit the EMD and cancel the contract or any part thereof.

c) The Authority shall be entitled to forfeit and appropriate the amount of the Security Deposit in whole or in part:

i) In the event the Authority requires to recover any sum due and payable to it by the Selected Bidder including but not limited to Damages; and which the Selected Bidder has failed to pay in relation thereof; and

ii) In relation to Selected Bidder's Event of Default in accordance with the terms contained in the Agreement.

d) At the end of the Contract Period, the Security Deposit shall be returned to the Selected Bidder without any interest, subject to any deductions which may be made by the Authority in respect of any outstanding dues in terms of penalties/deductions under the terms of the Contract Agreement.

## 8.5 ANNULMENT OF AWARD

Failure of the Successful Bidder to submission of Security Deposit and signing of Agreement as per RFP terms and any other requirements and/ or the provisions of RFP and the Contract Agreement shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD.

## 8.6 TAX LIABILITY

a) The rates quoted online in Price Proposal Section-10 shall be exclusive of GST but inclusive of any other directly or indirectly applicable taxes. GST as applicable shall be payable by the Authority to the Selected Bidder based on invoice raised and on submitting the evidence of payment of such Service Tax including surcharges. Any deviations due to change in the rate of directly applicable taxes and duties except GST would be Liability of the Selected Bidder. If any other tax is introduced by the Government of India replacing the GST, the same will be made applicable accordingly.

b) The Authority shall be entitled to deduct tax at source as may be applicable. The TDS certificate(s) shall be submitted as per the due date specified in the Income Tax Act.

c) GST (Goods & Service Tax) has come in existence from 1st July 2017. Contractor / Successful Bidder is bound to pay any amount of GST prescribed by the Govt. of India as per the Terms of Contract agreed upon during the course of execution of this Contract.

During the course of execution of Contract, if there is any change in Rate of GST (Goods & Service Tax) by the Government, the same shall be reimbursed / recovered separately by SMC, subject to the submission of Original Receipt / Proof of the amounts actually remitted by the Successful Tenderer / Contractor to the Competent Authority along with a Certificate from Chartered Accountant of Contractor / Successful Bidder certifying that the amount of GST paid to the Government and the same shall be intimated / submitted / claimed within 30 (Thirty) Days from the date of payment. Remittance of GST within stipulated period shall be the sole responsibility of the Successful Bidder / Contractor, failing which SMC may recover the amount due, from any other payable dues with SMC and decision of Municipal Commissioner shall be final and binding on the Contractor / Successful Bidder in this regard. Further, the non-payment of GST to the Government may lead to the termination of contract and forfeiture of Security Deposit / Performance Guarantee Amount.

If imposition of any other new Taxes/Duties/Levies/Cess or any other incidentals etc. or any increase in the existing Taxes/Duties/Levies/Cess or any other incidentals etc. (excluding GST) are imposed during the course of the contract, the same shall be borne by the Contractor/Successful Bidder Only, in no case SMC shall be liable for the same.

# 9. CONTENTS AND FORMATS FOR TECHNICAL PROPOSALS

## Form –1.1: Covering Letter

(On letterhead of the Bidder, including full postal address, telephone, fax, email, addresses)

Date: dd/mm/yyyy
To
Chief Executive Officer,
Surat Smart City Development Ltd.
115, Smart City Cell,
Surat Municipal Corporation – Head Quarter,
Muglisara, Main Road, Surat – 395003, Gujarat.

**Subject:** RFP for Selection of System Integrator for ERP
**Reference:** RFP No. RFP No.: SSCDL-ERP-RFP-01-2018

Dear Sir/ Madam,

Having examined the Bid Document (and the clarification / corrigendum issued thereafter, if any), the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the above referenced RFP. We attach hereto our responses to pre-qualification requirements and technical & commercial proposals as required by the Bid Document. We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered to Surat Smart City Development Limited, is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead SSCDL in its shortlisting process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so and SSCDL is free to take legal action against us for submitting such misleading information.

We agree for unconditional acceptance of all the terms and conditions set out in the Bid Document (& subsequent clarification / corrigendum, if any) document and also agree to abide by this tender response. We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed the Bid Document.

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

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

---

Signature of Authorized Signatory (with official seal)
Name :
Designation :
Address :
Telephone& Fax :
E-mail address:

## Form –1.2 A: Format for Power of Attorney for Signing of the Proposal

(On a Stamp Paper of appropriate value)

*(Applicable in case of bid not being signed by the person directly authorized by Board of firm. In the latter case, please provide a copy of the relevant Board Resolution signed by Company Secretary/ Director authorizing the Signatory. Bidder may use their own format for Power of Attorney provided it captures the same authorization)*

**Dated:**

To,
**Chief Executive Officer,**
**Surat Smart City Development Limited (SSCDL)**
115, Smart City Cell, Surat Municipal Corporation - Head Quarter,
Muglisara, Main Road, Surat - 395003, Gujarat

Dear Sir,

**REF: RFP No. SSCDL-ERP-RFP-01-2018**

**<Bidder's name>** _____ hereby authorizes **<Designated Representative's name>** _____ to act as a representative of **<Bidder's name>** _____ for the following activities vide its Board Resolution/ Power of Attorney attached herewith.

To attend all meetings with Surat Smart City Development Limited or other entities associated with this project including Surat Municipal Corporation and to discuss, negotiate, finalize, and sign any bid or agreement and contract related to RFP for Selection of Qualified Bidder for Implementation of ERP for SMC.

Yours faithfully,

**<Signature of appropriate authority of the Bidder >**

Name of appropriate authority of the Bidder:

**<Signature and name of the Designated Representative of the Bidder for acceptance of this Power of Attorney>**

For

**<Name of Bidder > Encl: Board Authorization**

Notarised

## Form –1.2 B: Joint Bidding Agreement

The Bidder shall be required to submit Joint Bidding Agreement on Requisite Stamp Paper in case Bidder is a Consortium. Such Agreement shall specify followings

(i) Clearly outline the proposed roles and responsibilities, of both members;

(ii) Include a statement to the effect that all members of the Consortium shall be liable jointly and severally for all obligations/Scope of Work in relation to the Project.

(iii) The role and responsibility of any member must be commensurate with the technical/financial capabilities that such member is contributing towards meeting the qualification criteria. Each consortium member is liable to contribute resources in terms of knowledge, skills, and trained manpower commensurate with its role and responsibilities and terms of RFP.

(iv) No change in composition of the Consortium shall be permitted during the Bidding Process and during the Contract Period, in case the Project is awarded to the Consortium.

## Form –1.3: Format to Share Bidder's Particulars

(Required from each member)

| Sr. No. | Description | Details (to be filled by the responder to the RPF) |
|---|---|---|
| 1 | Name of the Bidder | |
| 2 | Official address | |
| 3 | Phone No. and Fax No. | |
| 4 | Corporate Headquarters Address | |
| 5 | Phone No. and Fax No. | |
| 6 | Website Address | |
| 7 | Details of Bidder's Registration (Please enclose copy of the Bidder registration document) | |
| 8 | Name of Registration Authority | |
| 9 | Registration Number and Year of Registration | |
| 10 | GST registration No. | |
| 11 | Permanent Account Number (PAN) | |
| 12 | Bidder's Revenue for last 3 financial years (Year wise) | |
| 13 | Bidder's Profitability for the last 3 financial years (Year wise) | |
| 14 | Registration details under the Companies Act 1956 | |
| 15 | No. of years of operation in India | |

Please submit the relevant proofs for all the details mentioned above along with your Bid response.

Contact Details of officials for future correspondence regarding the bid process:

| Details | Authorised Signatory | Contact Person |
|---|---|---|
| Name | | |
| Title | | |
| Bidder's Address | | |
| Phone | | |
| Mobile | | |
| Fax | | |
| E-mail | | |
| Signature | | |

## Form –1.4: Financial Capability Statement

(To be submitted separately on Statutory Auditor's / CA's letterhead for ERP OEM & each consortium member)

Date: dd/mm/yyyy

To
The Chief Executive Officer,
Surat Smart City Development Ltd.
115, Smart City Cell,
Surat Municipal Corporation – Head Quarter,
Muglisara, Main Road, Surat – 395003, Gujarat.

Sir/Madam,

This is to certify that the Turnover and Networth as per books and records of M/s_____ for the following financial years are as under:

| Financial year | Turnover (INR Crore) | Net Worth (INR Crore) |
|---|---|---|
| 2017-18 | | |
| 2016-17 | | |
| 2015-16 | | |
| 2014-15* | | |

I further certify that I am competent officer in my company to make this declaration.

_____
(Signed and Sealed by the statutory auditor or CA)
Name :
Designation :
Address :
Telephone& Fax :
E-mail address :

**Enclosure:**

(1) Copy of latest available Audited annual reports for last three years as applicable or as per Financial Year/Calendar Year followed by the bidder firm.

**Note:** *If 2017-18 Financial Statements of any bidder is unaudited then the Audited Financial Statements of 2014-15 along with an undertaking letter from the bidder that the 2017-18 Statements are not audited is to be submitted. In this case the average turnover will be considered for FY 2014-15, 2015-16, 2016-17.

## Form –1.5: Experience Statement

**[Project Title]**

(Attach separate sheet for each project)

A. Project Brief

B. Client (Name, Address & Contact no.)

C. Cost of the Project (with breakup of license cost, implementation cost, support cost, hardware cost)

D. Duration & period of the Project (including current completion status)

E. Scope of work and Roles & responsibility of the organization

F. Whether Project executed by forming Joint venture or Consortium with other organization (In case of consortium, provide share in consortium along with the consortium agreement)

G. Other features of the Project (Such as Mobility, Document management, technologies used, total efforts in man months, etc.)

H. Country in which it was executed

I. Provide the relevant project details as under:

| Modules | Yes/No | Name of the COTS product | Provide Relevant Details (e.g. no of transactional users and other users, no of properties, key functionality, USP of the solution) |
|---|---|---|---|
| Finance Management | | | |
| HR with Payroll | | | |
| Project Management | | | |
| Material management | | | |
| Enterprise asset management | | | |
| E-office applications using DMS | | | |

The information submitted above is true and I am aware that submitting false information will lead to rejection of our bid and SSCDL can take appropriate action in this regard.

**(Sign & Stamped by authorized signatory)**

***Enclosure:***

*1. Copy of Purchase Order or Work Order or Agreement duly authenticated/ signed by the respective client.*

*2. Completion Certificates/ Project Acceptance Certificate/ Go-Live certificate from respective client*

*3. In case of consortium, copy of the Consortium Agreement clearly specifying the Roles & Responsibility of the members*

***Note:*** *The supporting document must clearly indicate the requisite information like project cost / modules / transactional users / etc. to evaluate the project compliance with RFP criteria.*

## Form –1.6: Project execution Methodology
**(Detailed Write up and presentation)**

The technical proposal should explain the solution proposed by the Bidder and should highlight its salient features (if any). The Bidders will be required to provide a Solution Overview through brief Write-up & Presentation in written form not exceeding broadly 6000 words.

| Project Understanding and Approach | |
|---|---|
| **#** | **Particulars** |
| **1** | **Understanding of the project requirements of SMC through followings** |
| | Overall understanding of SMC requirement explaining how the proposed solution would meet the SMC requirement clearly specifying split between standard vs. custom development. |
| | Solution & Proposed Architecture for including product and software selection criteria, integration mechanism and MIS. |
| **2** | **Project Management Plan, Work Plan including consortium partner role** |
| **3** | **USP of proposal in terms of followings** |
| | Implementation methodology, change management, Proposed automation, accelerators, training plan, testing innovations and tools |
| **4** | **Timelines** |
| **5** | **Project Risk Identification and Mitigation Strategies** |
| **6** | **Relevant Experience** highlighting ERP implementations in ULB/ Public Sector/ Government sector. |

Supporting Documents for Technical and Project Management Evaluation Criteria should be submitted.

The write-up is required to ensure that a workable solution is proposed. SSCDL reserves the right to call the bidder for any clarifications/discussions regarding the solution and suggest binding changes in the solution if it feels such solution deviates majorly from its needs and purposes.

**The requirements stated in section 2.2 need to be evaluated whether they are fulfilled through standard out-of-the-box with configuration OR need customization**

| **<Name of the module>** | | | | |
|---|---|---|---|---|
| | **Sr.No** | **Functionalities** | **Availability** | |
| | | | **STD - Supported as standard business process with/ without configuration** | |
| | | | **CUST - Supported via customization** | |
| | | | **STD** | **CUST** |
| | | | **Y=Yes** | |
| **<Sub Module>** | | | | |
| | 1 | <Functionality> | | |

## Form –1.7: Undertaking

(On letterhead of each member, including full postal address, telephone, fax, email, addresses)

Date: dd/mm/yyyy

To
The Chief Executive Officer,
Surat Smart City Development Ltd.
115, Smart City Cell,
Surat Municipal Corporation – Head Quarter,
Muglisara, Main Road, Surat – 395003, Gujarat.

Sir/Madam,

It is certified that the information furnished here in and as per the document submitted is true and correct and nothing has been concealed or tampered with. We have gone through all the conditions of tender and are liable to any punitive action for furnishing false information/ documents.

Dated this _____ day of _____ 201_.

Signature

(Company Seal)

_____

In the capacity of duly authorized to sign bids for and on behalf of:

**Signed by**

**Authorized Signatory with designation**

## Form –1.8: Format for Declaration by the bidder for not being Blacklisted / Debarred

(To be submitted on a 100-rupee stamp paper by each member of consortium separately)

**Anti-Blacklisting Affidavit**

I M/s. ……., (the names and addresses of the registered office) hereby certify and confirm that our company is not black-listed / debarred by any of the Government or Public Sector Units in India as on the date of the submission of the proposal.

We further confirm that we are aware that our Proposal for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered with regard to the requirements of this RFP at any stage of the Bidding Process or thereafter during the agreement period. Dated this ……Day of ……., 2018

Name of the Bidder

Signature of the Authorized person

Name of the Authorized Person

## Form –1.9: Non-Disclosure Agreement

(To be given on the Company's Letter Head)

Date: dd/mm/yyyy

To
The Chief Executive Officer,
Surat Smart City Development Ltd.
115, Smart City Cell, Surat Municipal Corporation – Head Quarter,
Muglisara, Main Road, Surat – 395003, Gujarat.

Sir/Madam,

WHEREAS, we, _____, having Registered Office at _____, hereinafter referred to as the Bidder, are agreeable to provide Implementation and post implementation support of Enterprise Resource Planning Project services to SSCDL, having its office at 115, Smart City Cell, Surat Municipal Corporation - Head Quarter, Muglisara, Main Road, Surat - 395003, Gujarat hereinafter referred to as the AUTHORITY and, WHEREAS, the Bidder understands that the information regarding the AUTHORITY's business shared by the AUTHORITY in their Request for Proposal is confidential and/or proprietary to the AUTHORITY, and
WHEREAS, the Bidder understands that in the course of submission of the offer for providing **Bidder capabilities for Implementation of Enterprise Resource Planning for Surat Municipal Corporation (SI Bidder)** and/or in the aftermath thereof, it may be necessary that the Bidder may perform certain jobs/duties on the Authority's properties and/or have access to certain plans, documents, approvals or information of the Authority; NOW THEREFORE, in consideration of the foregoing, the Bidder agrees to all of the following conditions, in order to induce the AUTHORITY to grant the Bidder specific access to the AUTHORITY's property/information. The Bidder will not publish or disclose to others, nor, use in any services that the Bidder performs for others, any confidential or proprietary information belonging to the AUTHORITY, unless the Bidder has first obtained the AUTHORITY's written authorization to do so.

The Bidder agrees that notes, specifications, designs, memoranda, and other data shared by the AUTHORITY or, prepared or produced by the Bidder for the purpose of submitting the offer to the AUTHORITY for the said solution, will not be disclosed to during or subsequent to submission of the offer to the AUTHORITY, to anyone outside the AUTHORITY.

The Bidder shall not, without the AUTHORITY's written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample, or information (to be) furnished by or on behalf of the AUTHORITY in connection therewith, to any person(s) other than those employed/engaged by the Bidder for the purpose of submitting the offer to the Authority and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

**Date:**

**Signature with Seal :**
**Name :**
**Designation :**

## Form –1.10: Curriculum Vitae of Proposed Team Members (Key Personnel)

Résumés of all the staff proposed to be deployed at SSCDL shall be attached along with the technical bid as per the format below. The bidder may submit résumés of the proposed resources mentioning the position on which a person will be deployed to at SSCDL shall be clearly mentioned on the right hand top corner of the first page of that person's résumé. Based on the resource requirement for completion of the above scope of work, Bidder may have to deploy additional resources. The roles and CV for these resources need to be submitted as per Form 1.10 of Section-9. The additional resources will not be considered for technical evaluation. The details provided should help in ascertaining the eligibility of the candidate vis-à-vis the qualification and experience requirement for that post.

<table>
<tr><th>Sr. No.</th><th>Item</th><th colspan="5">Curriculum Vitae of Proposed Team Member</th></tr>
<tr><td>1</td><td>Name</td><td colspan="5"></td></tr>
<tr><td>2</td><td>Specify role to be played in the project</td><td colspan="5"></td></tr>
<tr><td>3</td><td>Name of Organization</td><td colspan="5"></td></tr>
<tr><td>4</td><td>Number of years with the Current Organization</td><td colspan="5"></td></tr>
<tr><td>5</td><td>Total Experience (in Years)</td><td colspan="5"></td></tr>
<tr><td>6</td><td colspan="6">Experience in months (Provide details regarding name of organizations worked for, Designation, responsibilities, tenure, etc.)</td></tr>
<tr><td></td><td>Name of Organization</td><td>From</td><td>To</td><td colspan="3">Designation/ Responsibilities</td></tr>
<tr><td>6.1</td><td></td><td></td><td></td><td colspan="3"></td></tr>
<tr><td>6.2</td><td></td><td></td><td></td><td colspan="3"></td></tr>
<tr><td>7</td><td colspan="6">Summarized professional experience (Relevant to the Current Project) in reverse chronological order</td></tr>
<tr><td></td><td>From</td><td>To</td><td colspan="4">Company / Project / Position / Relevant Functional, Technical, and Managerial Experience</td></tr>
<tr><td>7.1</td><td></td><td></td><td colspan="4"></td></tr>
<tr><td>7.2</td><td></td><td></td><td colspan="4"></td></tr>
<tr><td>8</td><td colspan="6">Educational Background, Training / Certification including institutions, % of marks, specialization areas etc.</td></tr>
<tr><td></td><td>Degree</td><td>Year of Award of Degree</td><td colspan="2">University</td><td colspan="2">% of marks</td></tr>
</table>

| | | | | |
|---|---|---|---|---|
| 8.1 | | | | |
| 8.2 | | | | |
| **9** | **Candidate's Attestation for the Resume (Optional):** | | | |
| | I am available for full-time assignment for the duration and location specified in this RFP at Surat. | | | |
| | Signature (in blue ink) | | Date (DD/MM/YY) | |
| **10** | **Bidder's Attestation for the Resume:**<br>*[All resumes shall be individually attested by the bidder]* | | | |
| | Place | | Signature of Authorized Person | |
| | Date | | Designation | |
| | Company Stamp | | Name | |

## Form –1.11: Resource Deployment Plan

The bidder should have a detailed resource deployment plan in place to ensure that technically qualified staff is available to deliver the project.

| # | Name of Staff | Area of Expertise | Implementation Phase | | Total Man-Months proposed | Full time/ Part time | Onsite/ Offshore |
|---|---|---|---|---|---|---|---|
| | | | Release 0 | Release 1 | | | |
| | | Project Manager | | | | Full Time | Onsite |
| | | Primary Functional Consultants (module) | | | | Full Time | Onsite |
| | | Secondary Functional Consultants (module) | | | | When needed | Onsite |
| | | Solution Architect | | | | When needed | Onsite |
| | | Application Development Lead | | | | Full Time | Onsite |
| | | Trainer | | | | When needed | Onsite |
| | | Application Developers | | | | When needed | |
| | | Integration Lead | | | | When needed | Onsite |
| | | Operational Support staff | | | | When needed | |
| | | Others (if any) | | | | | |

| # | Name of Staff | Area of Expertise | Support Period (In Months) | | | | | | | | Total Man-Months proposed | Full time/ Part time | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | M1 | M2 | M3 | M4 | M5 | M6 | M7 | Mn. | | | |
| | | Functional Consultant | Required throughout first 3 years | | | | | | | | | | Onsite |
| | | Application Developers | Required throughout first 3 years | | | | | | | | | | Onsite |
| | | Others | | | | | | | | | | | |

## Form –1.12A: Format for Self-declaration by OEM for Implementation Partner

*(This form has to be provided by each OEMs of the software solutions proposed on its letter head. This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the OEM.)*

Date: dd/mm/yyyy

To,
**Chief Executive Officer,**
**Surat Smart City Development Limited (SSCDL)**
115, Smart City Cell, Surat Municipal Corporation - Head Quarter,
Muglisara, Main Road, Surat - 395003, Gujarat

Subject: OEM's Authorization Form

Ref: **RFP No. SSCDL-ERP-RFP-01-2018**

Dear Sir,

We_____ (Name of the OEM) who are the official producer / Original Equipment Manufacturer of _____ (product proposed), do hereby authorize _____ (Name and address of the Bidder) to bid, negotiate and conclude the contract with you against RFP No. SSCDL-ERP-RFP-01-2018 for our products, as per the standard user license terms & condition for the said products.

The list of our approved implementation partners for the product in India is as below or as per list attached (tobe signed & stamped by OEM) and include the bidder: _____ (Name and address of the Bidder)

_____

Thanking you,
Yours faithfully,

(Signature)
For and on behalf of: _____ (Name of the OEM)

Authorised Signatory
Name:
Designation:
Place:
Date:

## Form –1.12B: Format for Self-declaration by OEM

*(This form has to be provided by each OEMs of the software solutions proposed on its letter head. This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the OEM.)*

Date: dd/mm/yyyy

To,
**Chief Executive Officer,**
**Surat Smart City Development Limited (SSCDL)**
115, Smart City Cell, Surat Municipal Corporation - Head Quarter,
Muglisara, Main Road, Surat - 395003, Gujarat

Subject: OEM's Authorization Form

Ref: **RFP No. SSCDL-ERP-RFP-01-2018**

Dear Sir,
We_____ (Name of the OEM) who are the official producer / Original Equipment Manufacturer of _____ (product proposed) having product development centers at the locations _____ or as per list attached, with more than 1000 employees involved in product development. We would be providing our warranty maintenance or support services for proposed product in accordance with terms of standard product License agreement for next 7 years. End of support date have not been announced for the product proposed and product roadmap is attached for your reference.

We have SLA based 24/7 x 365 days support. Total support members deployed are more than 200. We have Support Center located in _____ in India.

_____

Thanking you,
Yours faithfully,

(Signature)
For and on behalf of: _____ (Name of the OEM)

Authorised Signatory
Name:
Designation:
Place:
Date:

## Form –1.12C: Format for Self-declaration by OEM on product capabilities

*(This form has to be provided by each OEMs of the software solutions proposed on its letter head. This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the OEM.)*

To,
General Manager (IT),
**Surat Smart City Development Limited (SSCDL)**
115, Smart City Cell, Surat Municipal Corporation - Head Quarter,
Muglisara, Main Road, Surat - 395003, Gujarat

**Subject:** OEM's Authorization Form
**Ref:** RFP No. SSCDL-ERP-RFP-01-2018

Dear Sir,
We_____ (Name of the OEM) are the official producer / Original Equipment Manufacturer of _____ (product proposed) which has following equivalent functions/modules as natively integrated
- Financial Accounting and Costing
- Payroll and HR
- Project Management
- Purchase and material management
- Asset management

The product comes with the source code available to developers for customization in accordance with terms of standard product License Agreement and it supports integration with third party applications like open standard based GIS software, BPM software, Document Management Software, payment gateway, email gateway.

The product supports country India functions for statutory requirements support localization in terms of Taxes and Payroll specific to India and provides the legal changes from time to time.

_____

Thanking you,
Yours faithfully,

(Signature)
For and on behalf of: _____ (Name of the OEM)

Authorised Signatory
Name:
Designation:
Place:
Date:

## Form –1.12D: OEM Project Statement

**[Project Title]**

**(to be submitted by OEM on its letter head for projects claimed for OEM Pre-Qualification)**

(Attach separate sheet for each project)

A. Project Brief

B. Client (Name, Address & Contact no.)

C. License cost and Annual Technical Support Cost or no. of transaction users

D. Go Live Date

E. Name of the System Integrator/ Implementing agency:

F. Other features of the Project (Such as Mobility, Document management, technologies used, total efforts in man months, etc.)

G. Country in which it was executed: India

H. Provide the relevant project details as under:

| Modules | Yes/No | Name of the product version | Provide Relevant Details (e.g. no of transactional users and other users, no of properties, key functionality, USP of the solution) |
|---|---|---|---|
| Finance Management | | | |
| HR with Payroll | | | |
| Project Management | | | |
| Material management | | | |
| Enterprise asset management | | | |
| E-office applications using DMS | | | |

The information submitted above is true and I am aware that submitting false information will lead to rejection of our bid and SSCDL can take appropriate action in this regard.

**(Sign & Stamped by authorized signatory)**

***Enclosure:***

- *License Agreement/Purchase Order with respective client/ System Integrator clearly specifying the number of users and license cost*
- *Completion Certificates/ Project Acceptance Certificate/ Go-Live certificate*

***Note:*** *The supporting document must clearly indicate the requisite information like project cost / modules / transactional users / etc. to evaluate the project compliance with RFP criteria.*

## Form –1.13: Proposed Solution Architecture and Infrastructure
**(Detailed Requirement and design)**

**Architecture diagram detailing the landscape proposed:**

The solution as part of the RFP shall be hosted at the Data Centre and DR Site of Surat Municipal Corporation, whereas bidder should provide the designing and sizing of the hardware required. The bidder is required to provide the details of the proposed solution architecture and infrastructure considering the RFP requirements.

**Justification/ merits of the same highlighting:**

- Reasoning for specified components over other options.
- Extent of compliance to technical requirements specified in the scope of work
- The Strategy, Approach & Methodology for installation, Configuration & housekeeping of all the key components of the project

## Form –1.14: Format for Performance Bank Guarantee

***<< To be printed on Rs. 100/- Stamp Paper >>***

IN CONSIDERATION OF ..... Through .....

Surat Smart City Development Corporation (SSCDL) for Selection of Qualified System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation (hereinafter referred to as the "said work") on the terms and conditions of the AGREEMENT dated the .....day of ..... 2018 executed between SSCDL on the one part and the Company (Name of the Company) on the other part (hereinafter referred to as "the said AGREEMENT) and on the terms and conditions specified in the Contract, Form of Offer and Form of acceptance of Offer, true and complete copies of the offer submitted by the Company, the said Acceptance of Offer and the said AGREEMENT are annexed hereto.

The Company has agreed to furnish SSCDL in Guarantee of the Nationalized Bank for the sum of Rs ..... (Agreement in Words and Figures) only which shall be the Security Deposit for the due performance of the terms covenants and conditions of the said AGREEMENT. We..... Bank Registered in India under Act and having one of our Local Head Office at..... do hereby guarantee to SSCDL in ..... Department.

i. Due performance and observances by the Company of the terms covenants and conditions on the part of the Company contained in the said AGREEMENT, AND

ii. Due and punctual payment by the Company to SSCDL of all sum of money, losses, damages, costs, charges, penalties and expenses that may become due or payable to SSCDL by or from the Company by reason of or in consequence of any breach, non-performance or default on the part of the Company of the terms covenants and conditions under or in respect of the said AGREEMENT.

AND FOR THE consideration aforesaid, we do hereby undertake to pay to SSCDL on demand without delay demur the said sum of Rs. ..... (Rupees ..... only) together with interest thereon at the rate prescribed under ..... from the date of demand till payment or such lesser sum, as may be demanded by SSCDL from us as and by way of indemnity on account of any loss or damage caused to or suffered by SSCDL by reason of any breach, non-performance or default by the Company of the terms, covenants and conditions contained in the said AGREEMENT or in the due and punctual payment of the moneys payable by the Company to SSCDL thereunder and notwithstanding any dispute or disputes raised by the Company in any suit or proceeding filed before the Court relating thereto our liability hereunder being absolute and unequivocal and irrevocable AND WE do hereby agree that –

a) The SI shall maintain a valid and binding Performance Guarantee for a period of six months after the expiry of the Contract Period ("Validity Period").The guarantee herein contained shall remain in full force and effect during the subsistence of the said AGREEMENT and that the same will continue to be enforceable till all the claims of SSCDL are fully paid under or

by virtue of the said AGREEMENT and its claims satisfied or discharged and till SSCDL certifies that the terms and conditions of the said AGREEMENT have fully and properly carried out by the Company.

b) We shall not be discharged or released from liability under this Guarantee by reason of
   a. any change in the Constitution of the Bank or
   b. any arrangement entered into between SSCDL and the Company with or without our consent;
   c. any forbearance or indulgence shown to the Company,
   d. any variation in the terms, covenants or conditions contained in the said AGREEMENT;
   e. any time given to the Company, OR
   f. any other conditions or circumstances under which in a law a surety would be discharged.

c) Our liability hereunder shall be joint and several with that of the Company as if we were the principal debtors in respect of the said sum of Rs..... (Rupees ..... Only).

d) We shall not revoke this guarantee during its currency except with the previous consent of SSCDL in ..... department in writing;

e) Provided always that notwithstanding anything herein contained our liabilities under this guarantee shall be limited to the sum of Rs..... (Rupees..... only) and shall remain in force until SSCDL certifies that the terms and conditions of the said AGREEMENT have been fully and properly carried out by the Company.

f) Bank hereby agrees and covenants that if at any stage default is made in payment of any instalment or any portion thereof due to SSCDL under the said AGREEMENT or if the Company fails to perform the said AGREEMENT or default shall be made in fulfilling any of the terms and conditions contained in the said AGREEMENT by the Company, the Bank shall pay to SSCDL demand without any demur, such sum as may by demanded, not exceeding Rs..... (Rupees.....) and that the Bank will indemnify and keep SSCDL indemnified against all the losses pursuant to the said AGREEMENT and default on the part of the Company. The decision of SSCDL that the default has been committed by the Company shall be conclusive and final and shall be binding on the Bank/Guarantor. Similarly, the decision of SSCDL as regards the Agreement due and payable by the Company shall be final and conclusive and binding on the Bank /Guarantor.

g) SSCDL shall have the fullest liberty and the Bank hereby gives its consent without any way affecting this guarantee and discharging the Bank/Guarantor from its liability hereunder, to vary or modify the said AGREEMENT or any terms thereof or grant any extension of time or any facility or indulgence to the Company and Guarantee shall not be released by reason of any time facility or indulgence being given to the Company or any forbearance act or omission on the part of SSCDL or by any other matter or think whatsoever which under the

law, relating to sureties so releasing the guarantor and the Guarantor hereby waives all surety ship and other rights which it might otherwise be entitled to enforce.

h) That the absence of powers on the part of the Company or SSCDL to enter into or execute the said AGREEMENT or any irregularity in the exercise of such power or invalidity of the said AGREEMENT for any reason whatsoever shall not affect the liability of the Guarantor/Bank and binding on the bank notwithstanding any abnormality or irregularity,

i) The Guarantor agrees and declares that for enforcing this Guarantee by..... against it, the Courts at Surat only shall have exclusive jurisdiction and the Guarantor hereby submits to the same

1.....

2.....

Being respectively the Director of the Company, who in token thereof, has hereto set his respective hands in the presence of –

1.....

2.....

## Form –1.15: Format for Bank Guarantee for Bid Security (Earnest Money Deposit)

**<< To be printed on Rs. 100/- Stamp Paper >>**

This Deed of Guarantee is made on this _____day of _____, 2018 at _____ by _____ a _____ Bank and having its Head Office/Registered Office at _____ and a Branch Office at _____, Surat (hereinafter referred to as "the Bank" or "the Guarantor", which expression shall unless it be repugnant to the subject or context hereof be deemed to include its successors and assigns) in favour of Surat Smart City Development Ltd (SSCDL),having its Registered Office at _____ (hereinafter referred to as "Authority" which expression shall unless it be repugnant to the subject or context hereof be deemed to include its successors and assigns).

WHEREAS, the AUTHORITY undertook the process of competitive bidding in order to select the most desirable firm/company for Selection of Qualified System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation which purpose AUTHORITY issued a RFP document inviting Bids from the Bidders;

WHEREAS, [name of Bidder] (hereinafter called "the Bidder") has submitted his Bid dated [date] for the execution of the Works (hereinafter called "the Bid").

In the event of any breach or non-performance of the following terms and conditions contained in the Tender document:

(1) If the Bidder withdraws or modifies his Bid during the period of Bid validity specified in the Tender; or

(2) If the Bidder refuses to accept the correction of errors in his Bid; or

(3) If the Bidder submits a conditional Bid which would affect unfairly the competitive provision of other Bidders who submitted substantially responsive Bids and/or is not accepted by AUTHORITY, or

(4) if the Bidder, having been notified of the acceptance of his Bid by the AUTHORITY during the period of Bid validity and the bidder fails or refuses to execute the Agreement in accordance with the Tender documents;

(5) If the bidder engages in fraudulent or corrupt practices

The Guarantor agrees absolutely, irrevocably and unconditionally guarantees and undertakes to pay to AUTHORITY a sum of Indian Rupees ..... (Amount of EMD in INR) without any protest or demur and upon receipt of first written demand from AUTHORITY, without having to substantiate his demand, provided that in his demand AUTHORITY will note that the amount claimed by him is due to him owing to the occurrence of any one or more of the conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and including the date _____ (180 days) days from the date of Bid opening or as it may be extended by the bidder on a written request by AUTHORITY, notice of which extension(s) to the Bank is hereby waived. Any demand in respect of this Guarantee should reach the Bank not later than the above date.

The jurisdiction in relation to this Guarantee shall be the Courts at Surat and Indian Law shall be applicable.

The claim in respect of this Bank Guarantee shall be admissible at any of our Surat Branches and such Bank Guarantee is encashable at Surat Branch.

IN WITNESS WHEREOF the Guarantor has executed this Guarantee on this ____ day of _____and year first herein above written.

Signed and delivered by the

Above named _____Bank by

its Authorized Signatory as authorized by

Board Resolution passed on _____/

Power of Attorney dated [.....]

_____

Authorized Signatory

Name :

Designation:

In the presence of:

1.
2.

## Form –1.16: Experience Statement BPM based E-office applications implementation

**[Project Title]**

(Attach separate sheet for each project)

A. Project Brief

B. Client (Name, Address & Contact no.)

C. Cost of the Project (with breakup of license cost, implementation cost, support cost, hardware cost)

D. Duration & period of the Project (including current completion status)

E. Scope of work and Roles & responsibility of the organization

F. Number of users

G. Whether Project executed by forming Joint venture or Consortium with other organization (In case of consortium, provide share in consortium along with the consortium agreement)

H. Other features of the Project (Such as Mobility, Document management, technologies used, total efforts in man months, etc.)

I. Country in which it was executed

J. Provide the relevant project details as under:

| Modules | Yes/No | Name of the COTS product | Provide Relevant Details (e.g. no of users, no of properties, key functionality, USP of the solution) |
|---|---|---|---|
| RTI Application | | | |
| Field Inspection and Reporting | | | |
| Integrated Audit management | | | |
| All inter-dept. Approvals & file movement (Inward /outward) | | | |
| Vigilance work assignment & report | | | |
| Court case management | | | |

| | | | |
|---|---|---|---|
| Meeting Management | | | |
| Others (Please specify) | | | |

The information submitted above is true and I am aware that submitting false information will lead to rejection of our bid and SSCDL can take appropriate action in this regard.

**(Sign & Stamped by authorized signatory)**

***Enclosure:***

*1. Copy of Purchase Order or Work Order or Agreement duly authenticated/ signed by the respective client.*

*2. Completion Certificates/ Project Acceptance Certificate/ Go-Live certificate from respective client*

*3. In case of consortium, copy of the Consortium Agreement clearly specifying the Roles & Responsibility of the members*

***Note:** The supporting document must clearly indicate the requisite information like project cost / modules / transactional users / etc. to evaluate the project compliance with RFP criteria.*

## Form-1.17: MAF - Format for Authorization Letters from OEMs

***<<To be printed on letter head of OEM and signed by Authorized signatory of OEM>>***

Date: dd/mm/yyyy

To
The General Manager IT,
Surat Smart City Development Ltd.
115, Smart City Cell,
Surat Municipal Corporation - Head Quarter,
Muglisara, Main Road, Surat - 395003, Gujarat.

**Sub** : Authorization Letter from OEM for "**RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation"**

**Ref** : **RFP No.: SSCDL-ERP-RFP-01-2018**

Dear Sir/ Madam,

We_____ (Name of the OEM) who are established and reputable OEM of _____ (product proposed), do hereby authorize _____ (Name and address of the Bidder) to bid, negotiate and conclude the contract with you against RFP No. SSCDL-ERP-RFP-01-2018 for the above product developed by us.

We authorized the _____ (name of the bidder) for the following modules/products:

| Sr. No. | Product Name | Make & Model |
|---|---|---|
| 1 | | |
| 2 | | |
| … | | |
| n | | |

***<<<for software components>>>>***

We_____ (Name of the OEM) extend our warranty maintenance or support services for proposed product against this invitation for bid by _____ (Name of the Bidder) as per requirements of this RFP for next 7 years. End of support date have not been announced for the product proposed and product roadmap is attached for your reference.

***<<<for hardware components>>>>***

We_____ (Name of the OEM) extend our warranty maintenance, support services and parts availability for proposed product against this invitation for bid by _____ (Name of the Bidder) as per requirements of this RFP for next 7 years. End of support date have not been announced for the product proposed and product roadmap is attached for your reference.

Thanking you,
Yours faithfully,

(Signature)
For and on behalf of: _____ (Name of the OEM)

Authorised Signatory
Name:
Designation:
Place:
Date:

## Form-1.18: Power of Attorney for Lead Member of Consortium

***<< To be printed on Rs. 100/- Stamp Paper >>***

Whereas the Surat Municipal Corporation has invited applications from interested parties for the Selection for "***RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation***".

Whereas .....and ..... (Collectively "Consortium") being Members of the Consortium are interested in bidding for the Project in accordance with the terms and conditions of the Request for Proposal (RFP document) and other connected documents in respect of the Project, and

Whereas, it is necessary for the Members of the Consortium to designate one of them as the Lead Member with all necessary power and authority to do for and on behalf of the Consortium, all acts, deeds and things as may be necessary in connection with the Consortium's bid for the Project and its execution.

NOW, THEREFORE, KNOW ALL MEN BY THESE PRESENTS

We, ..... Having our Registered office at ....., M/s,..... Having our Registered office at ....., (hereinafter collectively referred to as the "Principals") do hereby irrevocably designate, nominate, constitute, appoint and authorize M/s. ..... having its registered office at ....., being one of the Members of the Consortium, as the Lead Member and true and lawful attorney of the Consortium (hereinafter referred to as the "Attorney"). We hereby irrevocably authorize the Attorney (with power to sub-delegate) to conduct all business for and on behalf of the Consortium and any one of us during the bidding process and, in the event the Consortium is awarded the concession/contract, during the execution of the Project and in this regard, to do on our behalf and on behalf of the Consortium, all or any of such acts, deeds or things as are necessary or required or incidental to the pre-qualification of the Consortium and submission of its bid for the Project, including but not limited to signing and submission of all applications, bids and other documents and writings, participate in bidders and other conferences, respond to queries, submit information/ documents, sign and execute contracts and undertakings consequent to acceptance of the bid of the Consortium and generally to represent the Consortium in all its dealings with the SSCDL, and/ or any other Government Agency or any person, in all matters in connection with or relating to or arising out of the Consortium's bid for the Project and/ or upon award thereof till the Concession Agreement is entered into with the SSCDL.

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

IN WITNESS WHEREOF WE THE PRINCIPALS ABOVE NAMED HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS ..... DAY OF ....., 20....

For .....
(Signature)

.....
(Name & Title)

For .....
(Signature)

.....
(Name & Title)
Witnesses:
1.
2.
(Executants)
(To be executed by all the Members of the Consortium)

**Notes:**

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

# CONTENTS AND FORMAT OF

# PRICE PROPOSAL

# 10. CONTENT AND FORMAT OF PRICE PROPOSAL

## 10.1 PRICE BID COVER LETTER

***<<To be printed on letter head of Prime Bidder and signed by Authorized signatory of Prime bidder>>***

Date: dd/mm/yyyy

To
Chief Executive Officer,
Surat Smart City Development Ltd.
115, Smart City Cell,
Surat Municipal Corporation - Head Quarter,
Muglisara, Main Road, Surat - 395003, Gujarat.

**Subject:** RFP for Selection of System Integrator for ERP
**REF:** RFP No. SSCDL-ERP-RFP-01-2018

Dear Sir/ Madam,
We, the undersigned Bidders, having read and examined in detail all the bidding documents in respect of **"RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System for Surat Municipal Corporation"** do hereby propose to provide services as specified in the Bid Document referred above**.**

1. PRICE AND VALIDITY
    1 All the prices mentioned in our Tender are in accordance with the terms as specified in the Tender documents. All the prices and other terms and conditions of this Tender are valid for entire contract duration.
    2 We hereby confirm that our Tender prices include all taxes. Taxes are quoted separately under relevant sections, as specified in the Bid Document formats.
    3 We have studied the clause relating to Indian Income Tax and hereby declare that if any income tax, surcharge on Income Tax, Professional and any other corporate Tax in altercated under the law, we shall pay the same.
2. DEVIATIONS
    We declare that all the services shall be performed strictly in accordance with the Bid Documents and there are no deviations irrespective of whatever has been stated to the contrary anywhere else in our bid.
    Further we agree that additional conditions, if any, found in our bid documents, shall not be given effect to.
3. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

4. BID PRICE
   We declare that our Bid Price is for the entire scope of the work as specified in the Bid Document. The bid price at which the contract is awarded shall hold good for entire tenure of the contract. These prices are indicated in the subsequent sub-sections of this Section.
5. CONTRACT PERFORMANCE GUARANTEE BOND
   We hereby declare that in case the contract is awarded to us, we shall submit the contract Performance Bank Guarantee in the form prescribed in the Bid Document.

We fully understand and agree to the scope of work, our roles and responsibilities, obligations, risks involved and terms and conditions specified in RFP documents. I/We undertake to do design, development, integration, implementation, operation, maintenance, and management of Implementation and post implementation support of Enterprise Resource Planning, on 'Design-Develop-Maintain-Transfer' basis as per the terms of the RFP.

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

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive. We confirm that no Technical deviations are attached here with this commercial offer.

Thanking you,
Yours faithfully,

(Signature of the Authorized Signatory)
Name
Designation
Seal.
Date:
Place:
Business Address:

## 10.2 GENERAL INSTRUCTIONS

1. Bidder should provide all prices as per the prescribed format under this section in online form only.
2. All the prices are to be entered in Indian Rupees (INR) only.
3. The rates quoted online in Price Proposal shall be exclusive of GST but inclusive of any other directly or indirectly applicable taxes. GST as applicable shall be payable by the Authority to the Selected Bidder based on invoice raised and on submitting the evidence of payment of such Service Tax. Any deviations due to change in the rate of directly applicable taxes and duties except GST would be Liability of the Selected Bidder.
4. SSCDL shall be entitled to deduct tax at source or any other taxes/ cess as may be applicable
5. It is mandatory to provide breakup of all Taxes, Duties and Levies wherever asked for.
6. SMC/SSCDL reserves the right to ask the SI to submit proof of payment against any of the taxes, duties, levies indicated.
7. The SI needs to account for all Out of Pocket expenses due to Boarding, Lodging and other related items.
8. Quantities mentioned in the commercial formats are indicative in number. SMC/SSCDL at its discretion may or may not procure the listed components in mentioned quantities at the time of placing order / agreement. SSCDL has the rights to delete any of the component before final implementation. The successful bidder shall not object to the upward or downward variation in quantities of any item.
9. Payment for additional quantities shall be made at tender rates. If SMC/SSCDL wants to procure additional quantities, the same shall be valid for 5 years for such purchases.
10. No claim shall be entertained or become payable for price variation of additional quantities
11. No escalations of prices will be considered under any circumstances
12. The bidders are required to carry out due diligence in proposing various systems and keep in mind the overall system requirements and provide justification for the quantities in the Technical Proposal.
13. SMC/SSCDL reserves the right to question the logic of pricing for all ERP and other software, ATS and AMC costs, and thus bidders are required to ensure that no unjustified higher (or lower) pricing is done for subsequent years.
14. SMC/SSCDL reserves the right to do market survey for bid prices offered and negotiate with the bidder if their prices are higher than the ones discovered at that point of time.

## 10.3 COMMERCIAL BID FORMAT

[Note: Price Bid is to be submitted online only. The Price Bid if submitted physically along with Technical Bid leading to revelation of prices before the due date of opening of the Price Bid will lead to disqualification.]

| Table-1: Summary of All Cost Components | | |
|---|---|---|
| **Sr. No.** | **Description** | **Total Amount without Taxes** |
| 1 | Total Cost of Schedule - A [Implementation Cost and Annual Support Cost for ERP Core Modules] | |
| 2 | Total Cost of Schedule - B [Implementation Cost and Annual Support Cost for e-Office Application using DMS & BPM] | |
| 3 | Total Cost of Schedule - C [Table-1 - ERP Licenses & ATS Cost] | |
| 3 | Total Cost of Schedule - C [Table-2 - Other Software Licenses & ATS Cost] | |
| 4 | Total Cost of Schedule - D [IT Infrastructure & Annual Support Cost] | |
| | **Grand Total in Rs.** | |

### 10.3.1 Schedule-A: Implementation Cost and Annual Support Cost for ERP Core Modules

| Schedule-A: Total Charges Except License Cost for ERP Off-The-Shelf Core Modules covered in Clause 2.1.1 | | | | | | |
|---|---|---|---|---|---|---|
| **#** | **Description** | **No. of units** | **Unit** | **Unit Price (in INR)** | **Quote of the Bidder (in INR)** | **Amount in words** |
| **(a)** | **(b)** | **(c)** | **(d)** | **(e)** | **(f) = c X e** | **(g)** |
| A | Implementation Cost | 1 | Lumpsum | | | |
| B | Annual Support Cost for first three years with required mandatory onsite presence (defined under PGLS section) supported by offshore team | 3 | Years | | | |
| C | Annual support cost post first three years with optimum mix of onsite and offshore resources | 3 | Years | | | |
| | | | | **Total in Rs.** | | |

*Note:*

1 All the prices quoted should be excluding GST and the same will be paid extra on actuals.

### 10.3.2 Schedule-B: Implementation Cost and Annual Support Cost for e-Office Application using DMS & BPM

| Schedule-B: Total Charges Except License Cost for E-office applications using DMS and BPM covered in Clause 2.1.2 | | | | | | |
|---|---|---|---|---|---|---|
| **#** | **Description** | **No. of units** | **Unit** | **Unit Price (in INR)** | **Quote of the Bidder (in INR)** | **Amount in words** |
| **(a)** | **(b)** | **(c)** | **(d)** | **(e)** | **(f) = c X e** | **(g)** |
| A | Implementation Cost | 1 | Lumpsum | | | |
| B | Annual Support Cost for first three years with required mandatory onsite presence (defined under PGLS section) supported by offshore team | 3 | Years | | | |
| C | Annual support cost post first three years with optimum mix of onsite and offshore resources | 3 | Years | | | |
| D | Email Exchange & Collaboration tool for 1000 users for 7 years | 1000 | Users | | | |
| | | | | **Total in Rs.** | | |

*Note:*

*1 All the prices quoted should be excluding GST and the same will be paid extra on actuals.*

### 10.3.3 Schedule-C: Software Licenses for ERP and e-Office using E-office applications using DMS and BPM & ATS Cost

1 Bidders are required to clearly mention the Software proposed under this project in Column-b: Item Description along with details of OEM & Model of proposed software in Column-b.
2 The no. of units proposed should be clearly specified in Column-d along with measurement unit for respective line item in Column-e.
3 The Unit Price (license cost/initial cost) to be mentioned in Column-f: Unit Price.
4 The yearly ATS Charge for respective software component should be mentioned in Column-g: ATS Charge.
5 Apart from ERP OEM license as per Schedule-C: Table-1, the bidder needs to clearly specify any other licenses required to deliver scope as per RFP in Schedule-C: Table-2 like e-office/BPM OEM license, Server OS, Database, Backup Software, Antivirus, Virtualisation License, etc.
6 The licenses for the Email Exchange & Collaboration tool for 1000 users should be covered in Schedule-B and not under this Schedule-C.
7 All the prices quoted should be excluding GST and the same will be paid extra on actuals.
8 The licenses to be in the name of SMC. The bidder needs to provide the relevant document from the OEM for the time duration for which ATS payment is made.

| Schedule-C: Table-1 - ERP Licenses & ATS Cost | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **Item** | **Item Description** | **OEM & Model** | **No. of units** | **Measurement Unit (e.g user count, lumsum, etc.)** | **Unit Price (in INR)** | **ATS Charge (in INR)** | **Unit Price inclusive of ATS for 7 years (in INR)** | **Total Amount** |
| **(a)** | (b) | (c) | (d) | (e) | (f) | (g) | (h)=f + (7 X g) | (i) = d X h |
| 1 | Supply & Activation ERP License | | 400 | Nos. | | | | |
| 2 | Supply & Activation of ERP Employee Self-service License | | 1000 | Nos. | | | | |
| 3 | Supply & Activation of Payroll License | | 20000 | Nos. | | | | |

| | |
|---|---|
| **Total in Rs.** | |

| Schedule-C: Table-2 - Other Software Licenses & ATS Cost | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **Item** | **Item Description** | **OEM & Model** | **No. of units** | **Measurement Unit (e.g user count, lumsum, etc.)** | **Unit Price (in INR)** | **ATS Charge (in INR)** | **Unit Price inclusive of ATS for 7 years (in INR)** | **Total Amount** |
| (a) | (b) | (c) | (d) | (e) | (f) | (g) | (h)=f + (7 X g) | (i) = d X h |
| **1** | | | | | | | | |
| **2** | | | | | | | | |
| **3** | | | | | | | | |
| **4** | | | | | | | | |
| **5** | | | | | | | | |
| **6** | | | | | | | | |
| **7** | | | | | | | | |
| **8** | | | | | | | | |
| **9** | | | | | | | | |
| **10** | | | | | | | | |
| **11** | | | | | | | | |
| **12** | | | | | | | | |
| **13** | | | | | | | | |
| **14** | | | | | | | | |
| **15** | | | | | | | | |
| **16** | | | | | | | | |
| **17** | | | | | | | | |
| **18** | | | | | | | | |
| **19** | | | | | | | | |
| **20** | | | | | | | | |
| **21** | | | | | | | | |
| **22** | | | | | | | | |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **23** | | | | | | | | |
| **24** | | | | | | | | |
| **25** | | | | | | | | |
| | | | | | | | **Total in Rs.** | |

### 10.3.4 Schedule-D: IT Infrastructure & Annual Support Cost

1 Bidders are required to clearly mention the hardware component proposed under this project in Column-b: Item Description along with details of OEM & Model of proposed software in Column-b.
2 The no. of units proposed should be clearly specified in Column-d along with measurement unit for respective line item in Column-e.
3 The Unit Price (hardware cost along with 5 years warranty) to be mentioned in Column-f: Unit Price.
4 The yearly Comprehensive AMC Charge for respective hardware component should be mentioned in Column-g.
5 The table can have components like servers, storage, SAN switch, LTO, etc.
6 All the prices quoted should be excluding GST and the same will be paid extra on actuals.
7 The bidder needs to provide itemized price for all IT Infrastructure Hardware components as proposed in the BOQ. The quantity of such components should be same as the one mentioned in the Section-11.

| **Schedule-D: IT Infrastructure & Annual Support Cost** | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **Item** | **Item Description** | **OEM & Model** | **No. of units** | **Measurement Unit** | **Unit Price with 5 years warranty (in INR)** | **Comprehensive AMC post warranty per annum (in INR)** | **Unit Price inclusive of AMC post warranty (in INR)** | **Total Amount** |
| **(a)** | **(b)** | **(c)** | **(d)** | **(e)** | **(f)** | **(g)** | **(h)=f + (2 X g)** | **(i) = d X h** |
| 1 | | | | | | | | |
| 2 | | | | | | | | |
| 3 | | | | | | | | |
| 4 | | | | | | | | |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 5 | | | | | | | | |
| 6 | | | | | | | | |
| 7 | | | | | | | | |
| 8 | | | | | | | | |
| 9 | | | | | | | | |
| 10 | | | | | | | | |
| 11 | | | | | | | | |
| 12 | | | | | | | | |
| 13 | | | | | | | | |
| 14 | | | | | | | | |
| 15 | | | | | | | | |
| 16 | | | | | | | | |
| 17 | | | | | | | | |
| 18 | | | | | | | | |
| 19 | | | | | | | | |
| 20 | | | | | | | | |
| | | | | | | | **Total in Rs.** | |

# 11. IT Infrastructure Requirements

## 11.1 GENERAL INSTRUCTIONS

The bidder will be responsible for the following:

1. The bidder shall design, size, purchase, install, configure, commission and maintain the hardware components and related software for the solution implementation as per the minimum requirements provided hereunder. These requirement needs to be addressed by the Bidder while recommending Hardware for the solution. Bidder would be responsible for the entire infrastructure including maintenance of the Infrastructure and any structured cabling (LAN / SAN) requirements interconnecting the racks.
2. Bidders have to size and propose the hardware infrastructure required to host the applications as part of the Integrated Systems Solution duly meeting the SLA requirements. The Bidder would have to identify infrastructure requirement which will include server, storage, backup, operating system, database, network, security etc. The sizing needs to be done keeping in mind the SMC's requirement for performance, response time and scalability, latest state-of-the-art, virtualisation & guaranteed uptime during its entire lifespan with uninterrupted services
3. SMC/SSCDL is not responsible for any assumptions or judgments made by the Bidder for arriving at any type of sizing or costing. SMC/SSCDL at all times will benchmark the performance of the Bidder to the RFP Documents circulated to the Bidder and the expected service levels as mentioned in these documents. In the event of any deviations from the requirements of these documents, the Bidder must make good the same at no extra costs to SMC/SSCDL within two weeks of detection of the deviation, in order to achieve the desired service levels as well as meeting the requirements of these documents. SMC/SSCDL shall not be responsible for any assumptions made by the Bidder. Also, if bidder misses to factor the cost of any item required to deliver the solution successfully or undersizes the h, then the bidder has to provide that without any additional cost.
4. This sections details out the minimum technical specification of the hardware and software to be used in the project. The bidder is free to provide any additional/higher features or capabilities.
5. The Bidder has to do sizing assuming an increase of 25% on the user count and a peak time concurrency of 70%.
6. The integrated solution shall have following environments:
    a. Production at DC configured in High availability mode with no single point of failure
    b. Non-production environment consisting of Development/Quality/etc. at DC
    c. Production environment at Disaster Recovery Site
7. For ERP production server must be on physical architecture.
8. The hardware to host ERP solution must be OEM certified appliance.
9. The DR should be 100% of DC for entire infrastructure without High Availability.
10. The solution has to be configured with a RPO of 2 hour and RTO of 4 hour.
11. No components proposed by the bidder should be declared End of Support, End of Sale or End of Life by the OEM as of the date of RFP submission. Any components that become end of support

during the contract period, should be replaced 30 days in advance by the bidder at no additional cost.

12. All the patches have to run successfully on Test & Development (T&D) environment before deployed Live for production. Bidder has to ensure that the patches provided are compatible with the customized solution running at SMC and will not have any adverse impact on the existing functionalities.
13. Bidder can leverage virtualization to arrive on the solution.
14. The Bidder shall be responsible for delivering the desired performance level and availability as described in RFP and suitably design, supply, install and commission hardware, software and other components otherwise the bidder shall replace the required system without any additional cost.
15. . The Bidder will be required to provide detailed documentation on:
    a. The hardware and related software to be supplied;
    b. The process to be followed in installation of the hardware and related software;
    c. The process to be followed in maintenance and upgrade of the hardware and related software;
16. Bidder shall be responsible to carry out DC/DR mock drills on half-yearly basis or as and when required.
17. The Bill of Materials as estimated by SMC is not exhaustive. Any additional items/ components like Hardware, Software, any licenses, accessories, service etc. as required to make the project completely operational may be assessed by the Bidder and the same may be incorporated in the offer. Even at the time of execution, if any additional items/ components like Hardware, Software, any licenses, accessories, service etc. are required to complete the system integration, notwithstanding the BOM as identified by the Bidder as above, the same shall be provided at no additional cost.
18. **The hardware sizing proposed for hosting the ERP Core Modules and e-office/BPM modules shall have to be certified by the authorized person of the respective OEM either on OEM's letter head or on SI's letter head with OEM's stamp and signature.**
19. The bidder must clearly specify the features of the offered product vis-à-vis specification and deviation if any in the Table.
20. The technical spec sheet and the product brochure of the product offered should also be submitted along with technical bid.
21. In case the space provided is not sufficient then a separate paper as per the format below can be annexed to the bid. The same must be duly signed and stamped.

## 11.2 MINIMUM TECHNICAL SPECIFICATION

- The bidder can quote for each item meeting or exceeding the below mentioned minimum specification. Separate sheet needs to be attached if more than one product is quoted.
- The specification mentioned below are minimum specification. The bidder can quote the products equivalent or higher depending upon the sizing for the entire solution.
- The bidder must clearly specify the features of the offered product vis-à-vis specification and deviation if any in the Column-C and Column-D respectively.
- The exact make and model of the product offered must be specified in the Column-E.

- The technical spec sheet and the product brochure of the product offered should also be submitted along with technical bid.
- In case the space provided is not sufficient then a separate paper as per the format below can be annexed to the bid. The same must be duly signed and stamped.

| # | Item | | Matched [Yes/No] | Deviation from Specification / Remarks if Any | Specify Make, Model & Technology Name |
|---|---|---|---|---|---|
| (A) | (B) | | (C) | (D) | (E) |
| **I.** | **SERVER FOR ERP SOLUTION** | | | | |
| 1. | **Make** | Must be of HP/Dell/Lenovo make | | | |
| 2. | **Model** | Specify | | | |
| 3. | **Form Factor** | 2U or Higher Rack Mountable | | | |
| 4. | **Processor** | - Intel's Latest Generation 8100 series or higher Gold or Platinum category processor<br>- Minimum 2.5 GHz Base frequency | | | |
| | | Specify Processor Model | | | |
| | | Specify Processing Speed | | | |
| | | Specify Cache | | | |
| | | Specify No. of Cores | | | |
| | | Specify No. of Processors proposed | | | |
| **5.** | **Memory Technology** | - DIMM Slots must be supporting 2400 MHz/2666MHz memory frequency<br>- Memory DIMM Slots must be supporting 8GB / 16GB / 32GB / 64GB/128GB memory modules.<br>- Minimum 50% DIMM Slots must be supporting Non-Volatile Memory.<br>- As per Application architecture, vendor can propose the memory. Hardware must have a provision to scale up atleast 25% more capacity for future. | | | |
| | | Specify Maximum RAM supported | | | |
| | | Specify Total RAM Proposed | | | |
| 6. | **Chipset** | Compatible latest series of chipset (specify chipset) | | | |
| 7. | **Hard Disk Drives** | Vendor must propose the SSD hard disks in case of internal storage is offered. Database and Critical | | | |

| | | | | | |
|---|---|---|---|---|---|
| | | application workload must be running from SSD Hard disks. Other supporting workloads can be offered on SAS drives. | | | |
| | | Specify the No. of HDD Slots supported | | | |
| | | Specify the HDD Capacity Offered | | | |
| | | Specify the HDD Composition proposed with capacity of each type of HDD | | | |
| 8. | **Storage Controllers** | Servers must be equipped with RAID Controller supporting RAID 0,1 , 5, 6, and 10 with 8GB Cache memory | | | |
| 9. | **Networking features** | 4 Nos. of 10G SFP+ Ports with support of TCP/IP, Wake on LAN, Failover, Fault Tolerance must be available from day one. Scalability of 25Gigabit Ethernet Ports in same server. | | | |
| 10. | **Ports** | 2 Front and 2 Rear USB ports, 1 serial port, 2 RJ-45 port, 1 VGA, 1 Management Port (TCP\IP based). Dedicated USB / Micro USB or any type of Server Management port in front to manage the server from BIOS Level. | | | |
| 11. | **HBA** | Single port 8 Gb OFC HBA X 2 Nos. for redundancy to connect with SAN Storage/SAN Switch | | | |
| 12. | **Slots** | Minimum four PCIe Slots available from day one and scalable up to minimum 8 PCI Slots. | | | |
| 13. | **Server Management Features / Technologies / Softwares** | Embedded Agent less Server Management software regardless of operating system or Hypervisor Presence, should be GUI HTML5 based with functionality/features mentioned below:<br>- Alerts for monitoring health of critical components.<br>- Having two factor Authentication support.<br>- Should support automatic check & update of hardware drivers & BIOS Version Control.<br>- Should be able to generate a report on Inventory & automatically track server warranty | | | |

| | | | | | |
|---|---|---|---|---|---|
| | | information. Remote Deployment & Configuration.<br>- Email Alertings on at least, Fan, Power Supply, Memory, CPU, RAID, NIC, Internal HDD, Out of Band Performance. Customizable Settings for Exhaust Temperature | | | |
| 14. | **Diagnostics Features** | Embedded Diagnostic Tools, Server Configuration Backup & Restoration, System error LEDs on Front Panel in case of component failure | | | |
| 15. | **Power Supply** | Hot Swappable High Efficiency Redundant Power Supplies (1+1) capable to provide necessary power for fully loaded server with India Power Cord. | | | |
| 16. | **OS Support** | Microsoft Windows Server 2012R2 or higher, Red Hat Enterprise Linux (RHEL), SUSE Linux Enterprise Server (SLES), Ubuntu, Citrix Xen Server, Vmware ESXi | | | |
| 17. | **Virtualization Support** | Should support leading virtualization platforms including the one proposed by the bidder (if any) | | | |
| 18. | **Mounting Kit** | Sliding Rack mounting kit rack server | | | |
| 19. | **Warranty** | - 24 x 7 Five years on-site comprehensive back-to-back OEM warranty with parts<br>- minimum 7 years OEM's product support guarantee (Vendor has to give the same on OEM letterhead) | | | |
| 20. | **Use of proposed server** | Specify the type of proposed server (i.e. production server / testing server, etc.) and use of server (data base server, application server, etc.) | | | |
| 21. | **Quantity** | Specify the quantity of the proposed server as per the solution architecture | | | |
| Note: The above table should be used to provide the specifications of the servers to be used for hosting ERP solution. | | | | | |

| # | Item | Matched | Deviation from Specificatio | Specify Make, Model & |
|---|---|---|---|---|

| | | | [Yes/No] | n / Remarks if Any | Technology Name |
|---|---|---|---|---|---|
| (A) | (B) | | (C) | (D) | (E) |
| **II.** | **SERVER FOR OTHER REQUIREMENTS** | | | | |
| 1. | **Make** | Must be of HP/Dell/Lenovo make | | | |
| 2. | **Model** | Specify | | | |
| 3. | **Form Factor** | 2U or Higher Rack Mountable | | | |
| 4. | **Processor** | Minimum 2.5 GHz Base frequency | | | |
| | | Specify Processor Model | | | |
| | | Specify Processing Speed | | | |
| | | Specify Cache | | | |
| | | Specify No. of Cores | | | |
| | | Specify No. of Processors proposed | | | |
| **5.** | **Memory Technology** | - DIMM Slots must be supporting 2400 MHz/2666MHz memory frequency<br>- Memory DIMM Slots must be supporting 8GB / 16GB / 32GB / 64GB/128GB memory modules.<br>- As per Application architecture, vendor can propose the memory. Hardware must have a provision to scale up atleast 25% more capacity for future. | | | |
| | | Specify Maximum RAM supported | | | |
| | | Specify Total RAM Proposed | | | |
| 6. | **Chipset** | Compatible latest series of chipset (specify chipset) | | | |
| 7. | **Hard Disk Drives** | Specify the No. of HDD Slots supported | | | |
| | | Specify the HDD Capacity Offered | | | |
| | | Specify the HDD Composition proposed with capacity of each type of HDD | | | |
| 8. | **Storage Controllers** | Servers must be equipped with RAID Controller supporting RAID 0,1 , 5, 6, and 10 with 1 GB Cache memory | | | |
| 9. | **Networking features** | 2 Nos. of 10G SFP+ Ports with support of TCP/IP, Wake on LAN, Failover, Fault Tolerance must be available from day one. Scalability of 25Gigabit Ethernet Ports in same server. | | | |
| 10. | **Ports** | 2 Front and 2 Rear USB ports, 1 serial port, 2 RJ-45 port, 1 VGA, 1 Management Port (TCP\IP based). Dedicated USB / Micro USB or any type | | | |

| | | | | | |
|---|---|---|---|---|---|
| | | of Server Management port in front to manage the server from BIOS Level. | | | |
| 11. | **HBA** | Single port 8 Gb OFC HBA X 2 Nos. for redundancy to connect with SAN Storage/SAN Switch | | | |
| 12. | **Slots** | Minimum four PCIe Slots available from day one and scalable up to minimum 8 PCI Slots. | | | |
| 13. | **Server Management Features / Technologies / Softwares** | Embedded Agent less Server Management software regardless of operating system or Hypervisor Presence, should be GUI HTML5 based with functionality/features mentioned below:<br>- Alerts for monitoring health of critical components.<br>- Having two factor Authentication support.<br>- Should support automatic check & update of hardware drivers & BIOS Version Control.<br>- Should be able to generate a report on Inventory & automatically track server warranty information. Remote Deployment & Configuration.<br>- Email Alertings on at least, Fan, Power Supply, Memory, CPU, RAID, NIC, Internal HDD, Out of Band Performance. Customizable Settings for Exhaust Temperature | | | |
| 14. | **Diagnostics Features** | Embedded Diagnostic Tools, Server Configuration Backup & Restoration, System error LEDs on Front Panel in case of component failure | | | |
| 15. | **Power Supply** | Hot Swappable High Efficiency Redundant Power Supplies (1+1) capable to provide necessary power for fully loaded server with India Power Cord. | | | |
| 16. | **OS Support** | Microsoft Windows Server 2012R2 or higher, Red Hat Enterprise Linux (RHEL), SUSE Linux Enterprise Server (SLES), Ubuntu, Citrix Xen Server, Vmware ESXi | | | |

| | | | | | |
|---|---|---|---|---|---|
| 17. | **Virtualization Support** | Should support leading virtualization platforms including the one proposed by the bidder (if any) | | | |
| 18. | **Mounting Kit** | Sliding Rack mounting kit rack server | | | |
| 19. | **Warranty** | - 24 x 7 Five years on-site comprehensive back-to-back OEM warranty with parts<br>- minimum 7 years OEM's product support guarantee (Vendor has to give the same on OEM letterhead) | | | |
| 20. | **Use of proposed server** | Specify the type of proposed server (i.e. production server / testing server, etc.) and use of server (data base server, application server, etc.) | | | |
| 21. | **Quantity** | Specify the quantity of the proposed server as per the solution architecture | | | |
| Note: The following table should be used to provide the specifications of the servers to be used for other requirements. | | | | | |

| # | Item | Matched [Yes/No] | Deviation from Specification / Remarks if Any | Specify Make, Model & Technology Name |
|---|---|---|---|---|
| **(A)** | **(B)** | **(C)** | **(D)** | **(E)** |
| **III.** | **SAN Storage with SAN Switches** | | | |
| 1. | MAKE | Must be of Dell-EMC/Hitachi/HPE/Netapp/IBM make | | |
| 2. | MODEL | Specify | | |
| 3. | Controllers | - The Storage system must have at least two hot pluggable controllers running in active-active mode (for all required protocols) with automatic failover to each other in case of one controller failure.<br>- Each storage controller should be with minimum Xeon 8 Core CPU.<br>- Controller must support Multipath I/O Architecture. | | |

| | | | | | |
|---|---|---|---|---|---|
| 4. | Storage Operating System | Storage offered must be with the latest operating system. | | | |
| 5. | Cache | The proposed storage array should be quoted with a minimum of16GB system cache memory - minimum 96GB Cache or higher per controller. | | | |
| 6. | Host Interface Ports | Minimum 4 nos. of 16 Gbps Fibre Channel Ports per Controller shall be available. Ports must be active and populated with SFP from day one. | | | |
| 7. | Back and front ports | The storage should support 8/16 Gbps on FC to connect SAN Switch, 10Gbps on iSCSI (SFP+/Base-T) to Connect on LAN switch within same controller pair. | | | |
| 8. | Scalability | System should support a minimum of 250 drives or more within the same set of controllers. | | | |
| 9. | Disk Drive Support | System should have support for<br>- SSD/Flash drives<br>- 6Gbps SAS drives<br>- 7200 RPM Nearline SAS drives<br>- 7200 RPM SATA II drives | | | |
| 10. | Disk Capacity | - Bidder has to provide minimum 50TB usable capacity across the storage with single or multiple expansion units.<br>- Out of 50TB minimum 40% disk capacity shall be using Enterprise Grade SSD Disks and rest 60% disk capacity shall be on SAS Drives.<br>- Storage system should be configured and offered with required hot-spares for the different type and no. of disks configured, as per the system architecture best practices. | | | |
| 11. | RAID Support | Storage must support RAID 0 / 1 / 5 / 6 / 10 or any combination of RAID level on single Storage system. | | | |

| | | | | | |
|---|---|---|---|---|---|
| 12. | No Single Point of Failure | Offered Storage Array shall be configured with No Single Point of Failure including Array Controller card, Cache memory, FAN, Power supply, etc. | | | |
| 13. | SAN Switch | - Storage System must be offered with Industry Standard 24 Port 16Gbps SAN Switches x 2 Nos.<br>- Each SAN switch with minimum 12 Activated ports from day one or if more active ports require as per proposed application architecture, bidder has to provide the same.<br>- Bidder will have to ensure that all the hardware; i.e. servers, storage, backup or any other devices connecting to SAN switch shall be in redundant mode for controllers, ports as well as cables. | | | |
| 14. | Performance | The storage should support all writes to be on RAID10 & all reads from RAID 5/6. The storage should be intelligent enough to move the cold data from RAID10 to RAID 5/6 within single disk type. If this is not supported, then the vendor needs to quote the whole capacity on RAID 10 | | | |
| 15. | Software to be supplied | The system should be configured with licenses for FC, iSCSI, File Deduplication, Compression, Thin Provisioning, Virtualization integration. Management software license should be provided for entire system from day one. | | | |
| 16. | Remote Replication | The Array should support remote replication on file and block level in Asyncronous mode. | | | |
| 17. | Perpetual Software License | The software license supplied should be perpetual so that there will be no additional software | | | |

| | | | | | |
|---|---|---|---|---|---|
| | | cost while replacing the storage within the same class. | | | |
| 18. | Performance management | Support a browser based built in management. Should be able to support automated email to vendor support center for proactive maintenance. There should be a dedicated Ethernet port for management and it should not use the iSCSI host ports for management. Performance Monitoring and reporting software should be provided. This should provide details of performance like IOPs, utilization, response time and also provide capacity details like amount of capacity allocated, capacity used and capacity free. | | | |
| 19. | Server Operating System Support | Must be completely supported by the server operating system offered by the bidder for all the features and technology | | | |
| 20. | Virtualization Support | Storage System must be completely supported by the virtualization technology offered by the bidder for all the features and technology | | | |
| 21. | Accessories | All the necessary tools & tackles licenses, cables/ connectors for Ethernet/ Fibre/USB/ Power etc. required for making the system operational shall be provided by the bidder. | | | |
| 22. | Warranty | - 24 x 7 Five years on-site comprehensive back-to-back OEM warranty with parts<br>- minimum 7 years OEM's product support guarantee (Vendor has to give the same on OEM letterhead) | | | |

| # | Item | Matched [Yes/No] | Deviation from Specification | Specify Make, Model & |
|---|---|---|---|---|

| | | | / Remarks if Any | Technology Name |
|---|---|---|---|---|
| **(A)** | **(B)** | **(C)** | **(D)** | **(E)** |
| **IV.** | **LTO7 Tape Library** | | | |
| 1 | MAKE | Any [Specify] | | |
| 2 | MODEL | Any [Specify] | | |
| 3 | Drive Technology | LTO 7 Fibre Channel Based | | |
| 4 | Number of drives | 2 Fibre Channel drive in built from day one and additional 2 dirve option should be available for future. | | |
| 5 | Tape Option | LTO 5, LTO6 and LTO7 cartridges should be supported | | |
| | Number of Cartridge slot | minimum 24 Catridge slot should available from day one. | | |
| 8 | Mounting Kit | Sliding Rack mounting kit | | |
| 9 | Barcode Reader | Barcode reading functionality should be available | | |
| 10 | Partition Support | Offered Tape Library shall have partition support so that each configured drive can have own partition and allocated slots. | | |
| 11 | SAN Connectivity | Tape Library shall provide native Fiber connectivity to SAN Environment. | | |
| 12 | GUI | Tape Library shall have Front panel. | | |
| 13 | Power Supply | Necessary Power Supply | | |
| 15 | Cables & | All the necessary tools & tackles licenses, cables/ connectors for Ethernet/ Fibre/USB/ | | |
| | Accessories | Power etc. required for making the system operational shall be provided by the bidder. | | |
| 16 | Data Cartridges | 30 Nos. of LTO Gen 7 shall be supplied from Day one | | |
| 17 | Cleaning Cartridges | 4 Nos. of cleaning cartridges shall be supplied from day one. | | |
| 18 | Compatibility | Tape library should be supported with the quoted SAN switch and Data Backup software by vendor. Integration between entire system of server, Storage, Data backup hardware and software, LAN switch and SAN switch | | |

| | | | | | |
|---|---|---|---|---|---|
| | | should be ensured by bidder for complete functionality of the item. | | | |
| 19 | OEM Undertaking /Authorisation Letter | Bidder/SI should have a back end / back-to-back support contract/agreement/arrangement specifically against this tender no. for services including supply of spare parts, expertise requirements etc. with the Original Equipment Manufacturers (OEMs) which includes the post sales support activities to meet the Service Level Agreement (SLA) mentioned for the entire warranty period. The OEM undertaking/Authorisation letter on OEM Letter Head in this regard should be submitted along with the bid mentioning this tender no. | | | |
| **21** | Warranty | - 24 x 7 Five years on-site comprehensive back-to-back OEM warranty with parts<br>- minimum 7 years OEM's product support guarantee (Vendor has to give the same on OEM letterhead) | | | |

| **#** | **Item** | | **Matched [Yes/No]** | **Deviation from Specification / Remarks if Any** | **Specify Make, Model & Technology Name** |
|---|---|---|---|---|---|
| **(A)** | **(B)** | | **(C)** | **(D)** | **(E)** |
| **V.** | **10 G LAN SWITCH** | | | | |
| 1 | MAKE | Any [Specify] | | | |
| 2 | MODEL | Any [Specify] | | | |
| 3 | Device Type: | Full managed stackable Layer 3 switch with 24 ports | | | |
| 4 | Ports Qty: | 24 x 10 Gigabit Ethernet SFP + | | | |
| 5 | RAM: | Minimum 4GB DRAM | | | |

| | | | | | |
|---|---|---|---|---|---|
| 6 | Flash Memory: | Minimum 2GB Memory | | | |
| 7 | Switching Capacity | Minimum 600 Gbps | | | |
| 8 | Switching Throughput | Minimum 150 million pps | | | |
| 9 | MAC Address Table Size | 32000 MAC addresses | | | |
| 10 | Routing Protocol: | Static routing, RIP V1/V2, Ospf V1/V2/V3, CIDR, IDRP, VRRP | | | |
| | | PIM Dense Mode (PIM-DM), Sparse Mode (PIM-SM), and Source-Specific Mode (PIMSSM) for IPv4 and IPv6 multicast applications | | | |
| 11 | Communication Mode: | Half-duplex, full-duplex | | | |
| 12 | Switching Protocol: | Ethernet | | | |
| 13 | Status Indicators: | Link activity, port transmission speed, port duplex mode, power, link OK, system, temprature LED, Diagnostic LED,rest button | | | |
| 14 | Vlans | Should support Port, Voice, QinQ, Protocol, GVRP | | | |
| 15 | DHCP and BOOTP relay | Should support DHCP (udp helper), BootP, DHCP Relay, DHCP Snooping | | | |
| 16 | Redundancy Protocols | Should support STP, RSTP, MSTP, STP Root Guard, BPDU Guard, MLAG | | | |
| 17 | Qos | Flow based Qos service, port based qos service, ACL Qos, MAC based cos assignment, rate limiting and metering | | | |
| 18 | | Should support MAC based port security by number of MAC | | | |
| 19 | | Should support Packet filtering at L2/L4 with flow based classification based on source MAC address, destination MAC address, | | | |

| | | | | | |
|---|---|---|---|---|---|
| | | source IP (IPv4/IPv6) address, destination IP<br><br>(IPv4/IPv6) address, port, protocol, and VLAN. Malicious Code Detection | | | |
| 20 | | Should support Standard, Extended ACL's | | | |
| 21 | OpenFlow | Should support Open Flow 1.x | | | |
| 22 | Configuration | Should support CLI, WEB based, and SNMP v1/v2/v3 based managements | | | |
| | | Should support Sflow or equivalent technologies | | | |
| | | Should support management vlans and Port namings to each interfaces | | | |
| | | Should support Link Layer Discovery protocols | | | |
| | | Should support multiple configuration and system files | | | |
| | | Should support management function like Ping, Telnet, Tracert for both IPv4 and IPv6 | | | |
| 23 | Authentication Method: | Secure Shell (SSH), RADIUS, TACACS+ | | | |
| 24 | Power Device: | Hot Swappable Redundant Power Supply (AC). | | | |
| 25 | Voltage Required: | AC 110/240 V ( 50/60 Hz ) | | | |
| 26 | Certifications | Energy Efficient Ethernet (EEE), FCC Class B , FCC Class A, IPv6 USGv6 Certification, IPv6 UNH Certification | | | |
| 27 | Warranty | - 24 x 7 Five years on-site comprehensive back-to-back OEM warranty with parts<br>- minimum 7 years OEM's product support guarantee (Vendor has | | | |

| | | | | | |
|---|---|---|---|---|---|
| | | to give the same on OEM letterhead) | | | |

| # | Item | Matched [Yes/No] | Deviation from Specification / Remarks if Any | Specify Make, Model & Technology Name |
|---|---|---|---|---|
| (A) | (B) | (C) | (D) | (E) |
| VI. | **Backup Software - supporting Virtual Environment** | | | |
| 1 | Industry's Leading and must be in market since last atleast 15 years | | | |
| 2 | MODEL - ANY [MUST BE SPECIFIED BY BIDDER] | | | |
| 3 | Should be able to backup open files on Windows Environment, and backup of other OS platforms like RHEL, SUSE Linux, OEL | | | |
| 4 | Should support All platforms of Enterprise Linux; i.e. Redhat, SUSE, Microsoft Windows 2008/2012/ 2012 R2 / 2016 servers | | | |
| 6 | Backup Software should support backup for all the standard and commercially available database and applications like MS-SQL, Oracle (both on Windows and Linux), Exchange, Active Directory, Sharepoint Server etc. | | | |
| 7 | Backup Software shall support encryption and all encryption keys shall be stored on to backup server for effective management. | | | |
| 8 | The backup software should support full integration to virtual environment like VMWare, Microsoft HyperV and Redhat KVM for the backup and recovery of full virtual machines and the individual files and folders inside them. | | | |
| 9 | Should support single pass backup for faster backup/recovery | | | |
| 10 | Backup Software Should support Mixed Backup methods . Both the incremental and differential backup methods in the same backup definition. | | | |

| | | | | |
|---|---|---|---|---|
| 11 | The backup software must have support for integrated advanced backup technologies like deduplication and archiving. The same can be added in future by just enabling the license for the same. | | | |
| 12 | Backup Software is able to rebuild the Backup Database/Catalog from tapes in the event of catalog loss/corruption. | | | |
| 13 | Backup Software should support the Bare Metal Restore on non-identical Hardware | | | |
| 14 | The proposed Backup Solution Software should have inbuilt GUI for management of backup | | | |
| 15 | Backup Solution shall be able to copy data across firewall. | | | |
| 16 | Backup Software must be enterprise grade of and having an assurance of data restoration for next 9 - 10 years minimum. In case of there will be any upgrade in software the backup taken from proposed version shall be also restored in future with higher version. | | | |
| 17 | - 24 x 7 Five years on-site comprehensive back-to-back OEM warranty with parts<br>- minimum 7 years OEM's product support guarantee (Vendor has to give the same on OEM letterhead) | | | |

| # | Item | | Matched [Yes/No] | Deviation from Specification / Remarks if Any | Specify Make, Model & Technology Name |
|---|---|---|---|---|---|
| **(A)** | **(B)** | | **(C)** | **(D)** | **(E)** |
| **VII.** | **42U Server Rack** | | | | |
| 1. | MAKE | MAKE - APC, RITTAL, HP, Dell, Lenovo | | | |
| 2. | MODEL | Specify | | | |
| 3. | Rack Height | 42U Server Rack | | | |
| 4. | Minimum Mounting Depth | 7.52 inches (191 mm) | | | |

| | | | | | |
|---|---|---|---|---|---|
| 5. | Maximum Mounting Depth | 36.02 inches (915 mm) | | | |
| 6. | Maximum Width | 23.62 inches 600mm | | | |
| 7. | Mounting Width | Standard 19 inches | | | |
| 8. | Color | Black | | | |
| 9. | Units per Pallet | 1.00 | | | |
| 10. | Vertical Posts | 16 gauge | | | |
| 11. | Front Door | 16 gauge | | | |
| 12. | Rear Door | 18 gauge | | | |
| 13. | Roof | 18 gauge | | | |
| 14. | Side Panels | 18 gauge | | | |
| 15. | Others | Perforated front and rear doors for ample ventilation for servers and networking equipment. Front door can be moved to the opposite side or interchanged with rear doors. Doors should be easily removable with simple lift-off design. | | | |
| 16. | | The 42U Rack shall have provision for two separate top entries one for power and one for network cables and Bottom Cables Entry. | | | |
| 17. | | 2 Nos of PDU/Power strip should be included/provided for high availability from day 1 along with required Male-Female Power cables to interconnect Server/Network Components with PDU. | | | |

## 11.3 SUMMARY OF PROPOSED IT INFRASTRUCTURE HARDWARE COMPONENT

The bidder must clearly mention the additional hardware components proposed apart from the one mentioned above along with the OEM & Model and units for the same.

| Item | Item Description | OEM & Model | No. of units | Measurement Unit |
|---|---|---|---|---|
| (a) | (b) | (c) | (d) | (e) |
| **Summary of proposed IT Infrastructure Hardware Component** | | | | |
| 1 | Server for ERP Solution | | | |
| 2 | Server for Other Requirements | | | |
| 3 | SAN Storage with SAN Switches | | | |
| 4 | LTO7 Tape Library | | | |
| 5 | 10 G LAN Switch | | | |
| 6 | Backup Software - supporting Virtual Environment | | | |
| 7 | 42U Server Rack | | | |
| 8 | | | | |
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# D. APPENDIX

## Appendix 1: CONTRACT AGREEMENT

(draft of contract agreement, subject to change at the time of execution)

This agreement made on the <Day> day of <Month, Year> between the GM (IT) of the Surat Smart City Development Limited, Muglisara, Surat - 395003 (hereinafter called the "**Authority**") of the FIRST PART and _____ (Name of Bidder) having its registered office at _____ (Address of the company where registered) (hereinafter called "**Successful Bidder**" of the SECOND PART) through < Name of Authorized Representative>, <Designation> empowered to sign and execute the agreement as the SECOND PART which shall include successors assigns.

Whereas the FIRST PART the Authority is desirous in view of a tender (bid) notice no. SSCDL-ERP-RFP-01-2018 that the services as per the Financial quote in the proposal submitted by the bidder should be provided by the SECOND PART. <<Approving authority>> of the Authority by its resolution no. <> dated <> has accepted a tender of the Successful Bidder for the work of Implementation and post implementation support of Enterprise Resource Planning Project for the sum of Rs. <> + GST for a period of 7 years.

AND WHEREAS the work has been awarded to the SECOND PART vide letter <>, dated <>.

AND WHEREAS the SECOND PART has agreed for Implementation and post implementation support of Enterprise Resource Planning Project vide its bid.

Now this agreement witnesseth as follows:

- The following documents shall be deemed to form part and be read and considered as part of this agreement. viz
    a. The said Request for Proposal – SSCDL-ERP-RFP-01-2018 of the FIRST PART
    b. Addendum & Corrigendum to the RFP (if any)
    c. Technical and Financial Proposal submitted by the SECOND PART
    d. LOA issued by FIRST PART
    e. Non-Disclosure Agreements
- In this agreement, words and expressions shall have the same meaning as are respectively assigned to them in the tender papers hereinabove referred to.
- The SECOND PART will deliver the Scope of Work/Services as detailed in the RFP SSCDL-ERP-RFP-01-2018.
- In consideration of the payments to be made by the Authority, the FIRST PART to the Successful Bidder, the SECOND PART as hereby covenants with the Authority to provide services and deliverables in conformity to the bid documents referred as per the RFP. In

case of failure of the Successful Bidder to deliver the products/services, the Authority is authorized to get the work done from third party at the cost and risk of the SECOND PART.

- The Authority and the Successful Bidder shall make payments to either party in accordance with the provisions of the Request for Proposal. All other terms and conditions shall be as per the RFP.
- The contract shall be governed by the Laws in India and shall be subject to the **Jurisdiction of Surat.**

IN WITNESS WHEREOF the parties mentioned hereinbefore cause this agreement to be signed and hereunto set their respective hands and seals through their authorized representatives on the day, month and year first above written at SURAT.

In presence of:

1. Witness _____

Name _____

For and on behalf of
(< Name >)
Designation of Authorized Representative
Surat Smart City Development Limited

2. Witness _____

Name _____

_____
(< Name >)
Designation of Authorized Representative
Surat Smart City Development Limited

1. Witness _____

Name _____

For and on behalf of
Successful Bidder

2. Witness _____

Name _____

_____
(< Name >)
Designation of Authorized Representative

Sealed with the Common Seal of the Surat Smart City Development Limited in the presence of

1. _____

2. _____
Authorized Persons of SSCDL

# Appendix 2: Resrource Requirements

**Credentials of Team Members**

Bidder to share the profiles of named key personnel (as per format described in Form 1.10 of Section-9) who would be assigned to the project based out of Surat working from SMC office. The Authority expects all the Key Personnel specified in the Proposal to be available during implementation.

**Conditions of Eligibility for Key Personnel:** Each of the Key Personnel deployed at SMC during the implementation and post-implementation must fulfill the Conditions of Eligibility specified below:

| Key Personnel | Minimum qualification (Full Time) | Post qualification relevant experience | Experience required |
|---|---|---|---|
| Project Manager | B.Tech/B.E./ MCA/ CA | 10 years | Total 10 years of post-qualification experience, out of which minimum 3 years' experience as a project manager for ERP projects with proven functional & technical expertise, excellent client management, communication and leadership skills. |
| Functional Consultants (Finance, HR, Project Management, Material management, Asset Management, E-office application) | B.Tech/B.E./ CA/ MBA | 5 years | Total 5 years of post-qualification experience out of which minimum 3 years' experience including one implementation project in the same module to be handled during project |
| System Architect | B.Tech/B.E./ MCA | 8 years | Total 8 years of post-qualification experience out of which minimum 3 years' experience as system architect and one implementation project. |
| Lead Application Developer | B.Tech/B.E./ MCA | 5 years | Total 5 years of post-qualification experience out of which minimum 3 years' experience as technical lead and one implementation project. |
| Integration Lead | B.Tech/B.E./ MCA | 5 years | Total 5 years of experience out of which minimum 4 years of experience as integration consultant using same ERP product with interface development experience to multiple third party systems. |

| | | | |
|---|---|---|---|
| Application Developers (ERP) | B.Tech/B.E./ MCA | 3 years | Total 3 years of relevant post-qualification experience |
| Application Developers (e-Office, BPM/DMS) | B.Tech/B.E./ MCA | 3 years | Total 3 years of relevant post-qualification experience |
| Database Administrator | B.Tech/B.E./ MCA | 5 years | Total 5 years experience out of which minimum 2 years of experience as Data Base Administrator. |
| System Administrator | B.Tech/B.E./ MCA | 3 years | Total 3 years experience out of which 2 years of experience in similar role |

Note: Over and above the criteria defined above, for the ERP COTS based products, each resource deployed by the bidder must be certified by the OEM for respective role and/or module and/or technology and must possess minimum 2 years post certification experience.

The Bidder shall have to provide billing rates for each profile in online form along with Financial Proposal. Though the pricing is a fix bid type and billing rates will not be considered in financial evaluation, but in case additional resources are required at a later stage, the below mentioned rates would be used.

Note: The cost of additional resources will not be considered for financial evaluation. If required, SMC/SSCDL may ask the bidder to deploy additional resources as per the rates specified in the table. **Monthly Billing Rate (Appendix-2)** must be submitted online.

| Sr. No. | Role | Monthly Billing Rate – ONSITE | Monthly Billing Rate – OFFSHORE |
|---|---|---|---|
| 1 | Project Manager | | |
| 2 | Functional Consultant | | |
| 3 | System Architect | | |
| 4 | Lead Application Developer | | |
| 5 | Application Developer (ERP) | | |
| 6 | Integration Lead | | |
| 7 | Database Administrator | | |
| 8 | System Administrator | | |
| 9 | Application Developers (e-Office, BPM/DMS) | | |

Note: In case additional resources are required at a later stage for the requirements beyond specified in section 2.6.1 Post Go-Live Support the above mentioned rates would be used.

# Appendix 3: DATA MIGRATION DETAILS

**Data Migration Details**

The Existing applications serving the business requirements of SMC are developed on VB.NET, ASP.NET, C #, VB and backend used is MS SQL 2012. Applications whose functionalities are covered under ERP will retire/sunset after successful ERP implementation. The master data, transactional data, business rules from these applications will need to be migrated to the new system. Extraction of data and data cleansing will be joint responsibility of SMC current team along with selected bidder. Selected bidder will provide the templates in which data is expected and SMC current team to populate the data. Selected bidder's assistance will be sought where required.

Once the data is collected in necessary formats, data transformation and upload to ERP will be done by the selected bidder and, business approvals/ sign off will be taken from SMC based on reconciliation report submitted by the selected bidder. The data migration will be required for all modules including Financial Management, Asset accounting, Grants & Investments, Human Resource & Payroll, Employee self-service, Procurement, Material Management & Vendor Management, Project & Portfolio Management, Enterprise Asset Management with Planned Maintenance, Water Utility & Billing, Complaint Management / Grievance redressal mechanism, Property Tax, Professional Tax, Shops & Establishment, Field Inspection & reporting, Integrated audit management system, Vigilance work assignment & reporting, Court case management, Inter-departmental file movement (Inward-Outward), Meeting Management, RTI Application Management.

Out of the 1000 email accounts envisaged as part of the solution, SMC is currently using 160 email accounts on google for business.

Decision on whether to migrate opening balances or legacy transactional data will be taken during the implementation taking in to account business requirements, legal requirements, merits and demerits presented for each case. Historical documents scanning is not in scope.

Also refer sections 2.4.4 and 2.4.6.1 where certain details around data migration have been specified.

**Portal & Mobile App**

This section has been added to bring more clarity in terms of scope of bidder in Portal and Mobile App and should be considered along with the requirements specified in detail in other sections of RFP

**i. Citizen Facing Functionalities:** SMC current website and mobile app will remain the interface for citizens. The virtual civic center application is currently catered through e-pay services of Surat Municipal Corporation (https://www.suratmunicipal.gov.in/epay/). Within e-pay services there are links to different user interfaces for different services, which could be property tax, professional tax etc. Once the backend services of property tax, water utility, professional tax, Shops and establishment and grievance redressal (complaint management) or any other services are ready for Go-Live these links and FAQs should start referring to the

new web based interfaces of ERP which would probably be Citizen Relationship Management module of the ERP through which all citizens will avail their services, which is in scope of the bidder. Necessary interface for online transaction shall also be provided on this platform giving a single view for each registered citizen for the services in scope of the RFP.
For the Surat Municipal Corporation existing citizen mobile application, ERP SI will provide the necessary APIs to consume the services of citizen relationship management, property tax, professional tax, water utility, shops and establishmentand grievance redressal (complaint management) or any other module.The actual development changes on the existing mobile app will be taken care by SMC existing development team. SI and SMC will work jointly to enable such services through mobile app. The current number of accounts for various citizen services are below:

- Shops & Establishment: Total registrations - 238791
- Property Tax : Total properties – 1756615
- Water Meter : Total metered connections - 23839
- Professional Tax : Total registrations – 315455

A citizen might be registered for one or more services. The services are rendered through various physical and electronic channels like City Civic Center, Website (Virtual Civic Center), Mobile App, Mobile Tax Collection Van, etc.

**ii. Employee Enablement:**

These will be the interface provided to SMC employees for using the applications via SMC intranet/internet. It is expected that SMC employees will access the employee self-service and manager self-service via this portal of ERP along with any other functionality provided on it. As part of the mobility solution, it is required to have mobile app developed for both iOS and Android for the requirements specified in the RFP for field employees, spot team, manager self-service users for workflow approvals. The development can be proposed as a hybrid app or native apps provided it meets the requirement specified in the RFP including offline capabilities for field employees. The internal portal and mobile app should have all necessary security measures and performance measures required for the solution to be compliant to industry best standards and practices. It also need to be compliant to ISO certification requirement mentioned in the RFP.

# Appendix 4: Approved List of Banks

Under this contract, wherever the contractor is required to submit F.D.R., bank guarantee, etc. against payment towards any deposit or advance e.g. EMD,SD, etc. Such F.D.R, bank guarantees, etc. shall be produced from any one of the following Nationalized Bank as listed below:

1) Indian Bank
2) State Bank of India
3) Punjab National Bank
4) Bank of Baroda
5) Union Bank of India
6) Bank of India
7) Oriental Bank of Commerce
8) Canara Bank
9) Central Bank of India
10) Corporation Bank
11) Allahabad Bank
12) Indian Overseas Bank
13) Dena Bank
14) Syndicate Bank
15) Andhra Bank
16) Punjab & Sind Bank
17) Bank of Maharashtra
18) Vijaya Bank
19) United Bank of India
20) UCO Bank or Any other Nationalized Bank
21) IDBI
22) HDFC
23) AXIS BANK
24) ICICI Bank Limited
25) The Surat People's Co—operative Bank Ltd.
26) The Mehsana Urban Co-operative Bank Ltd.
27) Kotak Mahindra Bank
28) The Kalupur Commercial Co-operative Bank Ltd.
29) Rajkot Nagrik Sahkari Bank Ltd.
30) The Ahmedabad Mercantile Co-operative Bank Ltd.
31) Development Credit Bank Ltd.
32) YES Bank Ltd