



West Bengal Electronics Industry Development Corporation Limited

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CIN : U52209WB19745GC029237

**Request for Proposal for Selection of
System Integrator to install, configure and implement
Enterprise Resource Planning (ERP)
Solution at
West Bengal Electronics Industry
Development Corporation Limited**

Tender No. WEBEL/EOT/COM/21-22/00023

Dated: 27-08-2021

**West Bengal Electronics Industry
Development Corporation Limited (WBEIDCL)
Webel Bhavan, Block- EP & GP,
Sector-V, Salt Lake, Bidhannagar,
Kolkata-700091
West Bengal
INDIA**

Disclaimer

This Notice Inviting e-Tender (NIT) contains brief information about the project, qualification requirements and the selection process for the successful applicant (bidder). The purpose of this NIT document is to provide applicants (bidders) with information to assist the formulation of their bid application (the “application”).

Whilst the information in this NIT has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither West Bengal Electronics Industry Development Corporation Limited (WEBEL) , nor any of its officers or employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of the information contained in the NIT, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed project, or makes any representation or warranty, express or implied, with respect to the information contained in this NIT is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

This NIT document is not an agreement and is not an offer or invitation by WEBEL to any other party. The terms on which the project is to be developed and the right of the successful applicant shall be as set out in separate agreements contained herein. WEBEL reserves the right to accept or reject any or all applications without giving any reasons thereof. WEBEL will not entertain any claim for expenses in relation to the preparation of NIT submissions.

Abbreviation

Abbreviations	Descriptions
SaaS	Software as a Service
CCB	Change Control Board
CMMI	Capability Maturity Model Integration
DSC	Digital Signature Certificate
DGM	Deputy General Manager
EMD	Earnest Money Deposit
FRS	Functional Requirement Specification
GST	Goods & Service Tax
ICT	Information and Communication Technology
LOI	Letter of Intent
PBM	Pre Bid Meeting
PAN	Permanent Account Number
PBG	Performance Bank Guarantee
PSU	Public Sector Undertaking
PO	Purchase Order
NIT	Notice Inviting e-Tender
SLA	Service Level Agreement
SI	System Integrator
SRS	Software Requirement Specification
WBEIDCL / WEBEL	WBEIDCL / WEBEL: West Bengal Electronics Industry Development Corporation Limited.

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NOTICE INVITING E-TENDER

Tender Reference Number: WEBEL/EOT/COM/21-22/00023

West Bengal Electronics Industry Development Corporation Limited (WEBEL) invites e-tender through e-procurement portal of Government of West Bengal for the work mentioned in the table1. E-Tenders are invited from eligible, reputed, qualified Information Technology (IT) organizations (as System Integrator) having sufficient technical experience and financial capabilities for successful design, implementation, operation and maintenance of an end to end Enterprise Resource Planning (ERP) solution as detailed out in the scope of work.

Table 1: Detail of the Scheme

Name of the Project	Period of Completion	Tender Document Cost in INR (Non-Refundable)	Earnest Money Deposit in INR (Refundable)
Installation, Configuration Implementation and Maintenance of Enterprise Resource Planning (ERP) solution for West Bengal Electronics Industry Development Corporation Limited (WEBEL) including migration of data from existing ERP and hosting of application at West Bengal State Data Centre cloud environment.	Implementation (Estimated) Timeline - 6 Months from date of issuance of LOI	Rs. 2,000/-	Rs. 2,50,000/-

- a) Intending bidders may download the tender documents from the website <https://wbtenders.gov.in> directly. Bidder should submit Tender Document Fee of Rs. 2,000 (Rupees two thousand only) through net banking or through RTGS/NEFT in the portal of the website: <https://wbtenders.gov.in> as per G.O 3975-F(Y) dated 28th July 2016 issued by

Finance Department, Govt. of West Bengal. For details regarding payment procedure & guideline on the same, bidders are advised to follow the mentioned order and portal.

- b) Bidder should submit Earnest Money Deposit of Rs. 2,50,000.00 (Rupees Two Lakhs fifty thousand only) through net banking or through RTGS/NEFT in the portal of the website: <https://wbtenders.gov.in> as per G.O 3975-F(Y) dated 28th July 2016 issued by Finance Department, Govt. of West Bengal. For details regarding payment procedure & guideline on the same, bidders are advised to follow the mentioned order and portal. The Technical Bid and the Financial Bid, duly digitally signed, will need to be submitted in the website <https://wbtenders.gov.in>
- c) Submission of the Bid should be done as per the stated time schedule mentioned in “IMPORTANT DATES & INFORMATIONS” section of the RFP.
- d) The Financial Bid of the prospective bidder will be considered only if the Technical Bid is found qualified by the ‘Tender Evaluation Committee’. The decision of the ‘Tender Evaluation Committee’ will be final and absolute in this respect.

GENERAL GUIDANCE FOR E-TENDERING

Instructions / guidelines for electronic submission of the tenders have been annexed for assisting the bidders to participate in e-Tendering.

i. Registration of Bidder:

Any Bidder willing to take part in the process of e-Tendering will have to be enrolled & registered with the Government e-Procurement System through logging on to <https://wbtenders.gov.in>. The Bidder is to click on the link for e-Tendering site as given on the web portal.

ii. Digital Signature Certificate (DSC):

Each Bidder is required to obtain a Class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders from the approved service provider of the National Informatics Centre (NIC) on payment of requisite amount. Details are available at the Web Site stated above. DSC is given as a USB e-Token. The Bidder can search & download N.I.T. & BOQ electronically from computer once he logs on to the website mentioned above using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.

iii. Participation in more than one work:

A prospective bidder shall be allowed to participate in the job either in the capacity of individual or as a partner of a firm. If, found to be applied severally in a single job all the applications will be rejected.

iv. Submission of Tenders:

Tenders are to be submitted online to the website in two folders at a time for each tender (one is Technical Proposal & the other is Financial Proposal) before the prescribed date & time using the Digital Signature Certificate (DSC). The documents uploaded should be virus scanned copy duly Digitally Signed. The documents will get encrypted (transformed into non-readable formats).

IMPORTANT DATES & INFORMATIONS

Table 2: Fact Sheet

1.	Tender No. & Date	WEBEL/EOT/COM/21-22/00023 dated 27-08-2021
2.	Tender Version	1.0
3.	Brief description of project	Installation, Configuration Implementation and Maintenance of SaaS based Enterprise Resource Planning (ERP) solution for West Bengal Electronics Industry Development Corporation Limited (WBEIDCL) including migration of data from existing ERP / Tally or other accounting software.
4.	Tender document Fee	Bidder should submit Tender Document Fee of Rs. 2,000 (Rupees two thousand only) through net banking or through RTGS/NEFT in the portal of the website: https://wbtenders.gov.in as per G.O 3975-F(Y) dated 28th July 2016 issued by Finance Department, Govt. of West Bengal. For details regarding payment procedure & guideline on the same, bidders are advised to follow the mentioned order and portal.
5.	Earnest Money Deposit	Bidder should submit Earnest Money Deposit of Rs. 2,50,000.00 (Rupees Two Lakhs fifty thousand only) through net banking or through RTGS/NEFT in the portal of the website: https://wbtenders.gov.in as per G.O 3975-F(Y) dated 28th July 2016 issued by Finance Department, Govt. of West Bengal. For details regarding payment procedure & guideline on the same, bidders are advised to follow the mentioned order and portal.
6.	Tender issuing entity	West Bengal Electronics Industry Development Corporation Limited (WBEIDCL)
7.	Date of uploading of N.I.T. & other Documents (online) (Publishing Date)	Date: 27-08-2021

8.	Documents download (Online)	Date: 27-08-2021
9.	Last Date and time of sending the queries	Date: 06-09-2021; 15:00 Hrs.
10.	Pre Bid Meeting at Microsoft Teams (Online)	Date: 08-09-2021; 14:00 Hrs. <ul style="list-style-type: none"> The Link for joining the Pre Bid Meeting : Click Here to Join the Pre-Bid Meeting- <p>Queries will be sent to</p> <ul style="list-style-type: none"> Shri Ashis Sasmal, GM (Finance), e-mail: ashis.sasmal@webel-india.com Shri Pratul Show, GM (Commercial & HR), e-mail: pratul.show@webel-india.com Shri Sourav Guha Thakurta, GM (CIO), e-mail: sourav.thakurta@webel-india.com
11.	Corrigendum, if any will be published (On Line)	Date: 10-09-2021; 15:00 Hrs.
12.	Bid Submission start date & time (On line)	Date: 10-09-2021; 17:00 Hrs.
13.	Bid Submission closing date & time (On line)	Date: 17-09-2021; 12:00 Hrs.
14.	Bid opening date & time for Technical Proposals (Online)	Date: 20-09-2021; 15:00 Hrs.
15.	Date of Technical Presentation (Online)	To be notified later on.
16.	Date for opening of Financial Bid (Online)	To be notified later on.
17.	Method of Bidder Selection	The method of selection is: Quality-cum-Cost Based Selection (QCBS) Bidders, whose bids are responsive, based on minimum qualification criteria / documents as in Pre-Qualification Criteria and score at least 70% in the

		<p>(given) defined scoring mechanism would be considered technically qualified.</p> <p>The Bidder shall be selected on the basis of QCBS Method, whereby technical proposal will be allotted weightage of 80% and financial proposal will be allotted weightage of 20%.</p>
18.	Contact Persons Regarding this Project	<ul style="list-style-type: none"> • Shri Ashis Sasmal, GM (Finance), WBEIDCL, e-mail: ashis.sasmal@webel-india.com • Shri Pratul Show, GM (Commercial & HR), WBEIDCL, e-mail: pratul.show@webel-india.com • Shri Sourav Guha Thakurta GM(Chief Information Officer), WBEIDCL e-mail - sourav.thakurta@webel-india.com

SECTION-A: INTRODUCTION & OBJECTIVE OF THE PROJECT

1. Introduction

The West Bengal Electronics Industry Development Corporation Limited (WBEIDC), incorporated on 4th February, 1974, is the nodal agency of the Government of West Bengal (GoWB) for developing Information Technology (IT), Electronics and Information Technology enabled Services (ITeS) industries in the State of West Bengal. It is under the administrative control of Department of Information Technology and Electronics (DoITE), Government of West Bengal.

WBEIDCL is currently using **Microsoft Dynamics NAV 2009 Service Pack 1** since April 2010 with the following facilities:

- Financial Management
 - ✓ Finance & Accounts
 - ✓ Payroll processing
 - ✓ Account Receivables
 - ✓ Account Payables
- Sales and Marketing
 - ✓ Maintenance of transaction records related to product purchase/ sale
 - ✓ Sales order/ Sales enquiry generation
- Service Management
 - ✓ Generation of tender and its evaluation
 - ✓ Determination of the L1 bidder (This is done manually by entering the details of the 3 vendors who have been shortlisted by the bidding process)
 - ✓ Generation of Letter of Intent/ Purchase Order
- Supply Chain Management
 - Maintenance of item list
- Realty Management
 - Allotment of spaces (rental/lease) to IT/ITeS organizations

It had five Subsidiary Units which are now merged with WBEIDC. These units maintained their accounts in Tally and ACE accounting system.

2. Objective of The Project

Being a leading organization operating in a dynamic and competitive environment, the company realizes the significance of Information Technology as a strategic business enabler to streamline, integrate and standardize the business processes and the overall operations. In doing so, the company has embarked upon a major IT initiative to implement a new ERP solution catering to the need of their existing as well as future lines of business. WEBEL envisages the following benefits from implementing the new ERP solution:

- Configure and deploy relevant modules of any leading Off-the-shelf ERP package to streamline and automate the business functions and processes as defined in scope of work.
- Provide seamless and integrated flow of information and incorporate leading industry practices.
- Standardize and strengthen their key functions and processes, mapping their key business processes with ERP solution.
- Automate functional operations using work flows and electronic approval process.
- Assist in monitoring of key performance indicators of the organization on a real time basis by senior management.
- Improvement in service delivery
- Better forecasting and reporting using business analytics
- Robust statutory reporting/regulatory compliance
- To maintain healthy and long term working relationship with customers and suppliers by reducing turnaround time.
- Have single version of truth in terms of information stored in systems and being visible to management for tactical and strategic decisions

SECTION - B: INSTRUCTION TO BIDDER

1. Definitions

In this document, the following terms shall have following respective meanings:

“Similar Works” shall comprise of implementation of Enterprise Resource Planning (ERP) solution in a Government Department/ PSU or any reputed large organizations (having turnover 100 crores in last 2 years) in India.

“Acceptance Test Document” means a document, which defines procedures for testing the functioning of installed system. The document will be finalized with the contractor within 7 days of Approval of SRS.

“Agreement” means the Agreement to be signed between the successful bidder and West Bengal Electronics Industry Development Corporation Limited (WEBEL) including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.

“Bidder” means any firm offering the solution(s), service(s) and /or materials required in the RFP. The word Bidder when used in the pre-award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the successful Bidder with whom WEBEL signs the agreement for supply, install, commission and render services for the systems.

“Contract” is used synonymously with Agreement.

“Contract Price” means the price to be paid to the Contractor for providing the Solution, in accordance with the payment terms.

“SI/Contractor” means the Bidder whose bid to perform the Contract has been accepted by Tender Committee and is named as such in the Letter of Award.

“Confidential Information” means all information including WEBEL Data (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, which is disclosed to or otherwise learned by the Bidder in the course of or in connection with this Agreement (including without limitation such information received during negotiations, location visits and meetings in connection with this Agreement).

“Deliverables” means the products, infrastructure and services agreed to be delivered by the Bidder in pursuance of the agreement as defined more elaborately in this RFP, Implementation, operation and the Maintenance phases and includes all documents but not limited to the Unencrypted Source Code, SRS, Design and Test Cases, Test Data, Installation Scripts, Configuration Manual (for Application, OS, Network & Database), User Id and Passwords,

compilation scripts, user manual, technical manual, and operating manuals, service mechanisms, policies and guidelines (such as security related, data migration related), inter alia payment and/or process related etc., source code and all its modifications.

“**Default Notice**” shall mean the written notice of Default of the Agreement issued by one Party to the other.

“**Installation**” Shall mean installation of ERP solution to achieve functional objectives defined in the RFP.

“**Fraudulent Practice**” means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the WEBEL and eventually Govt. of W. Bengal of the benefits of free and open competition.

“**GoWB**” / “**Government**” / “**Govt. of W. Bengal**” means the Government of West Bengal.

“**GoI**” shall stand for the Government of India.

“**Implementation Period**” shall mean the period from the date of signing of the Agreement and up to the issuance of Final Acceptance Certificate for the project.

“**Law**” shall mean any Act, notification, bye law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and/or the Government of West Bengal or any other Government or regulatory authority or political subdivision of government agency.

“**LOI**” means issuing of Letter of Intent shall constitute the intention of the WBEIDCL to place the Purchase Order with the successful bidder.

“**Personnel**” means persons hired by the Bidder as employees and assigned to the performance of the Infrastructure Solution or any part thereof.

“**Project**” Implementation of ERP solution for WEBEL

“**Project Implementation**” means Project Implementation as per the testing standards and acceptance criteria prescribed by Client or its nominated agencies.

“**Project Plan**” means the document to be developed by the Contractor and approved by the Project Management Committee, based on the requirements of the Contract. The project plan may be changed/ modified during the course of the project. Should the Project Plan conflict with the provisions of the Contract in any way, the relevant provisions of the Contract, including any amendments, shall prevail.

“**Period of Agreement**” means 4 years from the date of Go-Live of the Project.

“Material Breach” means a breach by either Party (Client or Bidder) of any of its obligations under this Agreement which has or is likely to have an Adverse Effect on the Project which such Party shall have failed to cure.

“Parties” means Client and Bidder for the purposes of this Agreement and **“Party”** shall be interpreted accordingly.

“Services” means the work to be performed by the Bidder pursuant to this Contract, as described in the detailed Scope of Work.

“System Integrator/ SI/ Operator” means the company providing the services under Agreement.

“Requirements” shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the Contract.

“WBEIDCL” mean West Bengal Electronics Industry Development Corporation Limited

“Termination Notice” means the written notice of termination of the Agreement issued by WEBEL

“Uptime” means the time period when ERP application is available with specified technical and service standards as mentioned in section titled SERVICE LEVEL AGREEMENT” **“%Uptime”** means ratio of 'up time' (in minutes) as mentioned in section titled “Warranty support”

“ERP Application” means the Enterprise Resource Planning application implemented by the Bidder for the purposes of the Project and includes the licensing of the application along with associated documentation, customization of the application (if required) and the improvements and enhancements effected during the term of the Project.

“Successful Implementation / Go-Live” will mean:

- Successful deployment, commissioning and UAT of the solution modules implemented during the phase
- Successful Data migration after verification and approval by the Project Management Committee
- Achievement of the Service Levels as expected during all phases
- Acceptance / Sign off from WEBEL
- Training and capacity building

“Services” means the services delivered to the Stakeholders of Client or its nominated agencies, employees of Client or its nominated agencies, and to professionals, using the tangible and intangible assets created, procured, installed, managed and operated by the

Bidder including the tools of information and communications technology and includes but is not limited to the list of services specified in this RFP.

“Service Level” Means the level of service and other performance criteria which will apply to the Services delivered by the bidder.

“SLA” means the Performance and Maintenance SLA executed as part of the Master Service Agreement.

“Data” means all proprietary data of the West Bengal Electronics Industry Development Corporation Limited (WBEIDCL) & Webel Technology Limited (WTL) generated out of operations and transactions, documents pertaining to the ERP process.

2. Submission of BID

Bids are to be submitted online to the website stated above in two folders, one in Techno Commercial Proposal & the other is Financial Proposal before the prescribed date & time using the Digital Signature Certificate (DSC). The documents uploaded are to be virus scanned copies duly Digitally Signed. The documents will get encrypted (transformed into non-readable formats).

3. Query

The last date of submission of queries is Date: 06-09-2021; 15:00 Hrs. The queries shall be submitted in the format as provided below. Queries will be sent to the following persons:

- Shri Ashis Sasmal, GM (Finance), ashis.sasmal@webel-india.com
- Shri Sourav Guha Thakurta, GM (CIO), sourav.thakurta@webel-india.com
- Shri Pratul Show, GM (Commercial & HR), pratul.show@webel-india.com

Each Bidder shall send only one e-mail containing the Pre-Bid Queries, as per format (mentioned in Table 3). In case of more than one e-mail, only the queries provided in the first e-mail shall be considered.

4. Pre-Bid Meeting

- WEBEL will host an online Pre-Bid Meeting for queries (if any) by the prospective bidders. The purpose of the pre-bid meeting is to provide a forum to the bidders to clarify their doubts/seek clarification or additional information necessary for them to submit their bid.

- ii. All enquiries from the bidders relating to this Bid Document must be submitted to the designated contact persons as mentioned above via email. The queries should necessarily be submitted in the following format:

Table 3: Format of Prebid queries

#	RFP Document Reference			Content of the RFP requiring clarification	Clarification Sought
	Section No.	Sub-Section	Page No.		
1					
2					
3					

5. Bid Document

Bidder is expected to examine all instructions, forms, terms and requirement in the bid document. The invitation to bid together with all its attachment thereto shall be considered to be read, understood and accepted by the bidder. No deviations will be accepted. Failure to furnish all information required by the bid document or a bid not substantially responsive to the bid document in every respect may result in non-consideration of the bid.

6. Amendment of Bid Document

At any time prior to the deadline for submission of proposals, WEBEL reserves the right to add/modify/delete any portion of this document by issuance of a Corrigendum, which would be published on the website. The Corrigendum shall be binding on all bidders and will form an integral part of the bid documents. Corrigendum can be published at least 3 days prior to the Bid submission deal line, with extension of 4 days of Bid Submissions Deadline, such that the bidders gets at least 7 days to submit the bid after a corrigendum is published.

7. Language of Bid & Correspondence

The proposal will be prepared by the Bidder in English language only. All the documents relating to the proposal (including brochures) supplied by the firm should also be in English, and the correspondence between the Bidder & WEBEL will be in English language only. The correspondence by E-mail must be subsequently confirmed by a duly signed formal copy.

8. Earnest Money Deposit (EMD)

The Bidder shall pay EMD of Rs. 2,50,000 (Rupees two lakh fifty thousand only) through net banking or through RTGS/NEFT in the portal of the website: <https://wbtenders.gov.in> as per G.O 3975-F(Y) dated 28th July 2016 issued by Finance Department, Govt. of West Bengal. For details regarding payment procedure & guideline on the same, bidders are advised to follow the mentioned order and portal.

FORFEITUE OF EMD

EMD/ BG submitted by Bidder may be forfeited under the following conditions:

- If Bidder withdraws the proposal before the expiry of validity period.
- During the evaluation process, if a Bidder indulges in any such activity as would jeopardize the bidding/ evaluation process.
- If Bidder violates any of the provisions of the terms and conditions of the proposal.
- In the case of a successful Bidder, if Bidder fails to:
 - a) Accept the work order along with the terms and conditions.
 - b) Furnish performance security.
 - c) Violates any of the work conditions of this proposal or indulges in any such activities as would jeopardize the work.
 - d) Submitting false/misleading information/ declaration/ documents/ proof/etc.

The decision of WEBEL regarding forfeiture of EMD/ BG shall be final and shall not be called upon to question under any circumstances. In addition to forfeiture of EMD/ BG ,even the Bidder may be debarred from participating in any job for a period of one year.

9. Forms and Formats

The various inputs for the Technical as well as Price bid are to be submitted in the format specified. The bidder shall use the form, wherever specified, to provide relevant information. If form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information. For all other cases, the bidder shall design a form to hold the required information.

10. Evaluation Procedure

- Bidders who have submitted the valid Bid Security, i.e., EMD/ BG, Tender Document Fee

& NIT Declaration (Part - I) as per requirement shall be considered for further evaluation. Absence of these documents may lead to summarily rejection of the bid.

- The Eligibility Criteria (Part - II) will be evaluated by Tender Committee and only those qualify will be considered for further evaluation.
- The Tender Committee would perform the Technical Evaluation for qualified bidders. In order to facilitate the evaluation, the marking scheme presented is an indication of the relative importance of the evaluation. Bidders securing a minimum of **70% marks** in the Technical Evaluation will only be considered for Price Bid evaluation.
- After qualifying in Technical Evaluation, qualified bidders will only be considered for Price Bid evaluation.
- The basis of price bid evaluation shall be “**Quality Cost Based Selection (QCBS)**”. That is the bidder with the highest total score will be declared successful bidder and will be allowed for implementation of the solution and operations and maintenance as per the scope of work.
- The quoted cost will be firm for the entire duration of the project which is three years from the date of expiry of warranty period. On expiry of the contract period, the bidder will hand over (and transfer ownership of) the application software and other related documents to WEBEL

11. Performance Bank Guarantee (PBG)

Within 21 days of notifying the acceptance of proposal for the award of contract, the successful bidder shall furnish a Performance Bank Guarantee (PBG) from an Indian nationalized bank, as per Annexure-13, amounting to the 3 % of the total bid value for the entire contract period as its commitment to perform services under the contract.

PBG should be valid for the contract period and 90 days beyond the contract end date. Bidder may be asked to extend the PBG according to project progress.

Failure to comply with the requirements shall constitute sufficient grounds for the forfeiture of the PBG. The PBG shall be released after expiry of contract provided there is no breach of contract on the part of the bidder. No interest will be paid on the PBG.

12. Awarding of Contract

An affirmative Post Qualification determination will be prerequisite for award of the contract to the overall successful bidder. A negative determination will result in rejection of bidder's bid, in which event the WEBEL will proceed to the next evaluated bidder to make a similar determination of that bidder's capability to perform satisfactorily. WEBEL will award the contract to the successful bidder whose bid has been determined to be substantially responsive after final negotiation (if required) with the successful bidder.

13. Contract Execution

The project is to be executed as per the time schedule specified in the bid document. Non-adherence to timeline may result in cancellation of the order and forfeiture of the PBG. If L1 Bidder fails to execute the contract for whatever reason, in that case WEBEL shall have the right to place award to L2 Bidder on the same terms and conditions of L1 or WEBEL shall have the right to , go for fresh bid.

14. Liquidated Damage

The job includes the supply and installation of application software mentioned in the tender document. In the event of failure to meet the job completion in stipulated date/time liquidated damage will be imposed on the contractor for sum equivalent to 0.5% of the contract value for each week or part thereof, subject to a ceiling of 10% of the total contract value but not exceeding the value of the payments made to the SI (including all taxes & duties and other charges). If the Liquidated Damage exceeds 10% of the order value, WEBEL reserves the right to terminate the contract and WEBEL will get the job completed by any other competent party. The difference of cost incurred by WEBEL will be recovered from the PBG deposited by the vendor.

15. Penalty

It should be noted that suitable penalty, mentioned under 'Penalties' clause of this RFP would be charged as decided by WEBEL to the System Integrator in case of delay from their end. Decision of the Managing Director of WEBEL shall final and binding on this issue.

16. Suspension of Work

WEBEL shall have the power at any time and from time to time by notice to the Contractor to delay or suspend the progress of the work or any part of the work due to any other adequate reasons and on receipt of such notice the contractor shall forthwith suspend further progress of the work until further notice from WEBEL. The Contractor shall recommence work immediately after receiving a notice to do so from WEBEL. The whole or any part of the time lost for such delay or suspension shall, if WEBEL in its absolute discretion thinks fit, but not otherwise, be added to the time allowed for completion.

17. Liability

In case of a default on bidder's part or other liability, WEBEL shall be entitled to recover damages from the Contractor. In each such instance, regardless of the basis on which WEBEL is entitled to claim damages from the Contractor (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), Contractor shall be liable for no more than:

- Payment referred to in the Patents and Copyrights clause.
- Liability for bodily injury (including death) or damage to real property and tangible personal property limited to that cause by the Contractor's negligence.
- As to any other actual damage arising in any situation involving non-performance by Contractor pursuant to or in any way related to the subject of this Agreement, the charge paid by WEBEL for the individual product or Service that is the subject of the Claim. However, the contractor shall not be liable for
- For any indirect, consequential loss or damage, lost profits, third party loss or damage to property or loss of or damage to data.

For any direct loss or damage that exceeds the total payment for Contract Price made or expected to be made to the Contractor hereunder.

18. Patents & Copyright

If a third party claims that a product delivered by the Contractor to WEBEL under this project, infringes that party's patent or copyright, the Contractor shall defend WEBEL against that claim at Contractor's expense and pay all costs, damages, and attorney's fees that a court finally awards or that are included in a settlement approved by the Contractor.

19. Intellectual Property Rights (IPR)

All necessary hardware, software, Source Code, Design Document, All Requirement Specification, Hardware Sizing Documents, Test Plan, Test Data, Test Cases, licenses etc. Intellectual Property Rights (IPR) will be in the name of the WEBEL

20. Termination for Default

WEBEL may without prejudice to any other remedy or right of claim for breach of contract by giving not less than 30 days written notice of default sent to the contractor, terminate the order in whole or in part. If the contractor materially fails to render any or all the services within the time period specified in the contract or any extension thereof granted by WEBEL in writing and fails to remedy its failure within a period of thirty days after receipt of default notice from WEBEL. If the project delivery, commissioning as well as maintenance support is not carried out as per terms of the contract, WEBEL will invoke the amount held back from the contractor as PBG.

21. Bankruptcy

If the contractor becomes bankrupt or have a receiving order made against him or compound with his creditors or being a corporation commence to be wound up, not being a voluntary winding up for the purpose only or amalgamation or reconstruction, or carry on their business under a receiver for the benefit of their creditors or any of them, WEBEL shall be at liberty to terminate the engagement forthwith without any notice in writing to the contractor or to the liquidator or receiver or to any person in whom the contractor may become vested and without any compensation to give such liquidator or receiver or other person the option of carrying out the engagement subject to their providing a guarantee for the due and faithful performance of the engagement up to an amount to be determined by WEBEL.

22. Force Majeure

It is hereby defined as any cause, which is beyond the control of the Contractor or WEBEL as the case may be, which such party could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as

- War, Hostilities or warlike operations (whether a state of war be declared or not), invasion, act of foreign enemy and civil war.

- Rebellion, revolution, insurrection, mutiny, usurpation of civil or military, government, conspiracy, riot, civil commotion and terrorist area.
- Confiscation, nationalization, mobilization, commandeering or requisition by or under the order of any government or de facto authority or ruler, or any other act or failure to act of any local state or national government authority.
- Strike, sabotage, lockout, embargo, import restriction, port congestion, lack of usual means of public transportation and communication, industrial dispute, shipwreck, shortage of power supply epidemics, quarantine and plague.
- Earthquake, landslide, volcanic activity, fire flood or inundation, tidal wave, typhoon or cyclone, hurricane, nuclear and pressure waves or other natural or physical disaster.

If either party is prevented, hindered or delayed from or in performing any of its obligations under the Contract by an event of Force Majeure, then it shall notify the other in writing of the occurrence of such event and the circumstances of the event of Force Majeure within fourteen days after the occurrence of such event. The party who has given such notice shall be excused from the performance or punctual performance of its obligations under the Contract for so long as the relevant event of Force Majeure continues and to the extent that such party's performance is prevented, hindered or delayed.

The party or parties affected by the event of Force Majeure shall use reasonable efforts to mitigate the effect of the event of Force Majeure up to its or their performance of the Contract and to fulfil its or their obligation under the Contract but without prejudice to either party's right to terminate the Contract.

No delay or non-performance by either party to this Contract caused by the occurrence of any event of Force Majeure shall.

- Constitute a default or breach of the contract.
- Give rise to any claim for damages or additional cost or expense occurred by the delay or non-performance. If, and to the extent, that such delay or non-performance is caused by the occurrence of an event of Force Majeure.

23. Insurance Coverage

The Bidders at their own cost shall arrange, secure and maintain all insurance as may be pertinent to the Works/ Services and obligatory in terms of law to protect their interest and interest of WEBEL. The responsibility to maintain adequate insurance coverage at all-times

shall be of the bidder alone. The Bidder's failure in this regard shall not relieve them of any of his contractual responsibilities, obligations and liabilities.

24. Corrupt or Fraudulent Practices

The Tender Committee requires that the bidders under this Tender observe the highest standards of ethics during the procurement and execution of such contracts. For this purpose the definition of corrupt and fraudulent practices will follow the provisions of the relevant laws in force.

The Tender Committee will reject a proposal for award if it detects that the bidder has engaged in corrupt or fraudulent practices in competing for the contract in question.

The Tender Committee will declare a firm ineligible, either indefinitely or for a stated period of time, if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract.

25. Binding Clause

All decisions taken by the Tender Committee regarding the processing of this tender and award of contract shall be final and binding on all parties concerned. The Tender Committee reserves the right:

- To vary, modify, revise, amend or change any of the terms and conditions mentioned above and,
- To reject any or all the Tender/s without assigning any reason whatsoever thereof or to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

26. Grafts, Commissions, Gifts, etc.

It is the Purchaser's policy to require that bidders, contractors and consultants under contracts, observe the highest standard of ethics during the procurement and execution of such contracts. Any graft, commission, gift or advantage given, promised or offered by or on behalf of the contractor or his partner, agent, officers, director, employee or servant or any one on his or their behalf in relation to the obtaining or to the execution of this or any other contract with WEBEL shall in addition to any criminal liability which it may incur, subject the contractor to the cancellation of this and all other contracts and also to payment of any loss or damage to

WEBEL resulting from any cancellation. WEBEL shall then be entitled to deduct the amount so payable from any monies otherwise due to the contractor under contract.

27. Enforcement of Terms

The failure of either party to enforce at any time any of the provision of this contract or any rights in respect thereto or to exercise any option here in provided shall in no way be construed to be a waiver to such provisions, rights or options or in any way to affect the validity of the contract. The exercise by either party of any of its rights herein shall not preclude or prejudice either party from exercising the same or any other right it may have hereunder.

28. Period of Validity of Offer

For the purpose of placing the order, the proposals shall remain valid till 180 days from bid submission date. During the period of validity of proposals, the rates quoted shall not change.

29. Taxes & Duties

- **The prices to be quoted as per e-Tender format.**
- Deduction of all statutory and necessary Tax from each bill will be made as per Government Order prevailing at the time of payment. Necessary tax deduction certificate will be issued on demand by the Company.
- Bidder submitting a tender shall produce up to date Income Tax and Profession Taxes Certificate as well as the GST certificate issued by the concerned Tax Authority or a Certificate that the assessment is under consideration. All such clearance certificates shall remain valid on the last date of permission.

30. Discrepancies in Bid

- Discrepancy between description in words and figures, the rate which corresponds to the words quoted by the bidder shall be taken as correct.
- Discrepancy in the amount quoted by the bidder due to calculation mistake of the unit rate then the unit rate shall be regarded as firm.

31. Bid Due Date

The online bids shall be received by WEBEL in the e-Tender portal not later than the due date and time specified in the Fact Sheet. WEBEL may as its discretion on giving reasonable notice

by fax, or any other written communication to all prospective bidders who have been issued the bid documents, extend the bid due date, in which case all rights and obligations of the WEBEL and the bidders, previously subject to the bid due date, shall thereafter be subject to the new bid due date as extended.

32. WEBEL's Right to Reject any or all Bids

WEBEL reserves the right to reject any bid and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

33. Price

- Price should be quoted in e-tender portal only.
- Price quoted should be firm, exclusive of all charges, taxes and duties.

34. Canvassing

Canvassing or support in any form for the acceptance of any tender is strictly prohibited. Any bidder doing so will render him liable to penalties, which may include removal of this name from the register of approved Contractors.

35. Formats & Signing of Bid

The original and all copies of the proposals shall be neatly typed and shall be signed by an authorized signatory (ies) on behalf of the Bidder. The authorization shall be provided by written Power of Attorney accompanying the proposal. All pages of the proposal, except for un-amended printed literature, shall be initialled by the person or persons signing the proposal. The proposal shall contain no interlineations, erase or overwriting. In order to correct errors made by the Bidder, all corrections shall be done & initialled with date by the authorized signatory after striking out the original words/figures completely.

36. Interpretation of documents

If any bidder should find discrepancies or omission in the specifications or other tender documents, or if he should be in doubt as to the true meaning of any part thereof, he shall make a written request to the tender inviting authority for correction/clarification or interpretation or can put in a separate sheet along with his technical bid document.

37. Preparation of Tender

Tender shall be submitted in accordance with the following instructions:

- a) Tenders shall be submitted in the prescribed forms. All signatures shall be in longhand. Where there is conflict between the words and the figures, the words shall govern.
- b) All notations must be in ink or type written. No erasing or overwriting will be permitted. Mistakes may be crossed out and corrections typed or written with ink adjacent thereto and must be initialled in ink by the person or persons signing the tender.
- c) Tenders shall not contain any recapitulation of the work to be done. Alternative proposals will not be considered unless called for. No written, oral, telegraphic or telephonic proposals for modifications will be acceptable.
- d) Tenders subject to any conditions or stipulations imposed by the bidder are liable to be rejected.
- e) Each and every page of the tender document must be signed with company seal by the bidder.
- f) Any bidder may withdraw his tender by written request at any time prior to the scheduled closing time for receipt of tenders and not thereafter.

38. Clarification of Bids

During evaluation of the bids, the Customer/Tender Committee, at its discretion may ask the bidder for clarification of its bid. The request for the clarification and the response shall be in writing (physical letter/email) and no change in the substance of the bid shall seek offered or permitted.

39. Authentication of Bids

The Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal.

40. General Terms

- a) All the pages of the bid document including documents submitted therein must be duly signed and stamped, failing which the offer shall be liable to be rejected.
- b) All pages of Bid submitted by the bidder should have serial number with proper indexing.
- c) All the documents to be submitted by the bidder along with their offer should be duly authenticated by the person signing the offer and if at any point of time during procurement process or subsequently it is detected that documents submitted are

forged/tampered/manipulated in any way, the total responsibility lies with the bidder and WEBEL reserves the full right to take action as may be deemed fit including rejection of the offer and such case is to be kept recorded for any future dealing with them.

- d) Details of the enclosures should be clearly mentioned in the forwarding letter in your letter head along with the bid.
- e) No Technical/Commercial clarification will be entertained after opening of the tender.
- f) Quantity mentioned in the tender document is indicative only and orders shall be placed subject to actual requirement. WEBEL reserve the right to increase or decrease the quantity specified in the tender.
- g) WEBEL reserve the right to reject or accept or withdraw the tender in full or part as the case may be without assigning the reasons thereof. No dispute of any kind can be raised the right of buyer in any court of law or elsewhere.
- h) WEBEL reserve the right to ask for clarification in the bid documents submitted by the bidder. Documents may be taken if decided by the committee.
- i) The customer at its discretion may extend the deadline for the submission of Bids.
- j) No dispute by the bidders in regard to Technical/Commercial points will be entertained by WEBEL and decision taken by the Tender Committee will be final.
- k) Discrepancy in the amount quoted by the bidder due to calculation mistake, the unit rate shall be regarded as firm and the totalling or carry in the amount quoted by the bidder shall be corrected accordingly.
- l) Bidder must submit a separate sealed envelope containing a letter of complying the eligibility criteria otherwise the bid of the bidder will not be accepted.
- m) The price offers shall remain firm within the currency of contract and no escalation of price will be allowed.
- n) The acceptance of the tender will rest with the accepting authority and reserves the right to reject in part or in full any or all tender(s) received and to split up the work among participants without assigning any reason thereof.
- o) The bidder will automatically be informed at the time of opening of the price bid from e-tender portal.
- p) No variation in or modification of the terms of the Agreement shall be made except by written amendment signed by the parties.

41. Confidential Information, Security and Data

- A. The Bidder will promptly on the commencement of the exit management period supply to the WEBEL or its nominated agency the following:
 - i. Information relating to the current services rendered and customer and performance data relating to the performance of bidder in relation to the services;
 - ii. Documentation relating to Project's **Intellectual Property Rights (IPR)** ;
- B. All current and updated data in whatever format as is reasonably required for purposes of WEBEL or its nominated agencies transitioning the services to its Replacement Bidder in a readily available format nominated by the WEBEL, its nominated agency;
- C. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable WEBEL to carry out due diligence in order to transition the provision of the Services to WEBEL
- D. Before the expiry of the exit management period, the Bidder shall deliver to the WEBEL all new or up-dated materials from the categories set out in Schedule above and shall not retain any copies thereof, except that the Bidder shall be permitted to retain one copy of such materials for archival purposes only.
- E. Before the expiry of the exit management period, unless otherwise provided under the MSA, the WEBEL or its nominated agency shall deliver to the Bidder all forms of Bidder confidential information, which is in the possession or control of MD, WEBEL

42. Transfer of Certain Agreements

On request by WEBEL the Bidder shall effect such assignments, transfers, licences and sub-licences as the WEBEL may require and which are related to the services and reasonably necessary for the carrying out of services by WEBEL or its nominated agency. However, without written consent of WEBEL the Bidder / Contractor / S I shall not have right to assign, transfer etc. the services (including above) to others.

43. General Obligations of the Bidder

- I. The Bidder shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the circumstances to the WEBEL and which the Bidder has in its possession or control at any time during the exit management period.

- II. For the purposes of this Schedule, anything in the possession or control of any Bidder is deemed to be in the possession or control of the Bidder.
- III. The Bidder shall commit adequate resources to comply with its obligations under this Exit Management Schedule.

SECTION - C: ELIGIBILITY CRITERIA

ELIGIBILITY CRITERIA FOR BIDDER (SYSTEM INTEGRATOR)

Table 4: Eligibility Criteria

#	Basic Requirement	Eligibility Criteria	Document Proof
1.	Annual Sales Turnover	Average Annual Turnover from ERP & related business in last three (3) financial years ending 31.03.2021 should be minimum INR 50 Crores per year and must have been a profit-making organisation for last 3 financial years ending 31.03.2021.	Extracts from the Balance sheet and Profit & Loss and Certificate from the statutory auditor /Chartered Accountant
2.	Work Experience	The bidder should have executed 1 single order of similar nature of jobs, particularly in Implementation SaaS ERP COTS solutions of Rs.3.00 Crores or more at any or The bidder should executed 2 (Two) single order of similar nature of jobs, particularly in Implementation SaaS ERP COTS solutions of Rs.1.50 Crores each or more at any or The bidder should have executed 3(Three) single order of similar nature of jobs, particularly in Implementation SaaS ERP COTS solutions of Rs.1.00 Crores each or more at any Govt. Department / Quasi Govt. Dept. / PSU / Board / Council/ Large corporate (having Turn over > 1000 Cr) or similar organization in last 5 (five) financial years.	Work Order issued by the client & Completion Certificate issued by the Customer
3.	Technical Capability - Experience in ERP	The bidder should have implemented at least 4 (Four) SaaS ERP COTS solutions in India as System Integrator with the	Work Order issued by the client & Completion Certificate issued by the Customer.

	implementation (Part-I)	following modules in last 5 years for 50 transactional users: I. Finance & Accounts II. Sales & CRM III. Procurement & Inventory Management	
4.	Technical Capability - Experience in ERP implementation (Part-II)	The bidder should have implemented at least 2 (Two) ERP COTS solutions in India as System Integrator with the following modules in last 5 years: <ul style="list-style-type: none">• Real Estate Management• HRMS & Payroll	Work Order issued by the client & Completion Certificate issued by the Customer.
5.	Technical Capability - Experience in ERP implementation (Part-III)	The bidder must have successfully implemented at least one ERP solution of the same version or one version lower of the ERP product offered in this tender within India.	Job Completion certificate issued by the client
6.	Technical Capability - Experience in ERP implementation (Part-IV)	The bidder should have successfully implemented at least one ERP solutions in India in Govt./PSU/Large Corporate (having Turn over > 1000 Cr) as System Integrator in last five years.	Work Order issued by the client & Completion Certificate / self-certificate from authorized signatory of the organization.
7.	Quality Certification	The bidder must have valid ISO/IEC 27001:2013 certificate for Information Security AND CMMi level 3 & above certification for Software Design, Development & Testing	Copies of the valid certificates from authorized agencies

8.	Consortium	The Bids shall be submitted only by the Bidder; no consortium is allowed in this Bid. Declaration in this regard needs to be submitted.	Copy of declaration
9.	Legal Entity	<ul style="list-style-type: none"> • Bidder may be a Company, Partnership Firm or Sole Proprietorship Firm. • The bidder should have existence in India for last five (5) years at the end of 31st March 2021. • The bidder should be into the business of IT/ITeS for the last five (5) years at the end of 31st March, 2021. • The bidder shall be solvent at the date of bidding 	<ul style="list-style-type: none"> • Certificates of incorporation for Company/ Partnership Deed / Proprietorship firm self-declaration • Certificate from Statutory auditor / Chartered Accountant for existence of firm for last three years • Certificate from Statutory auditor / Chartered Accountant for IT/ITeS related business for last three years • Certificate from Statutory auditor / Chartered Accountant for Solvency declaration
10.	Other legal documents	<ul style="list-style-type: none"> • Trade License/ Certificate Of Incorporation/ Other relevant document • GST Certificate • Income Tax Return (Latest 5 years) • Copy of PAN 	Copy of the valid documents

		<ul style="list-style-type: none"> Articles of Association/ Company Registration (depending on company type) 	
11.	Blacklisting	The responding firm must not be blacklisted by any Central/any State Department/establishments in India at any point of time for breach of ethical conduct or fraudulent practices.	A self-declaration that the bidder has not been blacklisted is to be submitted. In case it is found after issuing Work Order that the concerned organization is blacklisted by any Central/any State Department/establishments in India, the work order will be cancelled.
12.	Power of Attorney	The bidder shall submit the Power of Attorney of Authorization for signing the bid in Rs.100.00 Non Judicial Stamp Paper.	Scanned copy of Power of Attorney needs to be uploaded
13.	Submission of EMD	The Bidder shall pay EMD of Rs. 2,50,000 (Rupees two lakh fifty thousand only) through net banking or through RTGS/NEFT in the portal of the website: https://wbtenders.gov.in as per G.O 3975-F(Y) dated 28th July 2016 issued by Finance Department, Govt. of West Bengal. For details regarding payment procedure & guideline on the same, bidders are advised to follow the mentioned order and portal.	
14.	Submission of Tender Document Fee	Bidder should submit Tender Document Fee of Rs. 2,000 (Rupees two thousand only) through net banking or through RTGS/NEFT in the portal of the website: https://wbtenders.gov.in as per G.O 3975-	

		F(Y) dated 28th July 2016 issued by Finance Department, Govt. of West Bengal. For details regarding payment procedure & guideline on the same, bidders are advised to follow the mentioned order and portal. Digitally signed Technical Bid and Financial Bid, to be submitted through the website https://wbtenders.gov.in .	
15.	Submission of MAF's authorisation	Manufacturer's tender specific authorizations for Software License must be submitted. Bidder has to quote the latest available version GST compatible ERP product in India.	Scan copy of the letter
16.	Submission of authorisation from OEM	OEM has to authorize the bidder as an implementation partner mentioning the type/category of partnership with validity period.	Scan copy of the letter
17.	Resource Deployment	The core implementation team (Project Manager, Solution Architect, Functional Lead, Technical Lead, and Techno-Functional Consultants) has to be in the payroll of the bidder.	Undertaking from the Signing Authority/ HR Head to this effect.
18.	Product / Solution Conformance	<ul style="list-style-type: none"> • The proposed product has to be hosted in OEM's cloud environment. • The proposed solution must be compliant with Indian statute. • The proposed solution must have the capability to integrate with mobile app for MIS reporting & workflow management 	Undertaking from the Signing Authority of OEM.

		<ul style="list-style-type: none"> The proposed solution should be capable to integrate with digital signature for workflow management 	
19.	Local Office	<ul style="list-style-type: none"> The bidder should have a local office in Kolkata. If not, they have to setup a local office within 2 weeks from the date of receipt of the LOI from Webel. 	Undertaking from the Signing Authority of Bidder.

Note: In absence of any of the above, the bid will be treated as non-responsive and summarily rejected.

ELIGIBILITY CRITERIA FOR OEM

Original Equipment Manufacturer (OEM) is defined as the developer of Commercial off-the-shelf or commercially available off-the-shelf (COTS) packaged Enterprise Resource Planning software who hold the intellectual property rights for the same. The following are the eligibility criteria that needs to be followed:

#	Criteria	Detail	Documentary Evidences to be submitted
1.	Profile of ERP Product Vendor (OEM)	<ul style="list-style-type: none"> • The company must have average revenue of Rs.3000 crores per year worldwide in last 3 completed financial years and profit making business in last 3 completed financial years. • The ERP should be listed in Gartner's Latest Leaders Quadrant. • Should be registered as a company in India • Should have a minimum of 10 implementation partners in India • Should have at least one (1) authorized training centre in East India for the proposed ERP product. • Must have its own development and support centres in India. • The proposed solution by the OEM must have India Localization features such as taxation, employee related rules & regulations (such as Form 16, PF etc.) to meet Government / Statutory compliances, Indian languages, etc. and must also capable of incorporating future changes therein. • The OEM has to provide the life cycle of the proposed solution (i.e. expected 	<ul style="list-style-type: none"> • Attach Copies of printed audited Balance sheet and P/L statement for the last 3 completed financial years • Copy of Certificate of Incorporation from Registrar of Companies (ROC) • List of authorized implementation partners in India duly self-certified by the authorised signatory • List and address of authorized training centres in India duly self-certified by the authorised signatory • Certificate from OEM for development and support centre details in India, Product Life-Cycle, Indian localisation etc.

#	Criteria	Detail	Documentary Evidences to be submitted
		time-line of the product to be declared as out of support).	
2.	Customer Base	<ul style="list-style-type: none"> •Must have installed across its ERP deployed for 10 customers in India. •Must have worldwide more than 30,000 unique user base 	<ul style="list-style-type: none"> •Self-certificate from OEM along with customer list •Certificate from OEM
3.	Implementation in Government sector in India	<ul style="list-style-type: none"> •Must have successfully implemented ERP in 5 government/PSU customers in India with the following functions: Finance, Business Development, Projects, Procurement, Tendering, and Inventory. 	<ul style="list-style-type: none"> •Duly signed Copies of Work order and stamped Completion Certificate with details
4.	Customer Support in India	<ul style="list-style-type: none"> •OEM product vendor must have helpdesk in India manned by qualified professionals to provide support 	<ul style="list-style-type: none"> •Certificate from ERP Product Vendor / OEM - Support
5.	Non Blacklisting Criteria	<ul style="list-style-type: none"> •The OEM must neither have been Debarred and / or blacklisted by any Central / State Govt. Department / Universities / schools /Organization etc. nor should have any litigation enquiry pending and / or initiated by any of these Department or Court of Law. 	<ul style="list-style-type: none"> •The bidder shall furnish an undertaking duly attested by notary in a non-judicial stamp paper of value Rs. 100/-
6.	Offered Product	<ul style="list-style-type: none"> • The offered product has to be the latest version available in India. • The offered product has to be GST compliant. • The offered product has to be platform independent 	<ul style="list-style-type: none"> •Certificate from ERP Product OEM

SECTION - D: TECHNICAL EVALUATION CRITERIA

1. Evaluation of Technical Bids

- i. The Technical Evaluation shall be initiated for only those Bids who qualify in the Pre-Qualification stage and will be evaluated as per the evaluation criteria in this clause.
- ii. Tender Evaluation Committee (TEC) may require written clarifications from Bidders to clarify ambiguities / uncertainties arising out of the evaluation of Bid documents.
- iii. Technical Evaluation of the bids would be carried out on following criteria of the Bidder as given below:
 - A. Bidder's Past Experience (25 Marks)
 - B. Bidder's Technical Proposal (30 Marks)
 - C. Technical Presentation (20 Marks)
 - D. Resource Deployment (25 Marks)
- iv. For each of the citations that the bidder will furnish to support the criteria mentioned in the table below, bidder is required to submit the relevant supporting documents (work orders / client certificates / completion certificate / payment certificate / statutory auditor's certificate / invoices etc.).
- v. Above mentioned evaluation criteria would be divided into various sub-criteria, mentioned as follows.

A. Bidder's Past Experience (25 Marks)

#	Tech Evaluation Criteria	Description	Max Marks
A1	Experience in ERP implementation project (completed/on-going) in India including Finance & Accounts, Sales & CRM, and Procurement & Inventory Management, HRMS, Payroll and Real Estate.	>= 4 but less than 6 ERP Implementation projects where cost of implementation is not less than the amount equal to 50 lacs each = 5 marks >= 6 but less than 8 ERP Implementation projects where cost of implementation is not less than the amount equal to 50 lacs each = 10 marks. >=8 ERP Implementation projects where cost of implementation is not less than the amount equal to 50 lacs each = 12 marks	12

		(Customer's order copy / Go-Live Certificate / Completion Certificate issued by Customer has to be produced as evidences)	
A2	Experience in ERP implementation (Completed / On-Going) in India of following modules	<ul style="list-style-type: none"> • Implementation of CRM Module (Max 3Marks) <ul style="list-style-type: none"> ○ In Government/PSU = 3 Marks ○ Other than Govt./PSU = 2 Marks • Implementation of Real Estate Module = 3 Marks • Intelligent reporting with predictive analytics (i.e., Business Intelligence and Business Analytics)= 2 Marks 	8
A3	Experience in quoted product of ERP implementation (Completed/On-Going)	<p>ERP implementation projects using the same version or one version lower as quoted in this tender.</p> <p>5 implementations = 3 Marks</p> <p>> 5 implementations = 5 Marks</p>	5

B. Bidder's Technical Proposal (30 Marks)

#	Technical Evaluation Criteria	Description	Max Marks
B1	Bidder's Understanding of the Project requirements	<p>To be evaluated from the technical proposal documentation and technical presentation to the TEC. Following parameters will be examined for evaluation:</p> <ul style="list-style-type: none"> • Clarity and depth of understanding of the project's objectives, scope and requirements • Bidder's understanding of business processes of WEBEL and strategy for ERP Implementation and how the project components would be delivered to meet the project objectives • For each modules (As mentioned under Section-C 	5

		<p>S/No. 2):</p> <ul style="list-style-type: none"> ✓ Iterative methodology ✓ Clear deliverables with templates ✓ Milestone & timelines for each module 	
B2	Approach & Methodology (A& M)	<p>To be evaluated from the technical proposal documentation and technical presentation to the TEC. TEC shall evaluate the Approach and Methodology for the Implementation & Post-Implementation proposed by bidder and evaluate the same on the following parameters:</p> <ul style="list-style-type: none"> ▪ Solution Architecture <ul style="list-style-type: none"> ✓ Solution Design ✓ Solution Scalability ▪ Project Management Methodology & plan with detailed timeline ▪ Completeness of the A&M to meet the requirements of the RFP ▪ Any unique project implementation strategy (ies) proposed, which can impact projects outcomes in positive manner ▪ Risks identification and proposed mitigation plan ▪ Testing Approach: <ul style="list-style-type: none"> ✓ Performance Testing (Response time definition on predefined load) ✓ Load Testing ✓ Integration Testing 	5
B3	Compliance to specified functional requirements	Compliance to Functional Requirement Specifications as mentioned in Section-K. Marks will be awarded for all requirements based on responses of bidder as S/C/TP/NC.	20

C. Technical Presentation (20 Marks)

The eligible bidders will be asked to give a live demonstration on the proposed ERP solution. The Proof of Concept should depict how it proposes to handle various module as mentioned in the Sl. No 2 of the Eligibility Criteria & in Section-K. The bidder's technical proposal will be evaluated on the basis of the documents submitted along with this presentation.

D. Resource Deployment (25 Marks)

The Consultant should deploy a "core project execution team" with a Project Manager, Solution Architect and Lead Consultant (Functional & Technical). The team will be based out of Kolkata during project execution till project Go-Live. As the project moves into execution phase, the Project Manager will maintain a monthly review with the WEBEL authorities plus ad-hoc meetings for planning / stakeholder alignment / issue resolution etc.

Sl. No.	Criteria / Sub criteria	Minimum Requirements	Form to be used / Documents to be attached
D1	Project Manager	<ul style="list-style-type: none"> MBA / B.Tech / B.E/ CA/MCA Experience - At least 10 years with 5+ Years of ERP implementation experience Past experience in implementation of at least 5 ERP solution in Government / PSU unit/ large organisation in India <u>Good To Have -</u> <ul style="list-style-type: none"> Prince /PMP/Scrum Master Certified 	Relevant CVs certified by the bidder
D2	Solution Architect	<ul style="list-style-type: none"> B.Tech / B.E / MCA Experience - At least 10 years total experience incl. 8 yrs. Of ERP implementation experience Involved in at least 4 successful full life cycle implementation(s) of ERP Involved in solution design, business blueprinting in similar assignments in past. 	Relevant CVs certified by the bidder
D3	Functional Lead	<ul style="list-style-type: none"> Provide resumes per module like Finance & Accounting, Project Management, Procurement, and Real Estate Management etc.) Qualification - BE/B.Tech/MBA/MCA/CA Experience - At least 7 Yrs. Of total experience including 5 Yrs. Of ERP implementation. At least 3 successful Full cycle ERP implementations 	Relevant CVs certified by the bidder

D4	Technical Lead	<ul style="list-style-type: none"> • B.Tech / B.E/MCA • At least 7 years of experience incl. 5 yrs. of ERP implementation projects. • Must have been involved in installation of ERP application on Cloud, Operating system installation, configuration, and system and database administration for at least 3 ERP Projects. • Should have experience in gap-fit analysis jointly with functional consultants and provide necessary solution. • Experienced in performing data migration activities. 	Relevant CVs certified by the bidder
D5	Techno-Functional Consultants	<ul style="list-style-type: none"> • Qualification - BE/B.Tech/MCA/MBA/CA/ICWA • Minimum 3 Yrs. Of experience with at least 2 end-to-end ERP project implementation 	Relevant CVs certified by the bidder

Note:

- ✓ Named resources are to be proposed along with their CV and the key resources (D1, D2, D3 & D4) cannot be changed at the time of deployment or till project Go-Live.
- ✓ The Bidder is required to provide a phase-wise (monthly) manpower deployment plan as part of the response to this bid document. The prescribed format for providing the Resource Deployment plan is enclosed in Annexure 9
- ✓ The Bidder is required to provide CVs of team members proposed to be deployed on the said project as part of the response to this bid document. The prescribed format for providing the CVs is enclosed in Annexure 9
- ✓ The final proposed team shall be interviewed and duly approved by Project Steering Committee/Project Management Committee of WEBEL before deployment.
- ✓ The SI may position other additional consultants other than mentioned in annexure 9 as may be required to complete the work as per schedule. The additional consultants may be deployed by the SI through a mix of onshore/offshore scheduling as required at no additional cost to WEBEL.
- ✓ The proposed project team cannot be changed by SI till Go-Live of the project. If required it should be mutually agreed by both SI & WEBEL and the proposed resources should be of same or higher qualification than the resource to be replaced.

- ✓ In any case, except key resources as mentioned above, at most 20% of the other resources will be allowed to be replaced till Go-Live.

2. Selection Method

The evaluation committee will evaluate each of the bids on the basis of Technical Evaluation criteria. At the stage of technical evaluation, WEBEL will assign points (quality of services score) to the pre-qualified bidders based on the technical evaluation criterion mentioned in this RFP.

To qualify the technical evaluation stage, the bidder must score a minimum of 70 marks.

The commercial bid of the technically qualified bidders will then be opened and reviewed to determine whether the commercial bids are substantially responsive in respect of commercial considerations. **The evaluation will be made on the basis of QCBS with 80:20 ratio, where the weightage on the Technical part will be 80 percent and the 20 percent weightage to be given in commercial.** The bidder with the highest total score would be declared successful.

The cost indicated in the Commercial Proposal shall be deemed as final and reflecting the total cost of services and should be stated in INR only. The lowest Commercial Proposal (Fm) will be given a score (Sf) of 100 points.

The Financial scores (Sf) of the other Commercial Proposals will be determined using the following formula:

$$Sf = 100 \times Fm/F;$$

In which Sf is the Commercial score, Fm is the lowest Commercial Proposal, and F is the Commercial Proposal (in INR) under consideration.

Proposals will be finally be ranked in accordance with their combined technical (St) and financial (Sf) scores:

$$S = St \times Tw + Sf \times Fw;$$

Where S is the combined score, and Tw and Fw are weights assigned to Technical Proposal and Commercial Proposal that will be in the ratio of 0.80:0.20.

For Additional information/clarification (if reqd.), WBEIDC reserves the right to ask for any additional information. Bidders that fail to submit additional information or clarification as sought by evaluation committee within 10 days of the receipt of letter requesting for such

additional information and/or clarification from WBEIDC, their bids will be evaluated based on the information furnished along with the bid proposal.

SECTION-E: SCOPE OF WORK

The entire scope of work is related with installation of ERP solution at the WEBEL (including customisation, testing, integration, audit & training).

ERP will be implemented in the Head Office of Webel (WBEIDCL). It is imperative upon the SI to follow the Best Practice Method as related to ERP product and industry standard. SI will undertake following project activities as part of Project Implementation Services. Before submission of any deliverables, the format needs to be approved by WEBEL

Business Design Objective, approach and methodology should ensure the following steps:

- **Simplification and Standardization of Processes:** The processes of all divisions need to be studied and simplified into logical steps at first from the perspective of standard integrated ERP processes. All processes need to be depicted into simple flow diagrams with clear linkages. This will help in reviewing some of the old manual practices in view of the integrated system scenario of the future. SI also needs to explore the standardization of processes across all lines of businesses/divisions.
- **ERP capability:** To ascertain adoption of ERP functionality by WEBEL the principle to be applied is that if ERP offers a particular functionality relevant to WEBEL's processes, those set of processes will move to ERP platform irrespective of whether they are currently manual or enabled through current applications.
- **Elimination of redundant and non-value adding processes:** After simplifying the processes, all processes are to be reviewed to eliminate the redundant steps and practices. Non availability of information across the departments results in repetitive and redundant activities in a manual work environment.
- **Leading Practices:** After eliminating the redundant processes, reengineering of processes need to be done keeping in view the standard best available processes/practices available in the proposed enterprise solution software. The primary objective of this step is to enhance functional efficiency and process performance, and minimize requirement of customization of the product. This is the most important phase which will have a strong bearing on the overall performance of the final solution.

1. Organizational Scope

- SI will prepare, submit and walkthrough an Integrated Project Plan for the entire project that covers detailed tasks which are intended to be performed as part of the project.
- SI needs to prepare, submit & walkthrough an Inception Report, which will serve as the foundation document for all activities related to the project. Additionally, the Inception Report must cover the risks that the SI will anticipate and the plans to mitigate those risks.
- SI must visit all the office locations as part of As-Is study so that proper homogeneity can be achieved and buy-in can be obtained from all the stakeholders. Please note the locations that is needed to be visited for AS-IS & TO-BE study:
 - Webel Bhavan, Sector-V, Kolkata
 - Moni Bhandar, Sector - V, Kolkata
 - SDF Building, Sector-V, Kolkata
- SI will perform a business process analysis and prepare two Business Blueprint ('As Is', 'To be' and Gap Analysis) Reports (One for WBEIDCL and another for WTL) with required process definition and flow diagrams, process enhancements and gap-fitment analysis to map all business requirements of WEBEL in the ERP solution as per the functional scope. SI is expected to conduct workshops, give detailed presentations on the Business Solution Design, which will include the gap analysis, way forward to fill the gap and specific recommendations for adoption of new improved business processes by WEBEL.
- SI must map the Functional Requirements to the proposed ERP system and analyse the existing gaps between the Functional Requirements and the functionalities provided by the ERP system.
- Necessary business reengineering plan to be proposed by the SI and they will submit a Business Process Procedure (BPP) blueprint document to WEBEL
- SI will submit a To-Be report based on the assessment to WEBEL
- SI should identify the customization requirements for the proposed ERP implementation.
- After completion of Business Blueprinting, OEM will perform an audit activity on the final TO-BE document and will submit a report to WEBEL. SI has to comply all non-conformances before proceeding with the next phase.

Business Design Objective, approach and methodology should ensure the following steps:

- **Simplification and Standardization of Processes:** The processes of all divisions need to be studied and simplified into logical steps at first from the perspective of standard integrated ERP processes. All processes need to be depicted into simple flow diagrams with clear linkages. This will help in reviewing some of the old manual practices in view of the integrated system scenario of the future. SI also needs to explore the standardization of processes across all lines of businesses/divisions.
- **ERP capability:** To ascertain adoption of ERP functionality by WEBEL the principle to be applied is that if ERP offers a particular functionality relevant to WEBEL processes, those set of processes will move to ERP platform irrespective of whether they are currently manual or enabled through current applications.
- **Elimination of redundant and non-value adding processes:** After simplifying the processes, all processes are to be reviewed to eliminate the redundant steps and practices. Non availability of information across the departments results in repetitive and redundant activities in a manual work environment.
- **Leading Practices:** After eliminating the redundant processes, reengineering of processes need to be done keeping in view the standard best available processes/ practices available in the proposed enterprise solution software. The primary objective of this step is to enhance functional efficiency and process performance, and minimize requirement of customization of the product. This is the most important phase which will have a strong bearing on the overall performance of the final solution.

The business blueprint document shall include the following:

The TO-BE process design shall include but not limited to

- Overall Organization design
- Process charts / flow diagrams outlining broad processes and sub-processes for each function (including reversal cycles and process variants)
- Codification system
- Procedure for key structure allocation
- Checks and controls for processes
- Roles and responsibilities for processes
- Business process improvement planned through new process design
- Integration with existing systems which are to be retained
- Required report formats (Both Statutory & MIS)
- Management dashboards for various levels

2. Technical Scope

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

Bidder is required to propose an ERP solution that should provide the following key technical features:

3. Project Governance Structure & Reporting

In order to better monitoring & controlling of project the formation of following committees are needed before commencement of the project. The structure of the three committees will be:

- Steering Committee - This committee will consists of the top management employees of WEBEL and ERP Project Director of the SI. The Steering committee would provide guidance from a strategic perspective and will perform monthly review of the project progress and issue or dispute resolutions, if any.
- Project Management Committee (PMC)- This committee is consists of Project Director, Project Manager, Training Manager both from SI and WEBEL. The ERP PMC would be responsible for operational management of the ERP project, such as ensuring adherence to the project plan and management of deliverables and project resources. The PMC would also enable communication and reporting across the project organization, including the project team and senior management.
- Core Group - This group consisting of Functional Experts, technical experts and infrastructure experts of SI and WEBEL
- Project Reporting - The SI shall provide weekly and monthly progress reports. The formats and contents of the weekly and monthly progress reports will be finalized at the start of the project preparation phase and shall be jointly agreed by WEBEL and SI.

The formats shall cover but not limited to the following:

- Progress against the Project Management Plan in terms of activities and deliverables
- Status of all risks, challenges and issues, and the related mitigation activities
- Status of testing at applicable stages of the project
- Exception reports
- Issues that require action along with proposed effective solutions
- Timelines for implementing such solutions to remedy such issues.

- Weekly review meetings shall be held at WEBEL premises and shall be attended by the designated Project Manager and senior staff of the SI. Other than the planned meetings, WEBEL may also call for Steering committee/Project Management Office group meeting with prior notice.
- WEBEL reserves the right to ask the SI for the project review reports other than the standard weekly review reports.

4. System Implementation

- SI should clearly specify the project implementation strategy in their technical proposal.
- SI will deploy a dedicated team experts for implementation of the proposed ERP solution.
- SI will configure the specific ERP modules, development of interfaces as per requirement.
- Minimum customisation is desirable to the proposed ERP system. This is important to ensure that future upgradation, enhancements and bug fixing are not impacted. Every customisation must be documented in detail and the code / script should be properly annotated with comments.
- SI will supply and install the application, database and related software, integration tools, along with the customized source code and requisite perpetual licenses for ERP. The SI will also describe and document the process to be followed for installing and operating the same.
- SI will supply ERP licenses and licenses for other related software (if required), database, clustering tools, integration tools, other tools or any other software to make the ERP Solution work as per the requirements of the WEBEL
- SI will develop & deploy intermediate Intranet application for common user login with single ERP ID. This must be integrated with the active directory of WEBEL. This application shall maintain the audit trail of such user logins with corresponding date & time stamps.
- SI will mention the hardware configuration in line with contemporary principles and ensure that it comprises various servers including database, application, web servers etc.

- SI will assist WEBEL in procurement, installation and commissioning of IT infrastructure for implementation of ERP solution

5. Deployment Architecture

5.1.1. Features of the Application

Scalable: The Application should have the flexibility to scale as per requirements. It should be capable of increasing its total output under an increased load when resources are added. This feature allows expanding the portfolio of the application for the users. Scalability can in the form of horizontal and vertical. This is one of the very important features of an ERP application.

Robust: The ability of the system to resist changes without changing its initial configuration. Whenever there is a minor or major enhancement, the ability of the application to adapt to the changes without much change in the behaviour leads to robustness of the application. Being robust will not suffice the requirement, but the application has to be also fault tolerant and resilient.

Flexible: It refers to the ability of the application to adapt to possible or future changes in its requirements. The concept of flexibility is for loose coupling of the components so that changes can be made as per requirements. Application now days should be configurable so that during implementation any minor changes can be configured as per requirements.

Efficient: The application should be efficient. Once deployed it should free from error. The response time of the application should not go down along with the usage. The user experience should be appreciated so that it reflects usability across different roles.

5.1.2. ERP User Type

Type of user	No. of users*
Operational User	50 (Fifty)

*Note: It is an tentative estimation and may change at the time of contract finalisation

6. Testing

- The SI shall provide details of tests being carried out during the implementation (e.g. including conference room pilots, unit tests, system integration tests, regression tests and final user acceptance test) as part of the bid response. Details of the testing strategy and approach should be provided in the response. The SI would be responsible for identification of testing requirements and the associated impact as part of the bid response.
- The SI shall work in a manner to satisfy all the testing requirements and adhere to the testing strategy outlined. The SI must ensure deployment of necessary resources and tools during the testing phases. The SI shall take remedial action based on outcome of the tests.
- The SI shall create the test strategy document that defines the requirements and goals of ERP configuration, determine the tools and methods used to check that the system responds correctly, determine how and when the test will be performed and recommend how the approval process should occur. The test strategy document shall guide the project team through the implementation to ensure that planning and conducting testing activities in the various phases of ERP solution implementation are proper. The various testing phases are as follows:

Baseline configuration testing

- The purpose of baseline scope testing activities is to plan and conduct testing to validate the baseline configuration which support the business processes defined in the Business blueprint document.
- Baseline scope testing shall include: (a) Unit testing: Testing of transactions and functions within modules and (b) Scenario testing: Testing of all business processes and scenarios.
- SI is required to submit a report capturing the baseline configuration testing results.

Development testing

- Further to baseline configuration, after final configuration, development and customization of the ERP solution, the SI shall conduct tests to demonstrate the readiness of the system which meets all the requirement specifications (functional and

non-functional) as brought out in this RFP. This shall be in accordance with the procedures detailed in approved Business blueprint document.

- On the basis of these tests, a report would be submitted by the System Integrator for review and approval by WEBEL. The test results and response times should be demonstrated by the SI during all the testing phases (System preparation, integration, stress and load testing) at each WEBEL location in an environment/infrastructure as mutually agreed upon.
- The development testing shall cover testing of:
 - Unit testing of customer-specific development
 - Conversions
 - Enhancements (customized components and other code enhancements)
 - Reports
- Development should not only be tested by the developer but also by the process owner to make sure that the test results (output data) are correct, and reflect the business processes defined in the Business Technical Solution Design report.
- After unit testing is completed, all customer-specific programs and forms shall be included in the Final Integration Test

Integration and system testing

- The purpose of the integration test is to execute the integrated components, including simulation of live operations, and analyze the results that are important for the functional verification of the production system.
- Integration testing shall be accomplished through the execution of predefined business flows, or scenarios, that emulate how the system will run the processes of WEBEL. These business flows, using migrated data from the existing systems, shall be performed in a multifaceted computing environment comprising of ERP products, third-party software,

system interfaces. The integration tests shall build the necessary level of confidence that the solution is complete and will perform the business processes of WEBEL

- Integration testing shall focus on cross-functional integration points, as well as end-to-end business processes. The final integration test plan shall start with the testing of the cross-functional integration points (touch points) and end with the end-to-end testing of critical business processes identified within the Business blueprint document.
- Integration testing shall be done in two iterations.
 - The first iteration (Integration test) shall concentrate on testing all important business processes inside the ERP system, starting with touch point scenarios and ending with end-to-end-scenarios. It will be done by SI's functional consultants. Unit testing shall be carried out for customer specific developments like user-exits and transactions. Authorizations and user roles would also be tested in the Integration Test.
 - System Testing, as a second iteration, shall focus on the most important cross enterprise scenarios with touch points to external components, including testing of conversions, interfaces, reports, and the necessary authorizations. It will be conducted by WEBEL users with the assistance of core team.
- Integration and system tests need to be an evolutionary process that is driven from the previous testing efforts. The test cases and scenarios that were used for Baseline need to be reviewed by WEBEL and enhanced for the integrated and system tests. These selected cases will be combined to represent a business process flow such as a revenue cycle or a material acquisition cycle. Problems encountered during these efforts also need to be tested under an integrated environment.
- SI shall submit a report capturing the results of successful testing.

Load and regression testing

- Once the system integration testing of the configured and customized solution has been conducted successfully, load, volume, scalability and regression testing would be conducted prior to commissioning & Go-Live. The SI should use suitable simulation tools

in accordance with the agreed test procedures keeping in view WEBEL's projected future load of users as proposed by the SI and agreed by WEBEL

- The SI is required to demonstrate the performance levels of the ERP solution as mentioned in the System performance requirements in this RFP.
- After successful testing and its clearance with WEBEL, the solution would then be considered as ready for Migration & Go-Live.

7. User Acceptance Testing (UAT)

- SI will provide Plans for User Acceptance Tests (UAT) and System Integration Tests (SIT) including Performance Tests (PT) to WEBEL and make the necessary changes to the ERP configuration to optimize performance.
- SI must ensure that granularity is built in the ERP application modules, sub-modules and individual functionalities so that these functionalities can be enabled or disabled through the application administrator as per requirement.
- There are two separate server require to run for Application and production on parallel basis for few period of times as a part of UAT.
- The system must possess easy-to-use user interfaces, able to perform tasks with minimum of clicks, maximum select options and provide suitable short-cuts wherever possible and guided through screens.
- SI will create and manage all necessary master files for the proposed ERP solution.

8. Compliance to Standards

- The output reports must be compatible for trilingual (English, Hindi & Bengali) support. The display in the solution (i.e., ERP product) should be in English only.
- SI will ensure adherence to all relevant standards as defined and notified by Government of India (GoI) and Government of West Bengal (GoWB) from time to time.

9. Cutover and Go-Live

The SI would be responsible for ensuring that the switchover period from existing systems to ERP is as minimal as possible, as it will hamper critical business operations of WEBEL. The entire data set (i.e., all open transactions with master data) to be transferred to the new System should be ready in terms of comprehensiveness, correctness and accuracy, before the start of data migration activities, against an approved data migration strategy to be submitted by the SI.

The SI shall ensure that all the data to be transferred is migrated during the switchover period before cutover and new System is released forthwith to WEBEL for resuming 'business as usual' (BAU) operations.

The scope of cutover shall cover all the business processes implemented in ERP. The cutover strategy must contain detail of the sequence of activities, schedule for the activities/tasks, data conversion and the data migrations of the necessary balances and open items before Go-Live.

The key requirements of cut over plan are as follows:

- It should detail the data migration strategy mentioning the nature and volume of backlog transactions and the specified forms/formats/templates to capture the data.
- It should detail the strategy of handling data elements and open items used for planning cut over before Go-Live.
- It should describe the various pre-requisites and assumptions used for each of the data elements before uploading in the live system.
- It should detail the various business decisions to be taken collaboratively by WEBEL management and SI for finalizing the cut over strategy.

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

- Raising any queries with OEM support team for issue resolution.
- Review the health, usage and performance of the system till the stabilization of the system.
- Ensure resolution and documentation of all issues raised during implementation
- Complete the final configuration/ integration, load and stress testing, before switch over to production environment.

Declaration of "Go Live" - the system will be declared "Go Live" when the above tasks/activities are accomplished satisfactorily and approved by WEBEL

10. Audit

- Upon successful UAT and prior to the Go Live, WEBEL shall undertake testing and certification of the Software by any CERT-in empanelled security auditor. SI will be required to provide necessary support to the certification agency and carry out necessary updates to the system to meet the compliance requirements. The cost for obtaining the certification from CERT-in empanelled security auditor will be borne by the SI.
- The CERT-in empanelled security auditor will also conduct Vulnerability Assessment and Penetration Testing of the ERP system before Go-Live and hosting of the application in

the West Bengal State Data Centre. If any deviation is observed it has to be complied as per the standard by The SI.

11. Hosting the ERP System

- The ERP solution will be hosted in the OEM's cloud environment.
- SI will submit validation/ audit statement from OEM as part of their bid for the products that have been proposed in the ERP system certifying that solution proposed by the SI is relevant and adequate with respect to their product.

12. Estimation of Networking & Security requirements

- SI will carry out an assessment on network infrastructure that needs to be used for the ERP system to perform satisfactorily.
- SI will ensure that the recommended network shall be able to accommodate possible scaling up requirements in future.

13. Data Migration of Legacy Data

- SI will finalize the requirements for data migration and prepare the strategy for building the Master Data schema. WEBEL will define the data to be migrated. Data cleansing will be done by WEBEL in the agreed format but porting has to be done by the SI. WEBEL will only validate the data before migration.
- SI will migrate all open transactions from existing ERP database/ Tally / Ace / manual system to the database implemented for the proposed ERP Solution.
- SI will provide interface in new ERP environment to access legacy data/closed transaction from the existing ERP environment for reference.
- The tool/ utility for performing data migration must be designed by the SI after adequate study of the data to be migrated.
- SI will identify all risks associated with the data migration and enumerate mitigation measures and prepare a Risk Identification and Mitigation plan for Data Migration. The plan must address the contingency measures to be adopted during the event of a data migration failure. It must also clearly specify measures to be taken to prevent data loss. It may be preferable to consider migration of data to a backup system at the same time as the new system to address data loss due to system failures.
- Data digitization is out of the scope for this project.

- A tentative time frame for developing the necessary scripts, testing the same and eventual execution on the production environment should also be indicated. To ensure that the SI gets adequate time to validate the data, the activities related to data preparation and conversion should commence during early stage of the Project. Confirmation of Data integrity will be done by the SI.

14. Integration with existing system

- SI has to develop & implement necessary Application Programme Interfaces (APIs) to integrate with the existing application systems. (i.e., RMC portal, Website, GoWB procurement portal , Bank Portal, WEBEL’s portal, GST Portal etc.). SI has to provide proper documentation for this integration.
- SI has to integrate with existing Biometric attendance system of WEBEL for attendance management of the employee.

15. Operation & Maintenance

- Operation and maintenance wherever referred in this document includes “comprehensive onsite trouble shooting support” with total responsibility to guarantee uptime as per SLA as mentioned in Section-G
- The scope also includes but is not limited to provision of new releases, patches, versions of software including middleware, firmware, RDBMS, testing tools and bug correction.
- The SI is required to provide Operations and Maintenance support as per the details below:-

Description	Duration
Warranty Period of the ERP Solution	3 (Three) months from the date of official Go-Live date

16. Maintenance Support

The SI will provide the Operations and Support Team for Maintenance support phase, for supporting the ERP solution. SI should propose appropriate manpower to cover L1, L2 and L3 activities. The support (L1, L2, and L3) shall include technical expertise, process implementation, policies compliance, governance and reporting.

The SI Support Team shall provide below mentioned services:

- Physical Onsite helpdesk to support and facilitate resolution of Incidents and Problems.
- The SI will deploy a team providing support for both functional as well as technical issues. The functional and technical issues in the implemented system resulting in disruption of day to day activities of end users shall be referred to as 'Incidents'. These incidents shall be assigned a 'priority' which will be on the basis of the urgency/criticality and impact on WEBEL's business.
- The SI shall provide and implement from time to time the Updates/New releases/New versions of the software and operating systems as required. The SI shall provide updates & patches of the ERP software and tools to WEBEL as and when released by OEM without any additional cost to WEBEL
- The nature of support would be 24X7. The normal technical support hours would be 10:00AM to 6:00PM from Monday to Saturday every week. However after that time and on Sunday (24X7 hrs), the nature of support would be on On-Call basis only for critical high priority incidents. For On-Call support, SI shall nominate one person per module and names of these nominated resources should be available for WEBEL
- If the system is inaccessible, the SI has to work 24X7 till system availability.
- Any change in resource should be intimated at least 2 weeks in advance. WEBEL would conduct formal interview before deployment of resources after stabilization period and/or during change of resource due to any reason after initial deployment.
- The onsite and offsite functional/technical support team shall be bound by a predefined service level agreement (SLA) designed around priority and criticality of reported incidents.
- SI would deploy its support resources along with required logistics like Laptop, Mobile, Data Card, External Hard Disk of minimum 1TB etc. for onsite support.
- The scope of work during functional and technical support shall entail the following:
 - Providing complete resolution to all incidents reported by the end user at WEBEL while adhering to the SLA's as mentioned in Section G.
 - Complete configuration requests, development requests, testing tasks as and when required.
 - Tuning of ERP, databases, third party software, integration and any other components provided as part of the business solution.

- Apply updates & patches of both hardware and software infrastructure of WEBEL associated with ERP project as and when released.
- Technical updates of the installation to the new version, as and when required.
- SI shall incorporate technological changes, and provide enhancements as per the requests made by WEBEL. SI shall perform minor changes, bug fixes, error resolutions and minor enhancements that are incidental to proper and complete working of the application.

The specific requirements for each of Service Desk, Incident management and Problem management have been defined below:

16.1 Service Desk

The SI will provide a Service Desk which will serve as a Single Point of Contact (SPOC) for all incidents, problems, Changes and service requests related to ERP solution at WEBEL

- The SI will have to provide Service Desk function (Physical onsite Helpdesk support) providing support from 10:00 AM to 6.00PM Monday to Saturday.
- Minimum requirement of Helpdesk resource:
 - No. of Resources: 1 (One) Techno-Functional Consultant as Resident Engineer
 - Educational Qualification: BE / B.Tech / MCA
 - Experience: At least 5 Yrs. in maintenance or development of ERP and at least 2 Yrs. of experience in the proposed ERP solution
- WEBEL expects the SI to provide on call support in fluent English and Hindi / Bengali with excellent communication skill.
- Act as First Point of Contact for all the service support activities pertains to ERP Project.
- SI to provision support for required L1 / L2 / L3 activities covering ERP solution / software and Cloud.
- The SI needs to implement an ITSM compliant Service Desk tool, which will leverage automated mechanism to facilitate ticket logging, ticket tracking, and communication with requestor, ticket follow ups, audit trails, ticket assignation and ticket closure without any additional cost.
- Solution should comprise of a completely automated system of raising issues on a portal through call logging, ticket generation, sending alerts on email and requestors.
- It must also present and capture the service SLA's along with incident SLAs.
- The following ticket logging mechanisms need to be provisioned by SI for the Service Desk:
 - Phone Calls
 - E-Mail and
 - Self-Help web based tool

- Provide excellent customer service demonstrating patience while effectively dealing with client problems. SI shall ensure,
 - Solutions requiring specific support are assigned to the appropriate group(s).
 - Call follow-up on open/unassigned requests.
- The Service Desk shall log user calls for all in scope services and assign an incident/ call ID number. Priority shall be assigned to each call as per the agreed SLAs.
- Creation of knowledge base / SOPs on frequently asked questions to assist in resolving basic issues themselves.
- Review the existing SOPs / FAQ available for relevant services.
- Track each incident / call to resolution; escalate the calls to the appropriate levels, if necessary as per the escalation matrix agreed between the SI and WEBEL. The escalation matrix shall be developed by the SI in discussion with WEBEL during the transition phase.
- Close the call / incident post confirmation from the user.
- Coordinate and act as a conduit with respective product OEM/Supplier/internal teams for managing incidents and drive towards closure of tickets as per their signed SLA/Support-Contract with WEBEL. These follow ups must be done rigorously depending on issue priority until resolution.
- Analyse the incident / call statistics and provide monthly reports including but not limited to:
 - Type of incidents / calls logged
 - Incidents / calls resolved
 - Incidents / calls open

16.2 Incident Management

Incident management is a term describing the activities of an organization to identify, analyse, and correct hazards to prevent a future re-occurrence. These incidents within organization are normally dealt with by either an Incident Response Team (IRT), or an Incident Management Team (IMT).

Incident Management Services are the activities associated with restoring normal Service Operation as quickly as possible and to minimize the adverse impact on WEBEL's business operations, thus ensuring that the best possible levels of Service Quality and Availability are maintained. The SI needs to cover following listed responsibilities as part of this process:

- Regular monitoring and reporting of component performance, availability, utilization and efficiency.
- Monitor lifecycle of incident/service request ticket and follow escalation matrix to ensure SLA compliance.
- Manage end user communication
- Create and use SOPs for common / reoccurring service requests and incidents.
- Support to all end user devices available in the current setup for the proposed solution
- Establish Incident Management process and tool to automate the process workflows.

- Interface and coordinate with the WEBEL and Third Parties for effective closure of Incidents.
- Establish process / procedures for workflow, escalation, communication and reporting processes that help to achieve and improve SLAs; WEBEL will review and approve Incident workflow, escalation, communication and reporting processes.
- Engage in entire Incident lifecycle support including detection, escalation, diagnosis, status reporting, repair and recovery.
- WEBEL will authorize closure of all Critical and Major Incidents.
- Utilize and update known-error database and Knowledge articles.

A Crisis Management process shall be defined by the SI to manage Critical and Major incidents, related to ERP solution.

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

16.3 Problem Management

Problem Management is the process responsible for managing the lifecycle of all problems. The primary objectives of problem management are to prevent problems and resulting incidents from happening, to eliminate recurring incidents, and to minimize the impact of incidents. The SI needs to cover following listed responsibilities as part of this process:

- The SI shall be required to define, implement and follow the Problem Management process.
- Enable Root Cause Analysis for:
 - All Critical and major incidents.
 - Incidents repeating more than 3 times.
 - Top 5-10 incidents across all service domains.
- Provide skilled resources to investigate problems, perform Root Cause Analysis and meet the agreed SLAs.
- Identify problem mitigation actions and propose solutions to WEBEL
- The Problem Management Process needs to evolve within a stipulated time frame to include identifying the impact or relationships between given CI's (Configuration Items) and build those relationships amongst CI's to understand the underlying cause of recurring incidents within network/server/application.
- SI must commit to reduction in repeat incidents on a quarterly basis for incidents of all priorities.

17. Change Management and Capacity Building

17.1. Change Management

In the event of any proposed change to the ERP application during the contract period after Go-Live, the SI will follow the procedure as mentioned below:

- If WEBEL wants any modification/change in any feature, interface, function, etc. of the ERP solution, it will raise Change Request in the format as prescribed by SI.
- SI will study the Change Request and submit Change Request to Change Control Board (CCB). CCB will consists of 5 members, three from WEBEL (HOD of the requesting department, HOD of finance department, ERP Project Manager) two from SI team (Project Manager, Technical Expert). CCB will give approval/ rejection of the Change Request
- After receiving approval from CCB, SI will complete the changes desired by WEBEL and tested it properly in the staging environment before place it to the operational environment.
- The change will be verified by CCB on implementation of the change request to the operational environment. Proper impact analysis and estimation of the changes will be done by the SI
- After implementation of changes, it is observed that the changes are found not appropriate as per requirements or does not work properly; in that case, SI will provide rollback mechanism without any interruption of regular operation of application.
- Even if there is no change request, any statute changes (releases of patches/fixes or change in taxes etc.) have to be installed & configured by the SI until the contract period.

17.2. Training & Capacity Building

18.2.1 Requirements

- **Methodology:** The following methodologies must be followed by the SI to deliver trainings:
 - Classroom training
 - System walk through

- Hand on practice sessions
- On the Job Training
- Group learning where in a particular task is given to a particular group of people
- Train the Trainer
- **Evaluation Parameter:** Each training session would be evaluated by SI using the WEBEL participant feedback, based on the following high level parameters:
 - Training delivery effectiveness: based on content and presentation by trainer(s)
 - Theoretical knowledge assimilation by trainees
 - Practical knowledge: Ability to perform guided/unguided exercises
- **Evaluation mechanism:** Each training session must be evaluated basis the feedback captured from WEBEL by the SI as follows:
 - Evaluations after class room sessions to ascertain the level of assimilation by the group and effectiveness of training.
 - Evaluation after system-walk through
 - Evaluation after a particular time of on the job training
- Group tasks to a number of members who have gone through the same training to ascertain the level of understanding as a group
- Overall requirements for product specific training and ERP Transformation to be delivered and supported by the SI during the ERP implementation project at WEBEL are as below:

18.2.2 Induction training

This training program shall be conducted during the Business blueprint and Technical Solution Design and System Development stage and shall cover the following:

- ERP Change Management requirements during each stage of project
- Organization transition to ERP
- End to end processes in selected ERP

18.2.3 ERP Handling - 1

This training program shall be conducted during the System development stage and shall cover the following

- ERP handling for end to end processes

- Basic concepts and systems workflow
- Develop capability to process transactions
- Understand integration and dependencies to other process areas

18.2.4 ERP Handling - 2

This training program shall be conducted towards the end of System Development stage and shall cover the following

- Overview of ERP end to end processes
- Function wise capability of ERP
- High level set up and transaction flow
- Function wise transaction processing in ERP
- High level configuration in ERP
- Capability building for training end users

18.2.5 ERP End user Operation

This training program shall be conducted prior to Go-Live and shall cover the following

- Overview of ERP end to end processes
- Overview of ERP functional processes
- Function wise transaction processing in ERP
- Capability building for training end users

18.2.6 ERP System Operation

This training program shall be conducted post go-live and shall cover the following

- System administration,
- Database administration, and
- System / hardware maintenance and operations

18.2.7 ERP Development

This training program shall be conducted post go-live and shall cover the following

- Customization / development done as part of ERP solution
- Reports / queries / forms etc.
- Interfaces

No.	Type of Training	Target Audience	No. of Sessions	Details: Location, Mode of Delivery, Method of Delivery
1	Induction Training	Executive Management, ERP Core Team	Minimum 2 Sessions	On-Site, Class Room, Physical Presence Training given by SI
2	ERP Handling - 1	ERP Core Team	Minimum 2 Sessions	On site; delivered by SI, Physical presence; Class Room training and System walk through following the hands on exercises
3	ERP Handling - 2	Domain Experts <ul style="list-style-type: none"> •Finance & Accounts •Sales •Purchase •Real Estate 	Minimum 2 Sessions	On site; delivered by SI, Physical presence; Class Room training and System walk through following the hands on exercises or Train the Trainer
4	ERP End User Operations	End Users <ul style="list-style-type: none"> •Finance & Accounts •Sales •Purchase Real Estate 	Minimum 4 Sessions	On site; delivered by WEBEL supported by SI, Physical presence; Class Room training and System walk through following the hands on exercises or Train the Trainer
5	ERP System Operations	IT Core Team	Minimum 3 Sessions	On site; delivered by SI, Physical presence; Class Room training and System walk through following the hands on exercises

6	ERP Development	IT Development Team	Minimum 3 Sessions	On site; delivered by SI, Physical presence; Class Room training and System walk through following the hands on exercises
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18. Documentation of the ERP Project

SI will provide documentation, which should follow the IEEE standards. This documentation should be submitted as the project undergoes various stages of implementation. Indicative list of documents include:

- Manuals from OEMs.
- Training Material: Training Material will include the presentations used for trainings and also the required relevant documents for the topics being covered.
- User Manuals: For all the Application Software Modules, required for operationalization of the system.
- System Manual: For all the Application Software Modules, covering detail information required for its administration.
- Installation Manual
- Source Code document

Note: The successful bidder will ensure upkeep & updating of all documentation and manuals.

19. Application Security

- The system must provide an end-to-end security solution to protect the ERP applications, services, data and the infrastructure from malicious attacks or theft from external (through internet) hackers.
- Using Firewalls and Intrusion Detection Systems such attacks and theft should be controlled and well supported (and implemented) with the security policy.
- The security implementation shall cover all three layers namely physical, network and transport layer.
- The SI shall deploy the application only after it is security audited and certified. Any module added or changed shall have to be audited further.
 - ✓ Tool-based Static Analysis (Source Code scanning) of code for critical applications
 - ✓ Black-box scanning of applications for vulnerabilities and their subsequent patching
 - ✓ Testing for vulnerabilities through manual audits based on the Open Web Application Security Project (OWASP) Top 10, subsequently code is hardened to remove the vulnerabilities found. This process performed iteratively shall certify the application to be safe for hosting
- System should have proper authorization mechanism in place to give only the designated users viewing or changing permissions.

- System should have the ability to perform password management functions including controlled password expirations, minimum password length and enforcement of alphanumeric password standards, password history logging and user locking for failed login attempts.
- Should maintain an audit trail of all the transactions and all entries into the system

Server Security

- ✓ Vulnerability Assessment of the Server shall be carried out
- ✓ Servers shall be hardened regularly
- ✓ Additional Layer of Security shall be provided to applications by deploying these behind the Firewall

Note: Please note that the project scope mentioned here are indicative in nature and may vary/change depending upon the situation and requirement from WEBEL

SECTION - F: PROJECT TIMELINE & PAYMENT SCHEDULE

1. TIME SCHEDULE FOR IMPLEMENTATION

WEBEL intends to complete the implementation and Go-Live by nine (9) months or March 2020 whichever is earlier.

The SI shall submit a schedule for the below mentioned deliverables (but not limited to) that would be delivered during the course of the project plan. The proposed timeline of submission of the deliverable should also be mentioned in “T+W” format wherein “T” shall specify the day on which Minutes of kick-off meeting would be issued. This activity would be completed within 2 weeks from the date of signing of contract by both parties. ‘W’ shall specify the number of weeks after the kick-off meeting when the deliverable would be submitted.

Following are the list of key deliverables (but not limited to) and timelines for the proposed project stages as a part of ERP Solution implementation at WEBEL:

Number	Description of Deliverables	
Project Stage: Project Initiation		T+4W
PI1	Project Kick-off meeting	
PI2	Preparation of Project Charter	
PI3	Project Plan, including Work Breakdown Structure, communication / coordination procedure, deliverable submission schedule and detailed implementation schedule	
PI4	Document standards and templates for deliverables and reports	
PI5	Resource Mobilization Plan	
PI6	Initial workshop on overview of ERP & functionality of various modules	
PI7	Project Risk, Assumption, Issue and Dependency (RAID) log	
Project Stage: Software Licenses delivery		T+4W
SL1	Delivery confirmation for purchase of software licenses and initiation of installation in the staging environment at West Bengal State Data Centre	
Project Stage: Business Blueprint Design		T+20W
BB1	Detailed Plan for Business blueprint design	
BB2	Report on Validation of AS-IS processes	
BB3	TO-BE processes Report / Blueprint design document	
BB4	Gap Assessment Report	
BB5	ERP Change Management plan and implementation schedule	

Number	Description of Deliverables	
Project Stage: Technical Solution Design		T+24W
TS1	Solution Design Document	
TS2	Solution Architecture & Deployment Architecture	
TS3	Transport Request release strategy with approval mechanism	
Project Stage: Data Migration		T+28W
DM1	Data Collection Templates	
DM2	Data Migration Strategy Report	
DM3	Data Migration Tools & Conversions	
DM4	Data migration completion report	
Project Stage: System Development		T+28W
SD1	Configuration documents for all processes and modules	
SD2	Design, Development and Technical documents	
SD3	Customized detail document capturing the customizations for different components like Reports, Forms/Layouts, Enhancements, Workflows, Interfaces, etc.	
Project Stage: Testing		T+32W
TT1	Testing Strategy document, including Test Plan and schedule, acceptance criteria etc.	
TT2	Baseline Testing Report	
TT3	Development Testing Report	
TT4	Integration Testing Report	
TT5	User Acceptance Testing Report	
TT6	Load Testing and performance Report	
TT7	Defect, Issue and Resolution Log for all testing	
TT8	CAPAT (Corrective and Preventive Action Taken) Report	
Project Stage: Training and Change management		T+36W
TC1	Training Plan with schedules and training content (Both in English & Bengali)	
TC2	ERP Change Management and Readiness Assessment Report	

Number	Description of Deliverables	
TC3	User Manuals (Both in English & Bengali) and Quick Reference guides	
TC4	Regular emailers, design of flyers/ posters etc. for ERP awareness & adoption as captured in the Change Management plan	
TC5	Delivery of User Training	
TC6	User Training Evaluation Report / feedback	
Project Stage: Cut-over and Go-Live		T+36W
GL1	Cut-Over Strategy	
GL2	Go-Live Plan	
GL3	Log of Defects, Issues and Changes	
GL4	Resolution Report	
Project Stage: Acceptance		T+36W
AC1	Acceptance report of ERP solution from WEBEL sign-off	
Project Stage: Post Go-Live		T+36W
PG1	Incident and Problem Management Report (weekly)	
PG2	Change Log (weekly)	
PG3	Monitoring and health status reports (Monthly)	
PG4	Status report for defect fixes categorized by priority and completion (Weekly)	
PG5	Root cause analysis report (Quarterly)	
PG6	System availability and Backup report (Monthly)	
PG7	SLA Adherence report (Monthly)	
PG8	Post Go-Live Stabilization completion report	
Project Stage: Warranty Period Post Go-Live Support		T+48W
WP1	Incident and Problem Management Report (weekly)	
WP2	Change Log (weekly)	
WP3	Monitoring and health status reports (Monthly)	
WP4	Status report for defect fixes categorized by priority and completion (Monthly)	

Number	Description of Deliverables	
WP5	Root cause analysis report (Quarterly)	
WP6	System availability and Backup report (Monthly)	
WP7	SLA Adherence report (Monthly)	
WP8	System Performance Report (Monthly)	
Project Stage: Project Governance and Reporting		Ongoing
PG1	Project Status Report to PM (weekly)	
PG2	Presentation to ERP PM and Core Team (Weekly)	
PG3	Presentation to ERP Project Management Committee (Fortnightly)	
PG4	Presentation to ERP Steering Committee (Monthly) and at the end of each phase or on need basis	
PG5	Updated baseline of Project plan (fortnightly)	
PG6	Updated Resource deployment plan baseline (monthly)	
Project Stage: Maintenance Support after Warranty Period		Ongoing
MS1	Incident and Problem Management Report (weekly)	
MS2	Change Log (weekly)	
MS3	Monitoring and health status reports (Monthly)	
MS4	Status report for defect fixes categorized by priority and completion (Monthly)	
MS5	Root cause analysis report (Quarterly)	
MS6	System availability and Backup report (Monthly)	
MS7	SLA Adherence report (Monthly)	
MS8	Load & Regression Testing Report (Quarterly)	
MS9	System Performance Report (Monthly)	

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

Note:

- The Template of all the documents needs to be pre-approved by WEBEL
- Delay in any deliverables would lead to the violation of SLA as mentioned in Section-G of this document

- Weekly Project Progress reports to be submitted in an approved format.

2. PAYMENT MILESTONE

Payments for the project shall be released after the stage-wise completion of each milestone.

Phase	Project Activity		Deliverables	Payment Milestone (Will be applicable against acceptance of the deliverables by both WEBEL)
Zero (0)	General & System Requirement Study (SRS)	General	<ul style="list-style-type: none"> • Kick Off Meeting Minutes • Project Management Plan with Work Breakdown Structure & Schedule • Project Roles & Responsibilities document • Resource Finalization & Mobilization Plan • Standardization of templates for deliverables & reports 	NA (% of total implementation cost)
		Requirement Document Preparation	<ul style="list-style-type: none"> • Completion of workshop on overview of ERP & its various modules to all stake holders • Project Risk, Assumption, Issue & Dependency (RAID) log document • Business Requirement Specifications (AS-IS validation) document • Technical details of hosting platform 	10% (% of total implementation cost)
			<ul style="list-style-type: none"> • Requirement Review and Gap Analysis & Fitment • Software Requirement Specification document • Functional Requirement Specification document 	10% (% of total implementation cost)
One (1)	Design	Design and Development of Solution blueprinting	<ul style="list-style-type: none"> • Approved To-Be document / Business Blueprint document • Gap Assessment Report • Business Process Re-engineering document (BPR) 	5% (% of total implementation cost)
	Infrastructure	Software Licensing	Successful installation of Software Licenses at data centre (Both DC & DR).	<ul style="list-style-type: none"> • 90% payment of the total software license value will be made after successful delivery of software with proper

				<p>documentation</p> <ul style="list-style-type: none"> • 10% payment of the total software license value will be made after Go-live of application.
Two (2)	Implementation	Solution Designing & Initiation of Data Migration	<ul style="list-style-type: none"> • Solution Design Document • Solution Architecture & Deployment Architecture • Submission of Data Collection templates • Data Migration Strategy report 	5% (% of total implementation cost)
		Data Migration Completion & Testing	<ul style="list-style-type: none"> • Data Migration Completion Report • Testing Strategy Document incl. test plan, test cases, schedule & acceptance criteria • Baseline testing report • Development Testing Report • Integration Testing • Load Testing & Performance Report 	5% (% of total implementation cost)
		Completion of UAT	<ul style="list-style-type: none"> • User Acceptance Testing Report • Defect, Issue & Resolution Log for all testing • Corrective and Preventive Action Taken report 	15% (% of total implementation cost)
		Completion of User training	<ul style="list-style-type: none"> • Training Plan with schedules & training content • ERP Change Management & User Readiness Assessment Report • User (Operator, Management User, Administrator, Developer etc.) Manuals & Quick Reference Guides • User Training Evaluation Report/Feedback 	10% (% of total implementation cost)

		Go-Live	<ul style="list-style-type: none"> • Cut-over Strategy Report • Go-Live Plan • Migration plan to Live environment • Safe to host certificate from Cert-In empaneled auditor • Log of Issues, defects and changes • Resolution Report • Unencrypted Source Code • Provisional Solution Acceptance Report from both WEBEL 	30 (% of total implementation cost) (Payout would be tagged to SLA).
Three (3)	Warranty Support	Post Go-Live Handholding during Warranty	<ul style="list-style-type: none"> • Incident & Problem Management Report - (Weekly) • Change Log - (Weekly) • Report for defect fixes, categorized by priority and completion - (Weekly) • Health Status Report (Application, Network & Hosting Environment) - (Monthly) • SLA Adherence Report - (Monthly) • System Availability & Backup Reports - (Monthly) • Root Cause Analysis Report - (Quarterly) • Post Go-Live ERP stabilization report • Final Acceptance Report from WEBEL 	10 (% of total implementation cost) after completion of warranty period.
Four (4)	O&M Support / FMS	Post Go-Live Handholding & Maintenance Support	<ul style="list-style-type: none"> • Incident & Problem Management Report - (Weekly) • Change Log - (Weekly) • Report for defect fixes, categorized by priority and completion - (Weekly) • Health Status Report (Application, Network & Hosting Environment) - (Monthly) • SLA Adherence Report - (Monthly) 	Payment will be made on quarterly deferred basis. Quarterly Facility Management Support charges will be calculated as (total value of FMS charges /12 quarters (12 quarters = 3 years) (Payout would be tagged to SLA)

			<ul style="list-style-type: none"> • System Availability & Backup Reports - (Monthly) • System Performance Report - (Monthly) • Root Cause Analysis Report - (Quarterly) 	
Five (5)	Annual Technical Support from OEM	Renewal of Software License and support charges	Renewal of 2 nd year Annual technical Support charge for software license	Payment would be made after support renewal (documentary evidence should be submitted)
			Renewal of 3 rd year Annual technical Support charge for software license	Payment would be made after support renewal (documentary evidence should be submitted)
			Renewal of 4 th year Annual technical Support charge for software license	Payment would be made after support renewal (documentary evidence should be submitted)
			Renewal of 5 th year Annual technical Support charge for software license	Payment would be made after support renewal (documentary evidence should be submitted)

In addition to the above mentioned deliverables, the following reports/documents have to be submitted as Project Governance Reports in the noted frequency.

#	Deliverables	Frequency
1.	Project Status Report submission & presentation to Project Management Committee (PMC) & Core Team	Fortnightly
2.	Project Status Report submission & presentation to Project Steering Committee	Quarterly
3.	Updated baseline of Project Plan	Fortnightly
4.	Updated Resource Deployment Plan	Fortnightly
5.	Post Go-Live Change request, need & impact analysis, effort estimation	Weekly

Note: All payments are linked with SLA as mentioned in the Section-G

SECTION- G: FORMATS FOR ELIGIBILITY CRITERIA

Annexure-1: Declaration for Eligibility Criteria

<<To be printed on lead bidder company's letterhead and signed by Authorized signatory>>

(Tender No. WEBEL/EOT/COM/21-22/00023)

ELIGIBILITY CRITERIA FOR BIDDER (SYSTEM INTEGRATOR)

#	Basic Requirement	Eligibility Criteria	Document Proof Submitted (YES/NO)
1.	Annual Sales Turnover	Average Annual Turnover from ERP & related business in last three (3) financial years ending 31.03.2021 should be minimum INR 50 Crores per year and must have been a profit-making organisation for last 3 financial years ending 31.03.2021.	
2.	Work Experience	The bidder should have executed 1 single order of similar nature of jobs, particularly in Implementation SaaS ERP COTS solutions of Rs.3.00 Crores or more at any or The bidder should executed 2 (Two) single order of similar nature of jobs, particularly in Implementation SaaS ERP COTS solutions of Rs.1.50 Crores each or more at any or The bidder should have executed 3(Three) single order of similar nature of jobs, particularly in Implementation SaaS ERP COTS solutions of Rs.1.00 Crores each or more at any Govt. Department / Quasi Govt. Dept. / PSU / Board / Council/ Large corporate (having Turn over > 1000 Cr) or similar organization in last 5 financial years.	Work Order issued by the client & Completion Certificate issued by the Customer
3.	Technical Capability - Experience in ERP	The bidder should have implemented at least 4 (Four) SaaS ERP COTS solutions in India as System	

	implementation (Part-I)	Integrator with the following modules in last 5 years for 50 transactional users: I. Finance & Accounts II. Sales & CRM III. Procurement & Inventory Management	
4.	Technical Capability - Experience in ERP implementation (Part-II)	The bidder should have implemented at least 2 (Two) ERP COTS solutions in India as System Integrator with the following modules in last 5 years: <ul style="list-style-type: none"> • Real Estate Management • HRMS & Payroll 	
5.	Technical Capability - Experience in ERP implementation (Part-III)	The bidder must have successfully implemented at least one ERP solution of the same version or one version lower of the ERP product offered in this tender within India.	
6.	Technical Capability - Experience in ERP implementation (Part-IV)	The bidder should have successfully implemented at least one ERP solutions in India in Govt./PSU/Large Corporate (having Turn over > 1000 Cr) as System Integrator in last five years.	
7.	Quality Certification	The bidder must have valid ISO/IEC 27001:2013 certificate for Information Security AND CMMi level 3 & above certification for Software Design, Development & Testing	
8.	Consortium	The Bids shall be submitted only by the Bidder; no consortium is allowed in this Bid. Declaration in this regard needs to be submitted.	
9.	Legal Entity	<ul style="list-style-type: none"> • Bidder may be a Company, Partnership Firm or Sole Proprietorship Firm. • The bidder should have existence in India for last five (5) years at the end of 31st March 2021. 	

		<ul style="list-style-type: none"> • The bidder should be into the business of IT/ITeS for the last five (5) years at the end of 31st March, 2021. • The bidder shall be solvent at the date of bidding 	
10.	Other legal documents	<ul style="list-style-type: none"> • Trade License/ Certificate Of Incorporation/ Other relevant document • GST Certificate • Income Tax Return (Latest 5 years) • Copy of PAN • Articles of Association/ Company Registration (depending on company type) 	
11.	Blacklisting	The responding firm must not be blacklisted by any Central/any State Department/establishments in India at any point of time for breach of ethical conduct or fraudulent practices.	
12.	Power of Attorney	The bidder shall submit the Power of Attorney of Authorization for signing the bid in Rs.100.00 Non Judicial Stamp Paper.	
13.	Submission of EMD	The Bidder shall pay EMD of Rs. 2,50,000 (Rupees two lakh fifty thousand only) through net banking or through RTGS/NEFT in the portal of the website: https://wbtenders.gov.in as per G.O 3975-F(Y) dated 28th July 2016 issued by Finance Department, Govt. of West Bengal. For details regarding payment procedure & guideline on the same, bidders are advised to follow the mentioned order and portal.	
14.	Submission of Tender Document Fee	Bidder should submit Tender Document Fee of Rs. 2,000 (Rupees two thousand only) through net banking or through RTGS/NEFT in the portal of the website: https://wbtenders.gov.in as per G.O	

		3975-F(Y) dated 28th July 2016 issued by Finance Department, Govt. of West Bengal. For details regarding payment procedure & guideline on the same, bidders are advised to follow the mentioned order and portal. Digitally signed Technical Bid and Financial Bid, to be submitted through the website https://wbtenders.gov.in .	
15.	Submission of MAF's authorisation	Manufacturer's tender specific authorizations for Software License must be submitted. Bidder has to quote the latest available version GST compatible ERP product in India.	
16.	Submission of authorisation from OEM	OEM has to authorize the bidder as an implementation partner mentioning the type/category of partnership with validity period.	
17.	Resource Deployment	The core implementation team (Project Manager, Solution Architect, Functional Lead, Technical Lead, and Techno-Functional Consultants) has to be in the payroll of the bidder.	
18.	Product / Solution Conformance	<ul style="list-style-type: none"> • The proposed product has to be hosted in OEM's cloud environment. • The proposed solution must be compliant with Indian statute. • The proposed solution must have the capability to integrate with mobile app for MIS reporting & workflow management • The proposed solution should be capable to integrate with digital signature for workflow management 	
19.	Local Office	<ul style="list-style-type: none"> • The bidder should have a local office in Kolkata. If not, they have to setup a local office within 2 weeks from the date of receipt of the LOI from Webel. 	

ELIGIBILITY CRITERIA FOR OEM

#	Criteria	Detail	Submitted (Yes / No)
1.	Profile of ERP Product Vendor (OEM)	<ul style="list-style-type: none"> • The company must have average revenue of Rs.3000 crores per year worldwide in last 3 completed financial years and profit making business in last 3 completed financial years. • The ERP should be listed in Gartner's Latest Leaders Quadrant. • Should be registered as a company in India • Should have a minimum of 10 implementation partners in India • Should have at least one (1) authorized training centre in East India for the proposed ERP product. • Must have its own development and support centres in India. • The OEM should be capable to audit & certify the TO-BE business processes as prepared by the SI before initiation of system design. • The proposed solution by the OEM must have India Localization features such as taxation, employee related rules & regulations (such as Form 16, PF etc.) to meet Government / Statutory compliances, Indian languages, etc. and must also capable of incorporating future changes therein. • The OEM has to provide the life cycle of the proposed solution (i.e. expected time-line of the product to be declared as out of support). 	
2.	Customer Base	<ul style="list-style-type: none"> • Must have installed across its ERP deployed for 20 customers in India. • Must have worldwide more than 30,000 unique user base 	•
3.	Implementation in Government sector in India	<ul style="list-style-type: none"> • Must have successfully implemented ERP in 5 government/PSU customers in India with the following functions: Finance, Business Development, Projects, Procurement, Tendering, and Inventory. 	•
4.	Customer Support in India	<ul style="list-style-type: none"> • OEM product vendor must have helpdesk in India manned by qualified professionals to provide support 	•
5.	Non Blacklisting Criteria	<ul style="list-style-type: none"> • The OEM must neither have been Debarred and / or blacklisted by any Central / State Govt. Department / Universities / schools / Organization etc. nor should have any litigation enquiry pending and / or initiated by any of these Department or Court of Law. 	•

Signature of Authorized Signatory (with official seal)

Name :

Designation :

Address :

Telephone& Fax :

Mobile Phone No :

E-mail address :

Annexure-2: Format for Bidder's Particulars

<<To be printed on bidder company's letterhead and signed by Authorized signatory>>

(Tender No. WEBEL/EOT/COM/21-22/00023)

Date: dd/mm/yyyy

To
The General Manager (Commercial)
WBEIDC Ltd
Webel Bhavan
Block EP & GP, Sector-V
Salt Lake Electronics Complex
Kolkata-700091

Bidder information Format

#	Description	Details (to be filled by the responder to the RFP)
1.	Name of the company	
2.	Official address	
3.	Phone No. and Fax No.	
4.	Corporate Headquarters Address	
5.	Phone No. and Fax No.	
6.	Web Site Address	
7.	Details of Company's Registration (Please enclose copy of the company registration document)	
8.	Name of Registration Authority	
9.	Registration Number and Year of Registration	
10.	Quality Certificates and its validity	
11.	GST registration No.	
12.	Permanent Account Number (PAN)	
13.	Corporate Identity Number (CIN)	

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

Details	Authorized Signatory	Secondary Contact
Name		
Title		
Company Address		
Mobile		
Fax		
Email Id		

Yours Sincerely,

Signature of Authorized Signatory (with official seal)

Name :

Designation :

Address :

Telephone& Fax :

E-mail address:

Annexure-3: Bidder's Annual turnover over last 3 financial years

<<To be printed on bidder company's letterhead and signed by Authorized signatory>>

Date: dd/mm/yyyy

(Tender No. WEBEL/EOT/COM/21-22/00023)

To,
The General Manager (Commercial)
WBEIDC Ltd
Webel Bhavan
Block EP & GP, Sector-V
Salt Lake Electronics Complex
Kolkata-700091

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document. I hereby declare that below are the details regarding Overall turnover over last 3 financial years for our organization.

#	Details	FY 2018-19 (in Crores) (a)	FY 2019-20 (in Crores) (b)	FY 2020-21 (in Crores) (c)	Average Turnover [(a+b+c)/3]
1	Overall Annual Turnover				
2	Sales turnover from ERP Business				

Yours Sincerely,

Signature of Statutory Auditor (with official seal)

Name :
Designation :
Address :
Telephone& Fax :
E-mail address:

Annexure-4: Declaration for not being blacklisted

(Self-declaration for not being blacklisted by any Government Entity)

(To be submitted on the Letterhead of the responding firm)

(Place)

(Date)

To,

The General Manager (Commercial)

WBEIDC Ltd

Webel Bhavan

Block EP & GP, Sector-V

Salt Lake Electronics Complex

Kolkata-700091

Ref: RFP for Implementation of an Integrated Enterprise Resource Planning (ERP) solution for West Bengal Electronics Industry Development Corporation Limited (WEBEL) - Tender No. WEBEL/EOT/COM/21-22/00023)

Dear Sir,

In response to the above mentioned RFP I/We, _____, as _____ <Designation> of M/s _____, hereby declare that we are not blacklisted or ineligible to participate for bidding by any State/Central Government, Semi-Government or PSU.

Sincerely,

Signature of Authorized Signatory and Seal of the bidder

Name:

Designation:

Annexure-5: Format for Manufacturer's Authorisation Form

(To be submitted on the Letterhead of the Manufacturer and duly signed by an authorized signatory)

Date:

To,

The General Manager (Commercial)

WBEIDC Ltd

Webel Bhavan

Block EP & GP, Sector-V

Salt Lake Electronics Complex

Kolkata-700091

Ref: Tender No.: WEBEL/EOT/COM/21-22/00023 dated dd/mm/yyyy

WHEREAS _____ who are official producers of _____ and having production facilities at _____ do hereby authorize _____ located at _____ (hereinafter, the "Bidder") to submit a bid of the following Products produced by us, for the Supply Requirements associated with the above Invitation for Bids.

When resold by _____, these products are subject to our applicable standard end user warranty terms till the end of contract period by the SI/bidder.

We assure you that in the event of any failure/issue, not being able to fulfil its obligation as our Service Provider in respect of the warranty we would continue to meet our warranty through alternate arrangements.

We also confirm that _____ is our authorized service provider/system integrator and can hence provide maintenance and upgrade support for our products.

We also confirm that the products quoted are on our current product list and are not likely to be discontinued within 5 years from the day of this letter. We assure availability of spares for the products for the next five years.

We also confirm that the License will be delivered within scheduled delivery dated as per the tender terms from the date of placement of confirmed order.

The Toll free number, ticketing website and escalation matrix with the mail Id and fixed mobile number are as follows. In case of any change it will be intimated to you immediately by us.

Name _____ In the capacity of _____

Signed _____

Duly authorized to sign the authorization for and on behalf of _____

Dated on _____ day of _____ 2021

Annexure-6: List of documents submitted

Technical Solution is to be documented in a structured manner. Check-list for the mentioned documents to be included in the Technical bid in following format:

#	Documents to be submitted	Submitted (Y / N)	Documentary Proof (Page No.)
1.	Eligibility Criteria Cover letter (Annexure-1)		
2.	Power of attorney / board resolution to the authorized Signatory of the Bid		
3.	Bidder's particulars (Annexure-2)		
4.	Bidder's annual turnover for last 3 years (Enclose copy of Audited Balance Sheet for last 3 years, Copy of the audited Profit & Loss Statements for each of the last 3 financial years) (Annexure-3)		
5.	Declaration for not being black-listed (Annexure - 4)		
6.	Formats for Technical bid (Section I)		
7.	NIT Declaration (Annexure - 7)		
8.	Certified copies of valid PAN document/ CMMi Level 3 or above certification/ ISO 27001 Certification/GST registration		
9.	Technical Capability / Past Projects (Annexure - 8)		
10.	Bidder's Understanding of the Project requirements		
11.	Technical Solution Proposed		
12.	Approach & Methodology		
13.	Compliance to Section-K of Functional Requirement Specification.		
14.	Certificate from HR department mentioning the relevant manpower strength.		

SECTION- H: FORMATS FOR TECHNICAL BID

Annexure-7: NIT Declaration

(To be submitted on the Letterhead of the bidder)

(Place)

(Date)

To,

The General Manager (Commercial)

WBEIDC Ltd

Webel Bhavan

Block EP & GP, Sector-V

Salt Lake Electronics Complex

Kolkata-700091

Ref: Tender No. WEBEL/EOT/COM/21-22/00023

Sub: Submission of proposal in response to RFP for Implementation of an Integrated Enterprise Resource Planning (ERP) solution for West Bengal Electronics Industry Development Corporation Limited (WEBEL).

Dear Sir,

- i. We have examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP no. _____ dated _____ for “Implementation of an Integrated Enterprise Resource Planning (ERP) solution for West Bengal Electronics Industry Development Corporation Limited (WEBEL)”, in full conformity with the said RFP document.
- ii. We have read the provisions of the RFP document and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
- iii. In the event of acceptance of our bid, we do hereby undertake:-
 - a. To commence services as stipulated in the schedule of delivery forming a part of the attached proposal.
 - b. We affirm that the price quoted are inclusive of all charges and all taxes.
- iv. We agree to abide by this proposal, consisting of this letter, the detailed response to the RFP and all attachments, for a period of 180 days from the date of submission of the bid.

- v. The EMD as given in Notice Inviting Tender Section is attached with this proposal.
- vi. The EMD of INR 2,50,000 (Rupees Two Lakhs Fifty Thousand only) submitted by us may be encashed if we do not submit the requisite Performance Bank Guarantee within 60 days of award of contract.
- vii. We further declare that we have agreed and accepted all the clauses / sub-clauses / formats / terms & conditions other requirements related to the said tender and we will abide by the same as mentioned in the tender document while participating and executing the said tender.
- viii. We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this RFP.
- ix. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.
- x. We understand you are not bound to shortlist / accept any proposal you receive

Sincerely,

Signature of Authorized Signatory and Seal of the bidder

Name:

Designation:

Date:

Annexure-8: Technical Capability/ Past Projects

General Instructions on Preparation of the Technical Proposal

Bidders have to submit a very structured and organized technical bid, which will be analysed by the Technical Evaluation Committee for different compliances with regards to the requirements of the project. The document submitted must be searchable and well indexed without any handwritten material. Quality and completeness of the information submitted by the Bidder will matter a lot for carrying out fair evaluation of the bidder's capability.

The past experience in several projects is to be submitted in the format mentioned below:

#	Criteria	Details
	Client Information	
1	Name of the Client	
2	Name of the person who can be referred to from Clients' side, with name, designation, postal address, contact phone, fax number, email id)	
3	Nature of Business / operation of Client	
	Project Details	
4	Brief description of the Project	
5	Version of ERP Product Implemented	
6	ERP Modules implemented	
7	Number of Users of the ERP solution	
8	Date of Contract Award	
9	Date of ERP Go-Live	
10	Functional areas of business covered in the project	
11	Location of ERP implementation in India	
12	Work Order value	
	Supporting Documents	
13	Copies of Work Order issued by the Customer detailing scope of work and values of project incl. taxes	
14	Work completion certificate by the Customer	

Signature with Official Stamp:

Name of Authorised Signatory:

Designation:

Undertaking on Total Responsibility

Date:

(Tender No. WEBEL/EOT/COM/21-22/00023)

To,

The General Manager (Commercial)

WBEIDC Ltd

Webel Bhavan

Block EP & GP, Sector-V

Salt Lake Electronics Complex

Kolkata-700091

Dear Sir,

Sub: Self-certificate regarding Total Responsibility

This is to certify that we undertake total responsibility for the successful and defect free operation of the proposed implementation of Integrated ERP solution, as per the requirements of the RFP.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Annexure-9: Schedule of Delivery

The ERP Implementation project at WEBEL is expected to be completed within 9 months of initiation date of the project. The Bidder is expected to furnish the details of the milestone dates as per below format in line with WEBEL's implementation plan as mentioned in Section-F.

Sl. No.	Activity Title	Schedule Date of Start Of Activity	Schedule Date Of Delivery Completion Activity	Date of / of
1.	Project Initiation			
2.	Software Licenses delivery			
3.	Business Blueprint Design			
4.	Technical Solution Design			
5.	Data Migration			
6.	System Development			
7.	Testing			
8.	Training and Change management			
9.	Cut-over and Go-Live			
10.	Project Warranty Support			
11.	Post Go-Live Stabilization Support			

Signature:

Name of Authorised Signatory:

Designation:

Annexure - 10: Resource Deployment

Format: Month -wise Resource Deployment Plan

Bidder should provide a breakup of hours per month and per project phase for each of the role that will be deployed across the ERP solution implementation and stabilization.

Sl. No.	Role	<Project Phase>				Total
		Month 1	Month 2	...	Month n	
1	Project Manager	<No. of Hours>	<No. of Hours>		<No. of Hours>	
2	Solution Architect					
3	Functional Lead					
4	Technical Lead					
5	Techno-Functional Consultant					

Signature :

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Annexure-11: Format of Curriculum Vitae (CV) for proposed Professional Staff

#	Description	To be filled by the bidder for each resources
1.	Name of the person	
2.	Role in the Project	<As per Sl. No. D of Section-D>
3.	Educational Qualification	<Photo copies of certificates to be provided>
4.	Total number of years of experience	
5.	Number of years with the current company (the Bidder)	<To be certified by the HR Dept. with employee ID>
6.	Functional area / expertise	
7.	Certification	<Photo copies of certificates to be provided>
8.	Number of complete life cycle ERP implementations carried out (provide details)	
9.	The names of customers for which the person was a Project Manager/Technical/Domain consultant(Please provide the relevant names)	
10.	The functional areas /processes implemented under ERP	

Signature :

Name :

Designation :

Date :

Time :

Seal :

Business Address:

SECTION- I: BILL OF QUANTITIES / SERVICES

Annexure-12: BOQ

#	Description	Quantity	UOM
1.	License cost for implementation of the following modules in the proposed ERP COTS package: <ul style="list-style-type: none"> • Finance & Accounts (20 Nos.) • Sales & CRM (15 Nos.) • Procurement & Inventory Management (10 Nos.) • Real Estate (5 Nos.) 	50 Nos.	Per User
2.	Implementation cost of the following modules including dashboard, MIS Reporting and Statutory reporting: <ul style="list-style-type: none"> • Finance & Accounts (20 Nos.) • Sales & CRM (15 Nos.) • Procurement & Inventory Management (10 Nos.) • Real Estate (5 Nos.) 	1 Job	Lump Sum
3.	License Cost for implementation of “HR & Payroll” Modules in the proposed ERP COTS package	250 Users	Per User
4.	Implementation cost of “HR & Payroll” module in the proposed ERP COTS package	1 Job	Lump Sum
5.	Annual Maintenance Contract Cost after warranty - 1 st Year	1 Job	Lump Sum
6.	Annual Maintenance Contract Cost after warranty - 2 nd Year	1 Job	Lump Sum
7.	Annual Maintenance Contract Cost after warranty - 3 rd Year	1 Job	Lump Sum
8.	Man-power charges as post Go-Live Support for Change Request by SI (Qualification as mentioned for Techno-Functional Consultant)	1 Job	Per Man-Days
9.	Man-power charges for technical support by OEM	1 No.	Per man-Days

- **Prices to be quoted in e-Tender portal only and not in physical bid. If it has been found that the bidder has mentioned the price anywhere in the physical tender, the bid will summarily be rejected.**
- All Price quoted shall be made in Indian Rupees only. The parameter will be used to determine the successful bidder. The price quoted should be exclusive of applicable taxes, duties, fees, levies, and other charges as may be applicable.
- During the payment stage, WEBEL reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.
- WEBEL reserves the right to increase/decrease the line item & quantity at the time of placement of Letter of Intent/Purchase Order as mentioned in the BOQ.

Annexure-13: Format for Performance Bank Guarantee

(On non-judicial stamp paper of appropriate value to be purchased in the name of executing Bank)

PROFORMA OF BANK GUARANTEE FOR SECURITY DEPOSIT-CUM-PERFORMANCE GUARANTEE

Ref Bank Guarantee no.....

Date.....

PROFORMA OF BG FOR SECURITY DEPOSIT

KNOW ALL MEN BY THESE PRESENTS that in consideration of WEBEL, a Government of West Bengal Undertaking incorporated under the Companies Act, 1956 having its registered office at Webel Bhavan, Block EP & GP, Sector-V, Salt Lake Electronics Complex, Kolkata-700091 (hereinafter called "The Purchaser") having agreed to accept from _____ (hereinafter called "The Contractor") Having its Head Office at _____, a Bank guarantee for Rs. _____ in lieu of Cash Security Deposit for the due fulfilment by the Contractor of the terms & conditions of the Work Order No. _____ dated _____ issued by the Purchaser for _____ (hereinafter called "the said work order _____ dated _____"). We _____ (Name & detailed address of the branch) (hereinafter called "the Guarantor") do hereby undertake to indemnify and keep indemnified the Purchaser to the extent of Rs. _____ (Rupees _____) only against any loss or damage caused to or suffered by the Purchaser by reason of any breach by the Contractor of any of the terms and conditions contained in the said Work Order No. _____ dated _____ of which breach the opinion of the Purchaser shall be final and conclusive.

(2) AND WE, _____ DO HEREBY Guarantee and undertake to pay forthwith on demand to the Purchaser such sum not exceeding the said sum of _____ Rupees _____) only as may be specified in such demand, in the event of the Contractor failing or neglecting to execute fully efficiently and satisfactorily the order for _____ Work Order no. , _____ dated _____

(3) WE _____ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said order as laid down in the said Work Order No. _____ dated _____ including the warranty obligations and that it shall continue to be enforceable till all the dues of the Purchaser under or by virtue of the said Work Order No. _____ dated _____ have been fully paid and its claims satisfied or is charged or till the Purchaser

or its authorized representative certified that the terms and conditions of the said Work Order No. _____ dated _____ have been fully and properly carried out by the said contractor and accordingly discharged the guarantee.

(4) We _____ the Guarantor undertake to extend the validity of Bank Guarantee at the request of the contractor for further period of periods from time to time beyond its present validity period failing which we shall pay the Purchaser the amount of Guarantee.

(5) The liability under the Guarantee is restricted to Rs. _____ (Rupees _____) only and will expire on _____ and unless a claim in writing is presented to us or an action or suit to enforce the claim is filled against us within 6 months from _____ all your rights will be forfeited and we shall be relieved of and discharged from all our liabilities (thereinafter)

(6) The Guarantee herein contained shall not be determined or affected by liquidation or winding up or insolvency or closer of the Contractor.

(7) The executants has the power to issue this guarantee on behalf of Guarantor and holds full and valid power of Attorney granted in his favour by the Guarantor authorizing him to execute the Guarantee.

(8) Notwithstanding anything contained herein above, our liability under this guarantee is restricted to Rs. _____ (Rupees _____) only and our guarantee shall remain in force up to _____ and unless a demand or claim under the guarantee is made on us in writing on or before _____ all your rights under the guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.

WE, _____ lastly undertake not to revoke this guarantee during the currency except with the previous consent of the Purchaser in writing. In witness whereof we _____ have set and subscribed our hand on this _____ day of _____.

SIGNED, SEALED AND DELIVERED

(Stamp of the executants)

WITNESS

1) _____

2) _____

(Name & address in full with Rubber Stamp)

INSTRUCTIONS FOR FURNISHING BANK GUARANTEE

1. B.G. for security Deposit-cum-Performance Guarantee, Earnest Money should be executed on the Non- Judicial Stamp paper of the applicable value and to be purchased in the name of the Bank.
2. The Executor (Bank authorities) may mention the Power of Attorney No. and date of execution in his/her favour with authorization to sign the documents. The Power of Attorney is to be witnessed by two persons mentioning their full name and address.
3. The B.G. should be executed by a Nationalised Bank/ Scheduled Commercial Bank preferably on a branch located in Kolkata. B.G. from Co-operative Bank / Rural Banks is not acceptable.
4. A Confirmation Letter of the concerned Bank must be furnished as a proof of genuineness of the Guarantee issued by them.
5. Any B.G. if executed on Non-Judicial Stamp paper after 6 (six) months of the purchase of such stamp shall be treated as Non-valid.
6. Each page of the B.G. must bear signature and seal of the Bank and B.G. Number.
7. The content of the B.G. shall be strictly as Proforma prescribed by WEBEL in line with Purchase Order /LOI/ Work Order etc. and must contain all factual details.
8. Any correction, deletion etc. in the B.G. should be authenticated by the Bank Officials signing the B.G.
9. In case of extension of a Contract the validity of the B.G. must be extended accordingly.
10. B.G. must be furnished within the stipulated period as mentioned in Purchase Order / LOI / Work Order etc.
11. Issuing Bank / The Vendor are requested to mention the Purchase Order / Contract / Work Order reference along with the B.G. No. For making any future queries to WEBEL