

West Bengal State Electricity Distribution Company Limited
(A Government of West Bengal Enterprise)
(IT & Communication Cell)
Vidyut Bhavan, 3rd Floor, C&D Block, Bidhan Nagar, Block-DJ, Sec-II, Kolkata-700091
Website: www.wbsecl.in, e-mail: itcell@wbsecl.in
CIN: U40109WB2007SGC113473



WBSEDCL

TENDER NOTICE

BID DOCUMENT

Facility Management Support Services for SAP Enterprise Resource Planning (ERP) Solution and Allied Applications in WBSEDCL for 02 (two) years through Quality & Cost Based Selection (QCBS) method

Estimated Project Cost: INR 12.00 Crore (in words INR Twelve Crore Only)
(excluding taxes)

Tender Notice No: WBSEDCL/ IT&C/79.00/1566, Dated: 01/06/2023

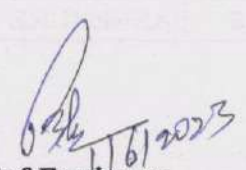

Chief Engineer
IT&C Cell, WBSEDCL

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Disclaimer

This Tender Document (also referred to as “Request for Proposal” or “NIT”) is not an agreement and is not an offer or invitation by WBSEDCL to any Bidder other than the one that qualifies, based on evaluation of submitted bids. The purpose of this Tender Document is to provide information to the potential Bidders to assist them in responding to this Tender Document. Though this Tender Document is prepared with sufficient care to provide all required information to the potential Bidders, they may need more information than what has been provided herein. In such cases, the potential Bidder is solely responsible for seeking the information required from WBSEDCL at its own cost. WBSEDCL reserves the right to provide such additional information at its sole discretion. In order to respond to the Tender Document, if required, and with the prior permission of WBSEDCL, the potential Bidder may conduct his/her own study and analysis as may be necessary.

WBSEDCL makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations on any claim the potential Bidder may make in case of failure to understand the requirement and respond to the Tender Document. WBSEDCL may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this Tender Document.

About WBSEDCL

The Government of West Bengal unbundled the erstwhile West Bengal State Electricity Board (WBSEB) into two companies viz., West Bengal State Electricity Distribution Company Limited (WBSEDCL) and West Bengal State Electricity Transmission Company Limited (WBSETCL).

The main business of WBSEDCL is distribution and hydro generation of electricity. It is also the nodal Agency of the Government of West Bengal for undertaking Rural Electrification task in the State with objective of providing access of electricity to all rural households in the state in line with the National Rural Electrification Policy.

Over the years, WBSEDCL has been continually evolving to position itself as a leading Power Utility services organization of the Country. In the changing landscape, post recent global slowdown, it is anticipated that demand for electricity will change rapidly and expectations will also increase exponentially. WBSEDCL continually strives to enhance the quality of services delivered to its customers. WBSEDCL provides quality power to a gargantuan customer base of more than 2.18 crore across West Bengal through its service network spanning 5 Zones, 21 Regional Offices, 77 Distribution Divisions and 536 Customer Care Centers.

These are indeed exciting times for the Company, given its rapid progression from providing engineering solutions, to solving complex customer challenges, to providing innovative solutions. WBSEDCL has implemented Enterprise Resource Planning – SAP in Financial Accounting & Control, Material Management, HR with Payroll, Plant Maintenance and Project System.

After successful implementation of Purulia Pumped Storage Project in 10th Plan period with a capacity of 900 MW hydel power, the Company has taken up the ambitious plan of implementing Turga Pumped Storage Project in the 13th Plan period with installed capacity of 4 x 250 MW.

For solving complex customer challenges and for providing more efficient service to the consumers, a Project titled Integrated Power Development Scheme for strengthening of sub transmission and Distribution networks, metering of Distribution transformers etc. in the urban areas has been implemented. A program for system improvement under Sech-Bandhu Scheme has also been conceived for rural areas.

WBSEDCL is innovating and embarking upon an IT-enabled system across the organization to ensure greater engineering predictability and to position itself into the best utility in the country in terms of customer service, efficiency and financial viability.

Objective of the NIT

West Bengal State Electricity Distribution Company Limited, invites e-tenders for renewal of service in respect of Facility Management Support Services for SAP Enterprise Resource Planning (ERP) Solution and allied applications in WBSEDCL for two (02) years with a provision of 1-year extension of the FM service after satisfactory completion of the previous contract period.

FMS support for SAP Enterprise Resource Planning (ERP) Solution and allied applications as per detail "Scope of Work" and other terms and conditions furnished in the different clauses of the bid document. WBSEDCL will finance the entire work as stipulated under scope of work in the Bid documents.

WBSEDCL has already purchased / implemented following SAP ERP modules along with Database detailed as under:

- i) SAP ECC 6.0 with DB2 (Version 11.01) database
 - Finance & Controlling
 - Project System
 - Investment Management
 - Plant Maintenance
 - Material Management
 - Sales & Distribution
 - Fund Management
 - Document Management System,
 - Human Capital Management (HCM)
 - Payroll,
 - Employee & Manager Self Service (ESS-MSS),
 - Workforce Performance Builder (WPB)
 - Several Customized Modules Developed using ABAP as per Business Requirement of WBSEDCL
- ii) Net Weaver Process Integration (PI)/XI,
- iii) SAP Solution Manager
- iv) Allied applications integrated with SAP ERP

SAP Solution is presently deployed on servers hosted at WBSEDCL own data center at Rajarhat, Kolkata (WB) and DR location at Berhampore (WB). WBSEDCL has multiple business locations (offices/sites) having 132 nos. Accounting Units spread across the state of West Bengal. Presently, almost 3150 transactional, 14000 ESS-MSS and 55000 Payroll users are mapped in SAP ERP System through Intranet/ Internet.

Section: 1

Instruction to Bidders (IB)

IB.1. General:

West Bengal State Electricity Distribution Company Limited, hereinafter referred to as WBSEDCL and as the Purchaser, intends to hire the service of the System Integrator and FMS Service Provider to maintain SAP Enterprise Resource Planning (ERP) Solution and allied applications (mentioned in detail in the NIT). WBSEDCL has been a frontrunner in implementing various IT enabled products. WBSEDCL invites e-tender from intending vendors for effective and efficient FMS service.

Bidders are advised to study this document carefully. Submission of NIT shall be deemed to have been done after careful study and examination of this document with full understanding of its implications. This NIT document is not transferable. This document must be read in its entirety.

IB.1.1. General guidance for e-Tendering: Instructions/Guidelines for electronic submission of the tenders has been mentioned below for assisting the bidders to participate in e-Tendering.

IB.1.2. Registration of bidder: Any bidder willing to take part in the process of e-tendering will have to be enrolled & registered with e-Procurement system, by logging on to <https://wbtenders.gov.in>.

IB.1.3. Digital Signature certificate (DSC): Each bidder is required to obtain a Class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders.

IB.1.4. The bidder can search and download Notice Inviting Tender (NIT) & other tender related documents electronically from website <https://wbtenders.gov.in> using DSC. This is only mode for collection of documents related to this NIT.

IB.1.5. Method of evaluation: This tender will be evaluated in **Quality and Cost-Based Selection (QCBS) method**. Precisely, it will be a two-stage evaluation process where in the first Stage, the Bidder shall submit its Technical Bid of 100 marks (Qualifying marks 60 percent; i.e. 60 out of 100). Thereafter, in the second stage, financial Bid will be evaluated and only the technically qualified bidders from the first stage will be eligible for financial bid evaluation. Clearly, the bidders who will get technically less than 60 marks out of 100 will be considered as technically disqualified; and will forfeit the right to consideration of its financial bid.

The Selected Bidder shall be the Bidder having the highest combined score and would be marked as V1. The V1 shall be decided on the highest combined score (Technical + Financial) on 70:30 (Technical: Financial), as per the formula stated in the tender document.

IB.2. Invitation for the Bids:

- IB.2.1.** Tenders are invited by **Chief Engineer, IT&C Cell, WBSEDCL, Vidyut Bhaban (3rd. Floor), Bidhannagar, Block-DJ, Sector-II, Kolkata-91** through electronic tendering (e-tendering) process for implementation of FMS service in WBSEDCL.
- IB.2.2.** Intending bidders desiring to participate in this tender shall log on to website <https://wbtenders.gov.in>. The tender can be searched by typing WBSEDCL in search engine provided in the website.
- IB.2.3.** Bidders willing to take part in the process of e-tendering shall obtain Digital Signature Certificate (DSC) in name of person who will sign the tender, from any authorized Certifying Authority (CA) under CCA, Govt of India (viz. nCode Solution, Safescrypt, e-Mudhra). DSC is given as a USB e-Token. After obtaining Class 2 or Class 3 DSC from approved certifying authority, intending bidders shall register the fact of possessing DSC through registration system available in the website.
- IB.2.4.** Bids shall be submitted online and intending bidders shall download tender documents from website stated above, directly with the help of the e-Token provided. This is only mode for collection of tender documents. Details of submission procedure are given in "Submission of Tenders".

IB.3. Eligible Bidders:

- IB.3.1.** This Invitation for bids, issued by WBSEDCL is open to all firms including company (ies), Government owned Enterprises registered and incorporated in India as per Companies Act, 1956, barring foreign companies and those bidders with whom business is banned by WBSEDCL.
- IB.3.2.** Bidder should not have been **blacklisted or involved in any forgery/ data leak from any Government or reputed private organization across India in last three years and undertaking in this regard should be provided by the authorized signatory of the bidder**. During contract period if the undertaking submitted by bidder is found to be false then the order issued to bidder shall be terminated and BG will be forfeited.
- IB.3.3.** Bidders must fulfill mandatory conditions as per **ANNEXURE-II**.

IB.4. Responsibility of Bidders:

- IB.4.1.** It shall be sole responsibility of bidders to determine and satisfy themselves by such means as they consider necessary or desirable for all matters pertaining to this contract including, in particular, all factors that may affect cost, duration and execution of contract.
- IB.4.2.** It must be understood and agreed that all factors have properly been investigated and considered while submitting the bid. Any claim, whatsoever, including those for financial adjustments in the contract, once awarded under these documents will not be entertained by WBSEDCL. Neither any change in time schedule of the contract nor any financial adjustments, arising thereof, shall be permitted by WBSEDCL,

which are based on the lack of such clear information of its effect.

IB.4.3. The bid must include all information as per bid document. **Submitted documents need to be specific as per requirements; irrelevant documents shall not be uploaded by bidder.**

IB.4.4. Bidder shall bear all kind of cost associated with preparation and submission of bid and WBSEDCL in no case shall be responsible or liable for these costs, regardless of the conduct or outcome of bidding/tendering process.

IB.4.5. One bidder can submit only one bid in response to this tender document. No bidder is allowed to submit two or more bids.

IB.4.6. Sub-contracting or outsourcing of this contract is strictly not allowed.

IB.4.7. In order to avoid any problem arising out of network error or server error, bidders are advised to submit the bid, well in advance of the last date and time of submission of the bid.

IB.5. Formation of cartel & penal Measures:

Any evidence of unfair trade practices, including overcharging, price fixing, cartelization etc. as defined in various statutes, will automatically disqualify the parties. Repeated occurrence of such evidence of above bidders may also be viewed seriously by WBSEDCL authority and penal measures as deemed fit will be imposed on such bidders.

IB.6. Key Dates: The schedule of Dates for e-Tendering.

Sl No.	Action	Date & Time
1.	Publishing Date	09/06/2023 at 14:00 Hrs.
2.	Document Download start date	09/06/2023 at 14:00 Hrs.
3.	Last date of Receiving Pre-Bid Clarification	20/06/2023 at 16:00 Hrs.
4.	Pre-bid Meeting	22/06/2023 at 15:00 Hrs.
5	Bid submission Start date	27/06/2023 at 16:00 Hrs.
6.	Bid submission last date	04/07/2023 at 14:00 Hrs.
7.	Last date of physical submission of EMD (BG)	04/07/2023 at 16:00 Hrs.
8.	Technical Bid opening date	06/07/2023 at 16:00 Hrs.
9.	Financial Bid opening date	Will be informed to eligible bidders

If any 'Holiday', falls on any of the scheduled date, then the next working day (between mentioned working hours) shall be considered as scheduled date and schedule time.

IB.7. Pre-Bid Discussion:

Pre-bid Meeting will be organized as per the key date mentioned in **IB.6.** in the below mentioned venue:

Conference Room, Office of Chief Engineer, IT & C Cell,

**3rd Floor D-Block, Vidyut Bhavan, Block-DJ, Sector-II
Bidhanagar, Kolkata – 700091, West Bengal.**

If there be any discrepancy or obscurity in the meaning of any clause in NIT then such queries must be sent to Chief Engineer, IT & Communication Cell through following email: itcell@wbasedcl.in before last date of receiving pre-bid clarification mentioned in NIT so that appropriate clarifications can be given to intending bidders. However, sending queries are not mandatory and will not be cause for disqualification of the bidders.

IB.8. Clarification of Bidding Documents:

Pre-bid—Query received from vendors up to “Last date of Receiving Pre-Bid Clarification” will be clarified **through wbenders.gov.in** website.

If any change(s) is/are decided by the tender committee based on query received from bidders or based on the discussion made in the pre-bid meeting, same will be uploaded in website <https://wbenders.gov.in> and no other communication shall be made afterwards. The clarification given shall be final and binding on the bidder.

IB.9. Amendment / Addenda of Bidding Documents:

IB.9.1. At any time prior to the deadline for submission of bids, WBSEDCL may, for any reason, whether at its own initiative, or in response to a clarification requested by a prospective bidder, amend the bidding document.

IB.9.2. The amendment will be notified in writing through e-tendering website (<https://wbenders.gov.in>) and will be binding on prospective bidders. Bidders shall keep a track of any such amendment and it will be assumed that information contained therein has been considered by the bidder in its bid.

IB.9.3. In order to provide a reasonable time to prospective bidders for taking the amendment into account in preparing their bid, WBSEDCL may, at its discretion, extend deadline for submission of bids without citing any reason. In such cases, WBSEDCL will notify about extended deadline to all prospective bidders in writing through e-tendering website (<https://wbenders.gov.in>).

IB.10. Language and Currency:

IB.10.1. Language of the Bid: Bid prepared, all correspondences and documents relating to the bid exchanged by bidder and WBSEDCL shall be written in English language only.

IB.10.2. Currency of the Bid: All financial information submitted with the bid shall be in INR only.

IB.11. Submission of Tenders:

IB.11.1. General process of submission:

IB.11.1.1. Tenders shall be submitted online through website <https://wbenders.gov.in>. All documents uploaded by tender inviting authority form an integral part of the contract. Bidders are

required to upload all tender documents along with other documents, as asked for in the tender, through above mentioned website within stipulated date and time as given in this document. Tenders shall be submitted in two folders, namely, technical proposal and financial proposal. Bidder shall carefully go through all the documents uploaded by tender inviting authority and prepare requisite documents and upload a scanned copy in portable document format (PDF) at designated locations in e-tender website.

IB.11.1.2. Bidder shall download forms/annexures/BOQ, fill up the particulars in designated cells and upload the same in designated location in e-tender website. Original copies of uploaded documents must be submitted for physical verification if asked by tender inviting authority at the time of technical evaluation.

IB.11.1.3. Documents uploaded should be virus scanned and digitally signed using Digital Signature Certificate (DSC). Bidders should take note of all the addendum/corrigendum related to the tender and upload the latest document(s) as part of the bid.

IB.11.1.4. Earnest money [Bid Guarantee]:

1. All bids must be accompanied with a refundable earnest money, as “Bid Guarantee”. The bid shall be considered non-responsive and invalid if earnest money is not submitted along with the bid.
2. A bid guarantee of **INR 30,00,000 /- (Rupees Thirty Lakh only)** shall be submitted through online mode in e-tender website. Bid guarantee may also be submitted through Bank Guarantee (BG).
3. No interest will be payable by WBSEDCL on the above Bid Guarantee.
4. The Bid Guarantee shall be forfeited for any of the following reasons:
 - i. If during the period of bid validity, bidder withdraws or modifies the bid in part or as a whole.
 - ii. If successful bidder(s) fail(s) to accept the order unconditionally as per “**Acceptance of LoA**” clause of bid document or fail(s) to furnish contract performance bank guarantee (PBG) as stipulated in PBG or fail(s) to furnish additional performance bank guarantee as stipulated in "Additional Performance Bank Guarantee" clause of bid document.
 - iii. If successful bidder(s) fail(s) to extend the validity period of EMD if required during the tendering process.
 - iv. If any cartel is formed by the bidder in their quotation.

5. Payment Method for EMD: Following points shall be noted in this regard:

- a. A bidder desirous of taking part in a tender invited by Offices of WBSEDCL shall login to e-Procurement portal of Government of West Bengal <https://wbtenders.gov.in> using his/her Login Id and password.
- b. Bidder shall select the tender to bid and initiate payment of EMD. Following payment options are available for paying EMD amount through online mode:

- i. Net-banking through Payment Gateway.

- ii. **RTGS/NEFT Payment:** On selection of RTGS/NEFT as the payment mode, the e-Procurement portal will show a pre-filled challan having the details to process RTGS/NEFT transaction. The bidder will print the challan and use pre-filled information to make RTGS/NEFT payment using his bank account. Once the payment is made, bidder will come back to the e-Procurement portal to continue the bidding process after expiry of a reasonable time to enable the RTGS/NEFT process to be completed.

- iii. **Submission of EMD through BG:** For submission of EMD in the form of BG, bidders will have to opt for EMD Exemption in e-tender portal and upload scanned copy of BG in EMD exemption document upload section. Physical copy of BG shall be submitted at the office of tender inviting authority within timeline given in this NIT. The Bank Guarantee shall be submitted as per format in **ANNEXURE-VIII** and shall remain valid initially for a period of 180 (one hundred eighty) days from the date of opening of bid document mentioned elsewhere in this NIT.

- c. EMD amount can be paid either in online mode or submitted through Bank Guarantee (BG) in full. Partial payment through online mode and remaining submission through BG is not allowed.

- d. **General Instructions for Online Payment:**

- Bidder will have to mandatorily pay through Net-banking facility once Net-banking mode is opted for payment.
 - Status of NEFT/RTGS payment through Challan for a bid may take time (approx. 24 Hrs.) to get updated in e-tender portal. As such bidders opting to pay through NEFT/RTGS mode shall make payment well before 24 Hrs. to avoid any complicity.
 - In case actual EMD amount as per NIT is more than the one shown in E-tender Portal, bidders will have to

opt for NEFT/RTGS mode (challan mode). In that case, total actual EMD amount is to be paid only through NEFT/RTGS mode (challan mode).

- Bank account used for payment of EMD by the bidder shall be maintained operative until the completion of tendering process. All refunds will be made mandatorily to the Bank A/c from which the payment of EMD has been initiated.

e. General Instructions for EMD submission through BG:

- Earnest Money Deposit may be submitted through an irrevocable bank guarantee (BG) prepared in **favor of WBSEDCL** from any scheduled bank of RBI.
- Issue date of BG shall be after NIT publication date.
- BG shall be submitted as per format in **ANNEXURE-VIII**.
- Initially it shall remain valid for a period of 180 (one hundred eighty) days from the date of opening of the bid document mentioned elsewhere in this NIT and shall be extended during the course of evaluation of bid, if requested by WBSEDCL.
- BG shall be issued under SFMS Platform. WBSEDCL Bank Details for preparation of BG for EMD are as follows:
Beneficiary Name: West Bengal State Electricity Distribution Company Limited
Bank: Punjab National Bank
Branch: Mayukh Bhawan
A/C No: 1096250031639
IFSC code: PUNB0109620
LEI NO: 335800XAI2LVH4RAVP09
- Original copy of BG for Earnest Money Deposit shall be submitted in the following office strictly within timeline given in NIT:
Office of Chief Engineer, IT & C Cell,
3rd Floor D-Block,
Vidyut Bhavan,
Block-DJ, Sector-II
Bidhanagar, Kolkata – 700091
- Original BG i.r.o EMD shall be submitted in a sealed envelope at address as stated above within date and time as specified in NIT. If bidder fails to submit original BG within timeline specified in NIT, the bid will not be considered for evaluation and hence rejected.

f. Refund/Settlement of EMD Amount:

- Bid guarantee of unsuccessful bidders, if submitted

through e-payment or challan generated through e-tender website, will be refunded automatically, through an automated process, by NIC portal on receipt of updated status of the bid from WBSEDCL.

- The Bid Guarantee of unsuccessful bidders, if submitted through Bank Guarantee, will be returned against their written claim, to the Chief Engineer (IT&C Cell), WBSEDCL, giving the reference to the NIT, date of tender, amount and mode of Earnest Money deposited – all in a complete form, after placement of order on the successful bidder/bidders.
 - For successful bid(s), EMD will be refunded from WBSEDCL authority after completion of tendering process and submission of Performance Bank Guarantee as per respective clauses in NIT. Successful bidder shall submit one letter addressed to Chief Engineer (IT&C Cell), WBSEDCL giving reference of NIT, date of tender, amount, mode of earnest money deposited and details of Performance Guarantee for requesting refund/return of EMD amount or bank guarantee, as applicable.
 - The bank account used for payment of EMD by the bidders shall be maintained operative until the completion of tendering process. All refunds will be made mandatorily to the Bank A/c from which the payment of EMD has been initiated.
 - For any queries related to payments and refunds, bidders will have to communicate with ICICI Customer Support, viz, 033-40267512/13 since payment gateway facility used by E-tender portal is presently maintained by ICICI.
- g. Successful bidder(s) shall have to mandatorily create vendor id through WBSEDCL Vendor Corner at www.wbsedcl.in, if not created earlier.**

IB.11.2. Technical Proposal: Technical proposal shall contain all the following documents in a pdf file in order given below. Tenders submitted without any of these documents will be treated as incomplete and will be liable to get rejected.

IB.11.2.1. Power of Attorney (PoA) for being signing authority of the bid must be submitted on non-judicial Stamp Paper worth INR 100/- as per format specified in **ANNEXURE-XIX**.

IB.11.2.2. Copy of Corporate Identification Number (CIN) of the bidder.

IB.11.2.3. Copy of PAN of the bidder.

- IB.11.2.4.** Copy of valid GST Registration Certificate of the bidder. Proof of up-to-date FORM GSTR-1 and FORM GSTR-3B must be submitted as on bid submission date.
- IB.11.2.5.** Copy of PF Registration of the bidder.
- IB.11.2.6.** Payment Confirmation details for Earnest Money Deposit (EMD).
- IB.11.2.7.** Scanned copy of Bank Guarantee (BG) towards EMD in format as prescribed in **ANNEXURE-VIII** of NIT, **in favor of WBSEDCL payable at Kolkata** from any scheduled Bank of RBI. Issue date of BG shall be after NIT publication date. This clause will be applicable only for cases where Earnest Money Deposit (EMD) has been submitted through BG.
- IB.11.2.8.** Bidder must have a valid ISO 27001:2013, ISO 9001:2015 and ISO 20000-1:2018 as on bid submission date.
- IB.11.2.9.** Bidder must have a valid CMMI Level 5 Certification as on bid submission date
- IB.11.2.10. Signed copy of NIT:** All pages of NIT including Annexure(s) signed by authorized person along with seal of the bidder shall be submitted.
- IB.11.2.11.** Signed **copy of Addenda or Corrigendum**, if published by WBSEDCL, shall be submitted. Bidders shall keep a track of all the corrigendum and addendum uploaded by WBSEDCL related to this tender.
- IB.11.2.12.** Bid Proposal in format as prescribed in **ANNEXURE-I** of NIT.
- IB.11.2.13.** Mandatory Conditions in format as prescribed in **ANNEXURE-II** of NIT. It shall be filled up properly by the bidder. **It will be treated as reference for technical evaluation of bid. Incomplete or improperly submitted bid detail may lead to rejection of bid.**
- IB.11.2.14.** Declarations given in **ANNEXURE-XI** shall be signed by authorized person along with seal of the bidder and submitted accordingly.
- IB.11.2.15.** Escalation matrix in **ANNEXURE-XVII** shall be properly filled-in, signed and submitted.
- IB.11.2.16.** Agreement for third part access security policy of WBSEDCL as per **ANNEXURE-XII** shall be properly filled-in, signed and submitted on non-judicial Stamp Paper worth INR 100/-.
- IB.11.2.17.** Copy of Balance Sheet and Profit & Loss Statement duly certified by Chartered Accountant for **Fiscal Year 2021-22, 2020-21, 2019-20.**

- IB.11.2.18.** Copy of turn-over certificate issued by Chartered Accountant for **2021-22, 2020-21, 2019-20. Minimum Average Annual Turnover** for in each of the above fiscal years must be at least INR 50 (fifty) Crore.
- IB.11.2.19.** Copy of Net Worth certificate issued by Chartered Accountant for Fiscal Year **2021-22,2020-21,2019-20.** Net-Worth must be positive for Fiscal Years **2021-22, 2020-21, 2019-20.**
- IB.11.2.20.** Copy of Liquid Asset certificate issued by Chartered Accountant for Fiscal Year **2021-22, 2020-21, 2019-20.** Liquid Asset must be more than INR 3 (three) Crore for Fiscal Years **2021-22, 2020-21, 2019-20.**
- IB.11.2.21.** Copy of Income Tax Return for Fiscal Year **2021-22, 2020-21, 2019-20.**

i. Work Experience:

Bidder must have experience of handling **at least 1 (one) Nos** of SAP-ERP FMS/Implementation project **for an organization in Power Sector in India** in last **10 (ten) fiscal years** i.e. FY **2021-22, 2020-21, 2019-20, 2018-19, 2017-18, 2016-17, 2015-16, 2014-15, 2013-14 and 2012-13** having minimum yearly value of the project being at least **INR 2.4 Crore (Two Crore and Forty Lakh only).**

Or

Bidder must have experience of handling **at least 2 (two) Nos** of SAP-ERP FMS/Implementation project **for 2 (two) different organizations listed in India** in last **10 (ten) fiscal years** i.e. FY **2021-22, 2020-21, 2019-20, 2018-19, 2017-18, 2016-17, 2015-16, 2014-15, 2013-14 and 2012-13** having minimum yearly value of the project being at least **INR 1.5 Crore (One Crore and Fifty Lakh only).** At least one of these organizations must be in the sphere of **Power Sector in India.**

Or

Bidder must have experience of handling **at least 3 (three) Nos** of SAP-ERP FMS/Implementation project **for 3 (three) different organizations listed in India** in last **10 (ten) fiscal years** i.e. FY **2021-22, 2020-21, 2019-20, 2018-19, 2017-18, 2016-17, 2015-16, 2014-15, 2013-14 and 2012-13** having minimum yearly value of each of the project being at least **INR 1.2 Crore (One Crore and Twenty Lakh only).** At least one of these organizations must be in the sphere of **Power Sector in India.**

Copy of Work Order or Purchase Order or Letter of Award clearly mentioning yearly project value, contract period and other related information shall be submitted as documental evidence to the satisfaction of WBSEDCL. In case sharing of exact copy of the document is not permitted, bidder shall share only relevant portions displaying requisite information as sought in this NIT.

ii. Bidder must have an experience of handling at least 1 (one) SAP-ERP FMS project in last **3 (three)** fiscal years i.e. **FY 2021-22, 2020-21, 2019-20 wherein at least 4 (four) of FICO, MM, SD, PS, PM, HCM, Payroll, EP, ESS, FM, IM modules have been implemented which mandatorily includes FICO, MM and Payroll. Copy of Work Order or Purchase Order or Letter of Award or Certificate issued by awardee containing name of the modules implemented, yearly project value, contract period and other related information shall be submitted as documental evidence to the satisfaction of WBSEDCL.** In case sharing of exact copy of the document is not permitted, bidder shall share only relevant portions displaying requisite information as sought in this NIT.

iii. **Bidder must have a total pool of at least 25 (twenty-five) Nos of SAP-Certified consultants in its regular payroll. Self-declaration regarding the same shall be submitted with the bid. Further documental evidence, if any needed by WBSEDCL, may be asked to be submitted during evaluation of technical bid**

iv. If tender inviting authority is not satisfied with documentary evidence submitted by the bidder, then the bid may be rejected.

IB.11.2.22. Properly filled in annexures, mentioned elsewhere in this NIT, must be submitted with the bid.

IB.11.2.23. Agreement for Non-Disclosure Agreement (NDA) as per **ANNEXURE-XIII** shall be properly filled-in, signed and submitted on non-judicial Stamp Paper worth INR 100/- with WBSEDCL before commencement of the work.

IB.11.3. Financial Proposal: The financial proposal shall contain **Bill of Quantity (BOQ)** as per **ANNEXURE-XIV** format. Bidder has to quote the rate online in space marked for quoting rate in BOQ. Bidder shall mention offered quantity and applicable percentage, if applicable. (Only downloaded copies of the above document should be virus scanned, digitally signed and uploaded by the bidder).

IB.11.4. Conditional and incomplete tenders are liable to summary rejection.

IB.11.5. Late Submission of Bid: Bidder shall take all possible measures to submit the bid within the schedule date & time prescribed elsewhere in the bidding document. Late submission of bid and supporting documents for whatever reason will not be accepted.

IB.11.6. Validity of Tender and Offer:

Offer against tender shall remain valid for a minimum period of 180 (One hundred eighty) days from next day of opening of the tender mentioned elsewhere in this NIT. However, WBSEDCL may, on the merit of case, request for extension of validity of the offer for a further suitable period without any change in terms & conditions of the offer.

IB.11.7. Opening and evaluation of tender:

IB.11.7.1. Opening of Technical Proposal

Technical proposals will be opened by the Tender Inviting Authority or his authorized representative electronically from website stated above, using Digital Signature Certificate (DSC).

Technical proposals for bids where original copies of BG towards EMD, in case EMD has been paid through BG, have been received will only be opened. Proposals corresponding to which original copy of BG towards EMD has not been received, will not be opened and will stand rejected.

Intending bidders may remain present, if they desire.

Decrypted (transformed into readable formats) documents of statutory and non-statutory covers will be downloaded for the purpose of evaluation.

IB.11.7.2. Evaluation of Technical Proposals

In this stage, the Technical Proposal will be evaluated on the basis of Bidder's experience, its understanding of SOW and SLA, proposed methodology and Work Plan, and the experience of Key Personnel. Technical Evaluation will be made based on the information provided by the bidders against relevant Annexures given in the RFP. Only those Bidders whose Technical marks as per the Technical evaluation criteria is 60 marks or more out of 100 shall be declared as qualified for evaluation of their Financial Proposals. Bidder who have secured less than 60 marks shall be rejected. The Bidder with highest technical marks (TM) will be given a Technical Score (TS) of 100 points. The Technical Scores of other Bidders will be computed as follows:

$TS_x = 100 \times T/TM$ (T = Technical marks scored by a bidder as per mentioned Technical Evaluation criteria)

While evaluation, tender inviting authority or his authorized representative may summon bidders and seek clarification/ information or additional documents or original hard copy of any of the document already submitted and if these cannot be produced within the stipulated timeframe, their proposals will be liable for rejection.

Summary list technically qualified bids will be made available in e-tender portal. Date of opening of financial bid will be intimated to techno-commercially qualified bidders.

IB.11.7.3. Opening of Financial Proposal

Financial proposals submitted by the bidders in prescribed format (**ANNEXURE-XIV**) and declared technically eligible, will be opened electronically by tender inviting authority from e-tender portal stated above on prescribed date.

Encrypted copies will be decrypted and rates will be read out to bidders remaining present at that time of the financial bid opening.

Tender inviting authority, if feels appropriate, may ask any of the bidders to submit analysis for justification of rate quoted by that bidder. Deviation in any form in price-bid sheet will be unacceptable. For any discrepancy in amount of figures and words, quoted amount in figure will prevail.

IB.11.7.4. Evaluation of Financial Proposal

In this stage, the financial evaluation will be carried out. Each Financial Proposal will be assigned a financial score (FS). The lowest amount of Financial Proposal (FM) will be given a financial score (FS) of 100 points. The financial scores of other proposals will be computed as follows:

$$\mathbf{FS = 100 \times FM/F}$$

(F = amount of Financial Proposal)

IB.11.7.5. Combined Score and Final Evaluation

Proposals will finally be ranked according to their Combined Score (CS) of Technical Score (TS) and Financial Score (FS) as follows:

$$\mathbf{CS = TS \times Tw + FS \times Fw}$$

Where, Tw and Fw are weights assigned to Technical Proposal and Financial Proposal, which shall be 0.7 and 0.3 respectively. The Selected Bidder shall be the Bidder having the highest combined score and would be marked as V1.

The second highest Bidder (V2) having second highest combined score shall be kept in reserve and may be invited in its discretion for negotiations in case the first-ranked Bidder (V1) withdraws, or fails to comply with the requirements. However, in the above scenario if the quoted price of 2nd highest bidder (V2) is lesser than the quoted price of V1, then price of V2 will be considered. In case the quoted price of V2 is higher than the V1, then quoted price of V1 will be considered.

In case, obtained combined score (CS) of bidders are equal then priority for deciding V1 and subsequent bidder will be governed by the following rules in all cases:

- (i) If technical scores are not same, the bidder who has got the highest technical score will be selected as V1 bidder.
- (ii) If technical scores are same, the bidder having highest Annual Turnover will be selected as V1 bidder.

Accordingly, bids will be serialized from V1 and onwards.

IB.12. Signing of Bids:

- IB.12.1.** Bid/amendments document(s) should be downloaded from website www.wbtenders.gov.in and all pages should be signed by a person(s) duly authorized by the bidder.
- IB.12.2.** To be qualified for evaluation and finalization of contract, bidder(s) shall submit a written power of attorney, authorizing the signatory of the bid to act on behalf of the bidder in the form and manner which is acceptable by WBSEDCL.
- IB.12.3.** Complete bid should be without alterations, interlineations or erasers, except those to accord with instructions issued by WBSEDCL or as necessary to correct errors made by bidders. Such corrections should be initialed by the person(s) signing the bid. Bids which are not duly signed will be treated as cancelled.

IB.13. Conflict of Interest:

- IB.13.1.** Bidder should not have any conflict of interest that can affect the tendering Process. Any bidder found to have a conflict of interest will be disqualified. In the event of disqualification, bid security of the bidder will be forfeited for the time, cost and effort of the authority including consideration of such bidder's proposal, without prejudice to any other right or remedy that may be available to authority hereunder or otherwise.
- IB.13.2.** Any bidder will be found to have a conflict of interest if his near relative is posted as any employee/officer in any capacity in WBSEDCL and associated with tender inviting authority.
- IB.13.3.** Any bidder will be found to have a conflict of interest if any employee of the bidding firm/company has developed a financial or other interest with any employee/officer of WBSEDCL associated with tender inviting authority during execution of the contract.
- IB.13.4.** Any bidder will be found to have a conflict of interest if the bidder has a relationship with other bidder(s) directly or through common parties that puts them in a position to have access to each other's information or influence the tendering process of either or each of the other bidder.

IB.14. Acceptance of Tender:

V1 bidder's valid rate will normally be accepted. However, tender accepting authority does not bind itself to do so and reserves the right to reject any or all the bids, for valid reasons.

IB.15. Purchase Order:

WBSEDCL will communicate acceptance of tender to the successful bidder by a purchase order/LOA. Successful bidder shall communicate unconditional acceptance of the purchase order/LOA.

IB.16. Concession:

No price preference will be allowed to any bidder based on the size of the industry or its geographic location. Co-operative Society/ MSMEs will not be considered with separate status.

IB.17. Issue of LOA:

WBSEDCL will award the contract (LOA) to the successful bidder(s) whose bid has been determined substantially responsive and the most suitably evaluated (through QCBS) bid provided further that the bidder is determined to be qualified to perform the contract satisfactorily. WBSEDCL shall be the sole judge in this regard.

IB.18. Acceptance of LOA:

Successful bidder should submit written unconditional acceptance of LOA within 30 (thirty) days from date of issuance of the same. Submission of conditional acceptance of LOA shall be treated as non-compliance of this clause. Failure to compliance will be liable for cancellation of order and forfeiture of bid guarantee submitted by the bidder.

IB.19. Execution of Contract Agreement:

Contract Agreement, as per **ANNEXURE-XV**, on non-judicial stamp paper worth INR 100.00 shall be executed within 45 (Forty-five) days from the date of issuance of LOA. Date of execution of contract agreement shall be considered as commercial go-live of the Project.

IB.20. Right to reject Bids:

IB.20.1. WBSEDCL reserves right to accept or 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) reason for WBSEDCL's action.

IB.20.2. WBSEDCL reserves right to disqualify any bidder during the tendering process in case any adverse remark related to data compromise/fraud comes into notice of WBSEDCL by any means where the bidder is directly or indirectly involved.

IB.21. Disqualification of Vendors:

Adverse report/remark against any order from any office under WBSEDCL may disqualify the candidature of the vendor at any point of time during processing of the tender.

IB.22. Mandatory Condition:

All clauses mentioned under IB.11.2 shall mandatorily be complied by intending bidders for qualification.

IB.23. Legal Jurisdiction:

The necessary judicial affairs and/or Court Case will be exclusively within the jurisdiction of Calcutta High Court only.

IB.24. Communication:

Successful vendor, for communicating with WBSEDCL, for this job may use following mode.

Email- itcell@wbasedcl.in

IB.25. Representatives of Successful FMS Bidder:

- IB.25.1.** Successful bidder should nominate one person exclusively for this project from commencement to completion as a Nodal Officer with whom WBSEDCL will contact on all matters related to this order.
- IB.25.2.** The vendor shall specifically furnish to WBSEDCL, the name, designation, Telephone no. including mobile no., email address of such person.
- IB.25.3.** Alongside, successful bidder shall also share one Escalation Matrix containing name, designation, mobile number and email id for designated persons at each level.
- IB.25.4.** Successful bidder shall provide 24X7 Support during the contract period on all days.

Section: 2

General Terms & Conditions (GTC)

GTC.1. General Terms:

- GTC.1.1.** WBSEDCL reserves right to review bidder's capability and capacity to perform the work before awarding Contract, without assigning any reason whatsoever.
- GTC.1.2.** The bidder has to furnish all the information as required regarding their offer.
- GTC.1.3.** Any form of consortium/ Joint ventures will not be allowed.
- GTC.1.4.** The bidder shall satisfy WBSEDCL with his ability to perform the FMS service.
- GTC.1.5.** All correspondence, documents and Bid, exchanged between the Bidder and WBSEDCL shall be written in English language. Failure to comply with this request may disqualify a bidder.
- GTC.1.6.** WBSEDCL reserves right to cancel the tender during its processing without showing any reason whatsoever.
- GTC.1.7.** Decision of WBSEDCL on all matters will be final & binding on the bidders.
- GTC.1.8.** The Bidder must have an office establishment in Kolkata, West Bengal or agree to establish office in Kolkata within 3 months if selected as FMS vendor.
- GTC.1.9.** Contract shall be executed strictly in accordance with the specifications mentioned in the NIT and without any deviations. Furthermore, any additional conditions, deviations, if any, found in the proposal documents, shall not be given effect to.

GTC.2. Statutory Obligations:

Statutory obligations as per law of the land should be complied by the bidder. Employees Compensation Act 1923, the Contract Labor (Regulation & Abolition) Act 1970, Employees Provident Funds and Miscellaneous Provisions Act 1952, Employees' State Insurance Act 1948, Payment of Wages Act 1936 etc. and rules made there under for every act, have to be dealt by the vendor as per relevant act and financial obligation/s arising out of statutory obligations will be entirely on vendor's account and WBSEDCL will not be responsible on this score for any reason whatsoever.

GTC.3. Risk Purchase / Performance:

Completion time (from LoA date) stipulated shall be deemed to be the essence of the contract and if the contractor fails to provide the services within the completion time , the purchaser (WBSEDCL) shall be entitled to purchase such consignment and if not available the best and nearest available substitute elsewhere on the account and at the risk of the Vendor or to cancel the contract and the Vendor shall be liable to compensate for any loss or damage which the purchaser (WBSEDCL) may sustain by reason of such failure on the part of the supplier. Recovery will be made from the outstanding bills and/or through encashment of any Bank guarantee of the Vendor lying/ to be lying with WBSEDCL.

GTC.4. Limitation of liability:

Neither Party shall be liable to the other Party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the bidder to pay liquidated damages to WBSEDCL, and Except in cases of gross negligence or wilful misconduct, the aggregate liability of Bidder to WBSEDCL, whether under the Order, in tort, or otherwise, shall not exceed the amount specified in the Contract Price. Provided that this limitation shall not apply to the solutions, with respect to patent infringement.

GTC.5. Contract Period:

GTC.5.1. Initial contract will remain valid for a period of 02 (two) years from the zero date i.e. date of start of FMS /or any date mutually agreed by WBSEDCL and the selected bidder.

GTC.5.2. The Contract period may be extended for 01 (one) year with prevailing terms and conditions after expiry of initial two-years' contract period in case performance of the vendor is certified as satisfactory by Controlling Officer. Successful bidder shall submit a written declaration along with acceptance of LOA for providing extended FMS service to WBSEDCL after completion of two-years' service with prevailing terms & conditions. Rate during this extended term shall be mutually agreed between WBSEDCL and successful bidder based upon CAGR of preceding 3 (three) years CPI as published by government authority to account for inflationary impact during the period.

GTC.5.3. No payment will be made to the selected vendor during knowledge transfer phase. Payment will only be made after complete transfer of the system from the existing vendor to newly selected vendor. Accordingly, quarterly payment will be released. Contract period will start from zero date and will remain valid for a period of 02 (two) years.

GTC.6. Price:

- GTC.6.1.** Quoted unit rate will remain firm throughout the period of contract. Incomplete or partial quotation will not be accepted and such will be liable to be rejected.
- GTC.6.2.** GST will be paid as applicable rules. **WBSEDCL, on its part, will not bear any other charge apart from GST.**
- GTC.6.3.** Price evaluation will be made on total price as submitted by the bidder in the BOQ (as per **ANNEXURE-XIV** format).

GTC.7. Taxes, Duties and other levies:

- GTC.7.1.** Bidder will be solely responsible for taxes that may be levied on the vendor's persons or on earning of any of his employees and shall hold the employer indemnified and harmless against any claims that may be made against the employer. WBSEDCL shall not take any responsibility whatsoever regarding taxes under Income Tax Act, for the Vendor or his personnel.
- GTC.7.2.** GST will be paid at actual as per the rules prevailing in India.

GTC.8. Cancellation/Termination of Contract:

- GTC.8.1.** WBSEDCL shall have the right to repudiate the contract if the work is not being performed as per satisfaction of WBSEDCL. The following causes may also lead to cancellation of LOA.
- Non-acceptance of LOA as per "Acceptance of LOA" clause.
 - Non-submission of Performance BG.
 - If failed to perform the FMS work.
 - If sufficient key experts as per **ANNEXURE-IV** not provided.
 - For breach of SLA as mentioned in the Service Level Agreement (SLA) clause.
 - In each above case 15 days' termination notice shall be issued prior to termination of LOA.
 - If conflict of interest found
- GTC.8.2.** WBSEDCL reserves right to terminate the contract either in part or whole due to reasons of non-compliance of stipulated activities for different clauses under this contract or any other reason felt appropriate by Controlling Officer of this project. In such an event, WBSEDCL will give 15 (fifteen) days' notice period in writing to the vendor of his decision to do so.
- GTC.8.3.** WBSEDCL reserves right to disqualify any bidder during the contract period in case any adverse remark related to data compromise/fraud comes into notice of WBSEDCL by any means where the bidder is directly or indirectly involved

GTC.9. Performance Bank Guarantee:

GTC.9.1. As Contract Guarantee, successful bidder shall furnish a Performance Guarantee in the form of unconditioned & irrevocable Bank Guarantee amounting to 10% (ten) of the total awarded contract price from any Scheduled Bank of RBI as per enclosed proforma (**ANNEXURE-IX**) to guarantee faithful execution of the order in accordance with the terms and conditions stipulated in the order. BG shall be issued under SFMS Platform.

GTC.9.2. Performance Guarantee shall cover the contract period for satisfactory performance. For any failure towards satisfactory performance on the part of the vendor, Bank Guarantee will be liable for encashment and forfeiture.

GTC.9.3. Performance Guarantee furnished in any other form will not be accepted.

GTC.9.4. Performance Guarantee will not carry any interest.

GTC.9.5. The above Performance Guarantee shall be submitted within forty-five (45) days from the date of issue of LOA and remain valid up to ninety (90) days beyond the contract period. Claim period of the bank guarantee shall be 180 days beyond validity date.

GTC.9.6. In case the contract is renewed/extended, the successful bidder shall extend the validity of the Performance Bank Guarantee for a further period of ninety (90) days beyond the renewed/extended contract Period. Accordingly, claim period shall be extended to 180 days from new validity date.

GTC.9.7. The PBG shall be submitted to:

The Chief Engineer, IT&C Cell, 3rd Floor, 'D' Block, Bidyut Bhavan, WBSEDCL.

GTC.10. Additional Performance Bank Guarantee:

GTC.10.1. An additional performance guarantees equivalent to 10% of the tendered amount has to be submitted by successful bidder if the bid is in the range of -20% to -80% of the estimated rate.

GTC.10.2. The additional performance guarantee shall be submitted in the form of a Bank Guarantee from any scheduled bank of RBI as per the format enclosed in **ANNEXURE-X**. BG shall be issued under SFMS Platform. WBSEDCL Bank Details for preparation of BG:

Beneficiary Name: West Bengal State Electricity Distribution Company Limited

Bank: Punjab National Bank

Branch: Mayukh Bhawan

A/C No: 1096250031639

IFSC code: PUNB0109620

LEI NO: 335800XAI2LVH4RAVP09

GTC.10.3. The additional performance guarantee shall cover the contract period for satisfactory performance. For any failure towards

satisfactory performance on the part of the vendor, Bank Guarantee will be liable for encashment and forfeiture.

GTC.10.4. Additional performance guarantee submitted in any other form will not be acceptable.

GTC.10.5. Additional performance guarantee will not carry any interest.

GTC.10.6. Additional performance guarantee shall be submitted within forty-five (45) days from date of issue of LOA. It shall remain valid up to ninety (90) days beyond the contract period. Claim period of the bank guarantee shall be 180 days beyond validity date.

GTC.10.7. In case the contract is renewed, the successful bidder shall extend the validity of the additional performance guarantee for a further period of ninety (90) days beyond the renewed/extended contract Period. Accordingly, claim period shall be extended to 180 days from new validity date.

GTC.10.8. WBSEDCL will intimate successful bidder(s) regarding submission of additional performance guarantee after completion of financial evaluation process of the tender.

GTC.10.9. In case the contract is renewed/extended, the successful bidder shall extend the validity of the Additional Performance Bank Guarantee for a further period of ninety (90) days beyond the renewed/extended contract Period. Accordingly, claim period shall be extended to 180 days from new validity date.

GTC.10.10. The Additional PBG shall be submitted to:

The Chief Engineer, IT&C Cell, 3rd Floor, 'D' Block, Bidyut Bhavan, WBSEDCL.

GTC.11. Force Majeure:

The successful bidder will not be liable if prevented from carrying out obligations under the orders by reasons of war, invasion, foreign hostilities, war declared, riot, civil commotion, mutiny, fire, Govt. orders and/or restrictions or any other cause beyond the reasonable control of the bidder. However, such force-majeure circumstances should be intimated immediately and established subsequently with appropriate documents/proofs to the entire satisfaction of WBSEDCL. WBSEDCL will not take any additional liability towards enhanced taxes, duties and price variation due to force majeure condition.

GTC.12. NDA & Third-party access security policy:

Agreement for third party access security policy of WBSEDCL as per **ANNEXURE-XII** shall be properly filled-in, signed and submitted. Signed **ANNEXURE-XIII** for Non-Disclosure Agreement (NDA) shall be submitted. Additionally, the successful bidder needs to sign Non-Disclosure Agreement (NDA) as per **ANNEXURE-XIII** with WBSEDCL before commencement of the work.

GTC.13. Terms of payment:

GTC.13.1. No advance payment will be made.

GTC.13.2. Payment shall be made in Indian Rupee (INR) only.

GTC.13.3. The FMS charges shall be paid by WBSEDCL on quarterly (three-monthly) basis.

GTC.13.4. The payments will be made after deduction, if any, based on the SLA/LD.

GTC.13.5. GSTIN of the bidder must be valid. If required, WBSEDCL authority may seek Proof of up-to-date FORM GSTR-1 and FORM GSTR-3B as on invoice submission date.

GTC.13.6. The quarterly bills should be submitted to the office of the Chief Engineer, IT&C Cell, 3rd Floor, Block-D, Bidyut Bhavan, Salt Lake City, Kolkata – 700091. in triplicate.

GTC.13.7. The bills must accompany certificates from the Supervising, Nodal & Controlling Officer mentioned in **GTC.17**.

GTC.14. Service Level Agreement (SLA) and Liquidated Damage (LD):

GTC.14.1. Purpose of this SLA is to clearly define levels of service to be provided by bidder to WBSEDCL for the entire service period of this contract until this SLA has been amended. Detailed SLA parameters have been described in **ANNEXURE-XVIII (SLA)**. SLA may be reviewed and revised according to the need of WBSEDCL. Bidder shall strictly provide service as defined in Scope of Work, in accordance with other clauses of the tender document. **Number of key experts mentioned in the ANNEXURE-IV is the minimum requirement. Bidder will be fully responsible to maintain SLA strictly. To maintain service as per the SoW, bidder may require to engage additional resources apart from the minimum requirement without any extra/additional cost to WBSEDCL.**

GTC.14.2. Service related calls will be logged by WBSEDCL officials/selected FMS bidder in WBSEDCL's Incident Management System. Details of the calls shall also be registered in the Incident Management System. Selected bidder must resolve incidents in accordance to the SLA by managing and responding to the incidents in WBSEDCL's Incident Management system.

GTC.14.3. In case bidder does not meet service levels as mentioned in SLA, WBSEDCL may treat it as a case of breach of SLA. Upon unsatisfactory FMS service, the following steps will be taken: -

- WBSEDCL may issue a show cause notice to the Bidder. Bidder should reply to the notice within three working days.
- If WBSEDCL authorities are not satisfied with the reply, WBSEDCL may initiate termination process as mentioned in the "Cancellation/ Termination of Contract" Clause.

Recording of downtime shall commence at the time of registering the call/incident in Incident Management System. Downtime shall end when the problem is rectified/ incident is resolved. Down time will be calculated as per the resolution time and priority mentioned in the SLA. Report from Incident management tool deployed in WBSEDCL shall be considered for SLA calculation.

In case of SLA/Penalty/LD imposed if any, the amount calculated shall be deducted/adjusted from any pending bills or from Performance Bank Guarantee of the bidder. In case of termination of LOA as per “Cancellation/ Termination of Contract” clause, WBSEDCL will engage third party for the maintenance of items and related service.

GTC.15. Change Requests and Control Procedure:

Any work item / deliverables which are beyond the defined scope of work will be treated as Change Request (CR). For any change request beyond signed off Scope of Work, additional effort and cost, if any, may be considered by WBSEDCL on case-to-case basis. For any new requirement beyond the scope of work and involving effort greater than 22(Twenty-Two) Person-Days will be considered as benchmark for considering a CR with commercial. Effort beyond the benchmark PD i.e., 22 (twenty-two) shall only be billable after final negotiation. However, any requirement or new change proposed by WBSEDCL due to introduction of statutory requirements introduced by law statutes in India or through Gazette Notification shall not bear any additional commercial on WBSEDCL irrespective of effort involved in its implementation and shall be completed as per prescribed timeline.

GTC.15.1. Modality and Approval Process for Change Request with Additional Commercial: -

- Concerned module owner or personnel from successful vendor shall take up any new requirement given from different stakeholders of WBSEDCL in co-ordination with In-house IT team through joint meeting(s) and freeze the requirement.
- Accordingly, Business Requirement Document (BRD) shall be submitted for approval within 15 working days or mutually agreed timeline whichever is earlier. Estimated effort in Person-Days (PD) shall be notified along with BRD.
- Subsequently, BRD shall be vetted by concerned stakeholder of WBSEDCL and effort negotiation shall be executed to get estimated PD involved for the development.
- In-Principal approval from competent authority shall be arranged on the basis of estimated price based upon BRD.
- Thereafter, scheduled date for UAT shall be finalized which will be treated as base timeline for delivery of the development and subsequently one CR will be raised by In-house IT team based on approved BRD.

- Subsequently, concerned module owner or personnel from successful vendor shall demonstrate UAT as per scheduled date where Change Request Form (ANNEXURE-XVI), Test Script, Functional Specification and Technical Specification documents for the development in proper format shall be submitted.
- On successful completion of UAT, necessary approval for deployment of the development in Production shall be accorded by WBSEDCL.
- Final negotiation for actual effort involved in the development shall be done jointly by successful bidder, in-house IT team and concerned stakeholder of WBSEDCL.
- Penalty as per Annexure-XVIII shall be deducted for cases where delay in deployment of Change Request in Production System is beyond 15 (fifteen) Calendar Days. However, penalty will not be imposed on parts where delay is not attributable to SI like pending with OEM/WBSEDCL.

GTC.15.2. Commercial Basis for any Change Request:

Depending upon the requirement, different level of expertise and skill sets shall be required to implement the CR. One blended Person-day cost of **maximum** Rs. 10,970 INR (excluding applicable taxes) i.e. Man-Month Cost of **maximum** Rs 2,41,334 INR (excluding Taxes & duties) may be considered for commercial effort estimation in respect of CR. Rate mentioned above is the approved rate of WBSEDCL and any intending bidder is supposed to quote rate for one blended PD within this approved rate. However, this rate will not be considered for financial evaluation of the bidders but will be kept valid for the contract period and will be used in case any change request having effort involvement beyond benchmark value is generated in the system. Separate LOA shall be placed for this kind of Change Request.

GTC.15.3. CR Rate Validity:

This Person-Day/Man-Month rule shall be valid and applicable for Change Request associated with this contract only.

GTC.15.4. Post-Implementation Support for Change Request:

Post implementation support shall be covered under this FMS contract.

GTC.15.5. Modality and Approval Process for Change Request without any Additional Commercial:

The modality and approval process for Change Request without any Additional Commercial will be guided by Clause No. GTC.15.1. excluding commercial involvement. Penalty clause shall also be imposed based upon respective clause in GTC 15.1 and Annexure XVIII.

GTC.16. Detail Address of Service Locations:

- Central Data Center, WBSEDCL, Behind DLF-1 Building, Beside 33/11 KV Sub Station, Street No:41, Action Area-1, Newtown, Rajarhat.
- Disaster Recovery Data Centre, Kalikapur Road, Opposite North Bengal State Transport Corporation Bus Stand, Gar Berhampore, Murshidabad-742101.
- IT&C Cell, Vidyut Bhavan, 3rd Floor, Block-D, Saltlake City, Kolkata – 700091.
- All Site offices of WBSEDCL, (List of site offices will be provided to successful bidder)
- Successful bidder should establish a project management office at Kolkata for continuing the service from Kolkata for different application management within 3 months from the placement of LOA.

GTC.17. WBSEDCL Personnel for Liaison:

GTC.17.1. Controlling Officer: Chief Engineer, IT & C Cell, WBSEDCL

GTC.17.2. Nodal Officer: Addl. CE, IT & C Cell, WBSEDCL

GTC.17.3. Supervising Officer: SE/DE of IT&C Cell as assigned by CE, IT&C Cell.

GTC.17.4. Paying Authority: It will be intimated during award of Contract

GTC.18. List of Annexures:

- 1.ANNEXURE-I : Bid Proposal
- 2.ANNEXURE-II : Mandatory Condition
- 3.ANNEXURE-III : Key Position Details with Marks Distribution
- 4.ANNEXURE-IV : Key Expertise Allocation of Key Experts
- 5.ANNEXURE-V : Technical Evaluation Criteria for Bidders and Marking for QCBS
- 6.ANNEXURE-VI : Minimum Qualification, Mandatory Experience, Desired Experience, Distribution of Marks and Number of CV'S to be submitted
- 7.ANNEXURE-VII : Format Of Curriculum Vitae (CV)
- 8.ANNEXURE-VIII : Proforma Of Bank Guarantee for Bid Guarantee (Earnest Money)
- 9.ANNEXURE-IX : Proforma For Bank Guarantee for Contract Performance
- 10.ANNEXURE-X : Format of Bank Guarantee for Additional Performance Security Deposit
- 11.ANNEXURE-XI : Declarations
- 12.ANNEXURE-XII : Agreement for Third Party Access Security Policy of WBSEDCL
- 13.ANNEXURE-XIII : Non-Disclosure Agreement
- 14.ANNEXURE-XIV : BoQ Format
- 15.ANNEXURE-XV : Contract Agreement
- 16.ANNEXURE-XVI : Change Request Form
- 17.ANNEXURE-XVII : Escalation Matrix
- 18.ANNEXURE-XVIII : Service Level Agreement (SLA)
- 19.ANNEXURE-XIX : Power of Attorney (PoA)

Section: 3

Scope of Work (SoW)

Facility Management Support (FMS) Services for SAP Enterprise Resource Planning (ERP) Solution

The successful bidder shall be required to provide Facility Management Services (FMS) for SAP Enterprise Resource Planning (ERP) Solution and allied applications that are being maintained by present System Integrator (SI) for WBSEDCL in a manner to ensure maximum availability of this application so that desired business objectives can be achieved.

Several teams, both external and in-house, are involved in maintenance of IT& Infra resource of WBSEDCL viz, Infrastructures at DC/DR, Network, IT-Security, Applications and other allied activities.

As such, successful bidder shall be responsible for co-ordination among different parties for solutioning, deployment and maintenance of any new change requested from WBSEDCL. Moreover, the awardee shall also be responsible for maintenance of existing applications that may involve different teams and shall be treated as Single Point of Contact in such scenarios. The Service Provider will have the responsibility to deal with the other AMC/ATS partners (during warranty period or AMC/ATS support period)/OEM/other vendors as selected by utility for other projects/applications for any upgradation work to provide the services at agreed service levels. The role of FMS vendor shall start immediately after systems are handed over from the existing SI of WBSEDCL.

SW.1. Existing System Landscape and Applications: This is for requisite information to intending bidders.

WBSEDCL has implemented following IT Operation and Business functionalities across the organization:

- 1) IT Operation management & Network management at DC, Kolkata and DRC, Berhampur
- 2) SAP-ISU based MBC (Metering Billing Collection) System
- 3) SAP-BI/BW Business Analytics for Reporting
- 4) SAP-EP for WBSEDCL Web Portal
- 5) SAP-PO (Process Orchestration), LDAP for middle ware Integration
- 6) MDAS – Meter Data Acquisition System for collecting Meter Data from high valued Consumer as well as DTR & Boundary meter data Collections.
- 7) GIS – Geographical Information System for Electrical Asset mapping and Consumer mapping.
- 8) CRM – Customer Relation Management for Customer Complaints, New Connection Management & for all connection related Management
- 9) SAP-ERP (PS-PM-MM-SD-FICO-HCM-Payroll-ESS-MSS-Workflow) for business activities of organization
- 10) Standalone portals integrated with SAP-ERP using different technologies and framework such as Python/ Angular/ React/ Django/ JS/ NGINIX/ PostgreSQL/etc.
- 11) CA Helpdesk for management of dockets/tickets raised from different levels across the organization

SW.2.Application wise version details of SAP-ERP:

SW.2.1. SAP-ERP System Information

System	Product Version	SP Level	Kernel	OS Version	DB	DB Version
SAP ERP Production	SAP ECC6 EHP8 FOR SAP ERP 6.0/NW7.5	23	753_REL (Patch :1100)	AIX 7.1	DB2 LUW	11.1 MP4 FP6 (DB2 v11.1.4.6 Fix Pack "6")
SAP ERP DR Production	SAP ECC6 EHP8 FOR SAP ERP 6.0/NW7.5	23	753_REL (Patch :1100)	AIX 7.1	DB2 LUW	11.1 MP4 FP6 (DB2 v11.1.4.6 Fix Pack "6")
SAP ERP Quality	SAP ECC6 EHP8 FOR SAP ERP 6.0/NW7.5	23	753_REL (Patch :1100)	AIX 7.1	DB2 LUW	11.1 MP4 FP6 (DB2 v11.1.4.6 Fix Pack "6")
SAP ERP Dev	SAP ECC6 EHP8 FOR SAP ERP 6.0/NW7.5	23	753_REL (Patch :1100)	AIX 7.1	DB2 LUW	11.1 MP4 FP6 (DB2 v11.1.4.6 Fix Pack "6")
SAP ERP Replica	SAP ECC6 EHP8 FOR SAP ERP 6.0/NW7.5	23	753_REL (Patch :1100)	AIX 7.1	DB2 LUW	11.1 MP4 FP6 (DB2 v11.1.4.6 Fix Pack "6")
SAP ERP BCS Replica	SAP ECC6 EHP8 FOR SAP ERP 6.0/NW7.5	23	753_REL (Patch :1100)	AIX 7.1	DB2 LUW	11.1 MP4 FP6 (DB2 v11.1.4.6 Fix Pack "6")
SAP ERP GST Prod	EHP8 FOR SAP ERP 6.0, SAP NETWEAVER 7.5	17	753_REL (Patch :1100)	AIX 7.1	DB2 LUW	11.1 MP4 FP6 (DB2 v11.1.4.6 Fix Pack "6")
SAP ERP GST Dev	EHP8 FOR SAP ERP 6.0, SAP NETWEAVER 7.5	17	753_REL (Patch :1100)	AIX 7.1	DB2 LUW	11.1 MP4 FP6 (DB2 v11.1.4.6 Fix Pack "6")
SAP ERP EHP POC	EHP4 FOR SAP ERP 6.0, SAP NETWEAVER 7.01	17	722_EXT_REL (Patch :1000)	AIX 7.1	DB2 LUW	11.1 MP4 FP6 (DB2 v11.1.4.6 Fix Pack "6")
SAP BW Production	SAP NETWEAVER 7.4	8	749_REL (Patch : 1000)	AIX 7.1	DB2 LUW	11.1 MP4 FP6 (DB2 v11.1.4.6 Fix Pack "6")
SAP BW Quality	SAP NETWEAVER 7.4	8	749_REL (Patch : 1000)	AIX 7.1	DB2 LUW	11.1 MP4 FP6 (DB2 v11.1.4.6 Fix Pack "6")
SAP BW Dev	SAP NETWEAVER 7.4	8	749_REL (Patch : 1000)	AIX 7.1	DB2 LUW	11.1 MP4 FP6 (DB2 v11.1.4.6 Fix Pack "6")
SAP EP Production	SAP NETWEAVER 7.5	22	753_REL (Patch : 801)	RHEL 6.7	DB2 LUW	11.1 MP4 FP6 (DB2 v11.1.4.6 Fix Pack "6")
SAP EP Quality	SAP NETWEAVER 7.5	22	753_REL (Patch : 801)	RHEL 6.7	DB2 LUW	11.1 MP4 FP6 (DB2 v11.1.4.6 Fix Pack "6")
SAP EP Dev	SAP NETWEAVER 7.5	22	753_REL (Patch : 801)	RHEL 6.7	DB2 LUW	11.1 MP4 FP6 (DB2 v11.1.4.6 Fix Pack "6")
SAP EP Test Portal	SAP NETWEAVER 7.5	22	753_REL (Patch : 801)	RHEL 6.7	DB2 LUW	11.1 MP4 FP6 (DB2 v11.1.4.6 Fix Pack "6")
SAP EP POC Portal	SAP NETWEAVER 7.5	22	753_REL (Patch : 801)	RHEL 6.7	DB2 LUW	11.1 MP4 FP6 (DB2 v11.1.4.6 Fix Pack "6")

N.B: The successful bidder shall be responsible for version *upgradation* of Application/OS/Database released by OEM from time-to-time where no additional license cost is involved. However, upgradations shall be done after adequately analysing impact of such upgradation on other allied applications/interfaces. Commercials for the same shall be governed as per Clause No. GTC. 15.

SW.3. Business Activity of WBSEDCL across different modules in SAP-ERP and allied Applications have been detailed below-

SW.3.1. SAP Business Application Software Integrated Solution (SAP-ERP-BASIS), Application and Database System Administration:

3.1.1. DB Administration:

FMS Vendor shall:

- Undertake end-to-end management of database on an ongoing basis to ensure smooth functioning of the same.
- Undertake tasks including managing changes to database schemes, disk space, storage, and user roles.
- Setting and tuning system parameters
- Building appropriate indexes, specifying large enough buffers and caches, aligning the database implementation with IT infrastructure, monitoring databases and applications, reorganizing databases, etc.
- Manage database upgrade or patch upgrade as and when required with minimal downtime
- DB2 Installation and configuration
- DB2 Database Backup and Restoration
- DB2 Version Upgrade and Fix Pack Upgrade
- DB2 HADR Configuration & Maintenance
- DB2 Table export & import
- Maintenance of DB2 Licenses
- DB2 Federation Activities
- Database Refresh activities
- DB2 Backup maintenance activities
- DB2 Backup Restoration
- DR Drill activity on specific period basis through HADR/Data Guard/any other tools for all applications.
- Database Performance Tuning
- Database configuration for HA/Cluster/Load Balancing.
- Monitoring the database of all the servers
- Load Monitoring and Troubleshooting from Database Level.
- Checking and updating database and database manager configuration
- Backup monitoring and maintenance (includes retention of backups as per backup policy, backup scheduling for all the WB servers.
- HADR Configuration and Maintenance
- Database Backup and Restoration
- Query execution in Database
- Database Start and Stop as per requirement
- Database Refresh Activities
- Maintenance of database licenses.

3.1.2. SAP Basis Administration:

- SAP basis administration & Management of all SAP modules for 24X7 basis.
- SAP NetWeaver AS JAVA & ABAP server installation
- SAP NetWeaver AS JAVA & ABAP server upgradation (SPS + Version)
- SAP post-installation configuration and integration with landscape

- TR movement in ABAP systems
- Batch Job Scheduling & Management in SAP system
- Deploying EAR in JAVA systems
- User Creation
- User Reconciliation
- Role Creation
- Resolving authorization errors
- Backup Management (Monitoring & deletion as per retention policy)
- SAP Server Restart (Database + SAP)
- Bifurcation Activities
- Resolving Incidents in CA Help Desk.
- Query execution in Database
- SAP System Administration & Monitoring
- SAP CTS+ Configuration
- SAP Kernel Upgrade (ABAP + JAVA servers)
- SAP ADS Configuration
- SAP System Copy
- Configuring Central User Administration
- Configuring and Maintenance of SAP Audit for security auditing
- Maintenance of SAP system licenses
- Integration between SAP servers
- SAP Solution Manager Installation, Upgradation & Configuration
- Configuring Transport Management system in STMS
- Change & Transport Management in SAP
- SAP Data Archiving
- SAP Security Patch Application in both JAVA & ABAP systems
- User Management & Administration
- Authorization Management & Administration
- Scheduling of Batch Jobs in ABAP + JAVA systems
- SAP Performance Tuning and Process improvement

3.1.3. Application Administration:

- Management of all applications for 24X7 basis.
- Any installation/deinstallation/migration/any change i.r.o. all the applications and management software for better performance or as per WBSEDCL's business requirement.
- Shell scripting for running all the application process smoothly.
- Cronjob scheduling
- OS resource monitoring and management.
- File system monitoring and management.
- OS logs monitoring and troubleshooting and accordingly action should be taken.
- Database and Applications administration like start, stop, restart or any change etc.
- Performance monitoring & tuning.
- Root cause analysis for any problem arises and resolve the issues on immediate basis for compliance of SLA and smooth running of WBSEDCL business.
- OS Space and Disk management

3.1.4. Batch Management

- Batch jobs creation and monitoring from SAP Application
- Batch jobs creation and monitoring from OS Level.
- Process Document maintenance for any new Batch Job Scheduling or Batch Job Deletion
- Batch Job Calendar Maintenance.

3.1.5. User management

- User Creation and maintenance: Based upon initiation of request through CA Service Desk & subsequent approval
- User Reconciliation
- Managing User groups and Location Code: Based upon initiation of request through CA Service Desk & subsequent approval
- Access Management through Two-Factor Authentication.
- Bifurcation Activities: Based upon initiation of request through CA Service Desk & subsequent approval
- Configuration and Maintenance of SAP Audit for security auditing
- Setting up a Central User Administration
- Creating and Maintaining Users Via a Central User Administration: Based upon initiation of request through CA Service Desk & subsequent approval
- Setting User Default Values for Parameters
- Password Management
- Auto Role Revocation due to transfer/exit from Organization (handshaking data with ISU and other applications) with maintenance of logs.
- Auto Role Assignment to the designated users due to execution of actions in HCM (handshaking data with ISU and other applications) with maintenance of logs.

3.1.6. User Role Management

- Creation and modification of Roles and Authorizations
- Maintenance of Role-Authorization Matrix
- Maintenance of Authorization Profiles
- Authorization Trace for authorization Management.
- Maintaining org structure in role at the time of organizational restructuring
- Creating new role structure at the time of organizational location restructuring
- Creating new role structure at the time of new location adding
- Maintaining role object level authorization as per business requirements
- Adding transaction code in roles as per business requirements
- Providing special authorizations as and when required as per business needs
- Changing authorization in existing role structure as and when required as per business need
- Creation of SECATT scripts as and when required for mass user creation
- Creation of SECATT scripts for mass authorization change as and when required

3.1.7. Application Server System Management

- Monitoring the SAP Instances and Application Servers
- Monitoring the system work processes
- Monitoring and Managing User Sessions
- Posting System Messages
- Monitoring Work Processes
- Monitoring Update Records
- Monitoring Lock Entries
- Monitoring and Managing Operation Modes
- Monitoring CCMS
- Monitoring System Log.
- Spool Request Monitoring.
- Changing of application level parameters as and when required
- Client copy, and client maintenance.
- Support for SAP Archiving
- Maintenance of SAP system licenses.
- Monitoring qRFC Monitor (Outbound Queue)
- Monitoring qRFC Monitor (Inbound Queue)
- Monitoring transactional RFC
- Analyzing Early Watch Report and system performance tuning including code optimization

3.1.8. Request and Transport Management Systems

- Moving Transport Request in the landscape as per business requirement.

3.1.9. Others

- Support for Two Factor Authentication.
- SMS and Email gateway configuration and monitoring
- SAP Online Support System (OSS)
- Resolving Incidents in CA Help Desk.
- Telephonic Support
- Performing periodic DC DR Drill for database servers
- Performing periodic refresh of pre-production and other environment
- On Demand/periodic Audit trail preparation for Role and Users and Transport Requests.
- On Demand Note/patch deployment on SAP Product.
- Capturing system events like application shutdown, Mass user lock etc. through customized t-code.
- Maintenance of System Access Control for accessing ERP application beyond working hours/on holidays.

SW.3.2. Financial & Controlling (FICO)

3.2.1. Configuration, Master Data, Maintenance & Support:

- Creation/Change of Regions
- Maintenance of Factory Calendar
- Creation/Change in Organizational Structure (Segment, Maintaining Standard Hierarchy of Profit Centre, Cost Centre, etc.) and other master data.

- Creation/Change in Organizational Structure(Segment , Maintaining Standard hierarchy of Profit Centre, Cost Centre, etc.) and other master data.
- Creation of Migration GLs
- Uploading of Data/balance in respective GLs of WBSEDCL
- Creation of new Company Code/Chart of Accounts/Controlling Area and performing configurations related to new company codes.
- Creation and Maintenance of Tax Codes (both Withholding Tax & Tax on Sales and Purchases) as and when required along with required configurations like GL Mapping, creation of business place, etc.
- Implementation of constraints and logics through validation/substitution
- Configurations for creation of GL Account
- Creation of GL Master Data (and corresponding Cost Element, if required) with proper parameters after analyzing the business requirement.
- Creation and Maintenance of Bank GLs.
- Maintenance of Document Splitting Configuration for GL.
- Configurational changes required for creation of Vendor and Customer Master Data
- Creation of Vendor and Customer Master Data
- Maintenance and configuration for current and new business transactions i.r.o vendors and customers like down payments, special G/L transactions, etc.)
- Maintenance and configuration of related to bank accounting in SAP ERP
- Creation of Various Master Data related to bank accounting in SAP ERP
- Maintenance and Support for Cheque Life Cycle Management in WBSEDCL.
- Maintenance and Support for BRS Activity in WBSEDCL.
- Creation and Maintenance of Organizational Structure related to Asset Accounting & Depreciation.
- Mapping of GL with Asset as per business requirement.
- Creation of Asset Class and related configurations.
- Configuration for creation of Asset Master Data including User Fields used as per WBSEDCL business requirement.
- Creation of Asset Master Data
- Implementation of constraints and logics in Asset Accounting through validation/substitution
- Perform/Assist respective team of WBSEDCL, as the case may be, in performing Asset Postings
- Maintenance and Support for Depreciation Run in WBSEDCL.
- Configuration and Maintenance of Integration between PS Module and FI (like Defining Settlement Rule, performing asset capitalization, etc.)
- Maintenance and Support for General Controlling Configuration in SAP ERP
- Maintenance and Support for Cost Element Accounting, Cost Centre Accounting, and Profit Centre Accounting in WBSEDCL.
- Perform/Assist respective team of WBSEDCL, as the case may be, in performing Year End Activities like maintenance of special & normal posting period, depreciation run, automatic clearing run, number range creation, balance transfer of appropriate GL Account, etc.
- Year Ending activity for the Fund Management Opex in the system.

- Perform/Assist respective team of WBSEDCL, as the case may be, in performing Quarter End Activities like maintenance of special & normal posting period, TDS Payment by Zones, Divisions, etc. Some of these processes are custom designed which need to be maintained from time to time.
- Perform/Assist respective team of WBSEDCL, as the case may be, in performing Month End Activities like closure & opening of normal posting period, etc.
- Extraction of reports (both standard and custom) from SAP ERP as per business requirement as and when required. New development, if required, to be done in SAP ERP.
- Maintenance and Support for all the Enhancements in FI Module properly which may change from time to time as per business requirement along with imposing new enhancements for any new requirement
- Maintenance and Support for proper integration between FICO and other modules running in WBSEDCL.
- Maintenance and support of the customized FICA-FICO integration currently running in WBSEDCL.
- Maintenance and Support for custom module developed in SAP ERP as per business requirement of Loan and Bond Process in WBSEDCL.
- Maintenance and Support for custom module developed in SAP ERP as per business requirement of Treasury Module in WBSEDCL.
- For creation of asset master data, data will be filled-up by Site office according to requirement.
- Collected data will be verified by DDO and additional required data to be filled-up by DDO according to requirement. If require, collected data can be canceled.
- Data collected for FAMC process of Asset master will be verified by Controlling officer and necessary action will be taken accordingly.
- If maintained data is Ok for creation of Asset Master through FAMC process, then FAMC cell will proceed with their action and with the maintained data asset will be created automatically.
- Incorporation of BDC program for creation of CWIP Asset through FAMC process
- Incorporation of BDC program for creation of Fixed Asset through FAMC process
- Maintain, modify existing Custom Reports and created new Custom Reports according to client's requirement.
- Profit & Loss and Balance statement according to client requirement
- Incorporation of 47 custom report of Profit & Loss and Balance statement according to schedule/note wise.
- Implementation of STDS process according to Govt. India statutory requirement
- Incorporation of custom report for TDS on GST for site unit.
- Incorporation of custom report for TDS on GST for Corporate headquarter.
- Incorporation of custom report for overall view of TDS on GST data
- Implementation of One TAN process according to Govt. India statutory requirement
- Incorporation of custom report for Overall TDS/TCS report of Customer, Vendor & Employees.
- Incorporation of custom report for Overall maintaining of TDS/TCS u/s 24Q, 26Q & 27EQ data of TDS/TCS amount, Surcharge,

Education Fees, Interest amount, Fees amount, Penalty & bank related data etc. of Customer, Vendor & Employees.

- Incorporation of custom report for TDS/TCS u/s 26Q of vendor for site unit.
- Incorporation of custom report for TDS u/s 26Q for Corporate headquarter.
- Incorporation of custom report for overall view of TDS/TCS u/s 26Q.
- Incorporation of custom screen for maintaining of TDS tax G/L and exception user.
- Implementation of TCS u/s 206C(1H) as per Govt. India statutory requirement and applicable from 01.10.2020
- Incorporation of custom report of TDS u/s 206C (1H) according to client requirement
- Incorporation of workaround solution of TDS u/s 194Q and applicable from 01.07.2021
- Implementation of TDS u/s 194Q as per Govt. India statutory requirement.
- Incorporation of custom report for TDS u/s 194Q according to client requirement
- Incorporation of BDC for uploading of TDS u/s 194Q exemption amount in vendor master.
- Incorporation of new custom program for Automatic updation of TDS 194Q data in vendor master after creation of new section code, Vendor master.
- Maintain, modify existing BI Reports related to Procurement Report
- Maintain, modify existing BI Reports related to Order Procurement Report
- Maintain, modify existing BI Reports related to Project Non-Turnkey Material Report
- Maintain, modify existing BI Reports related to Project Procurement Report
- Maintain, modify existing BI Reports related to Direct PO Report
- Incorporation of Vendor master data report in BI Server.
- Implementation of Payment process via. Govt. deposit account for vendor advance payment process
- Implementation of Payment process via. Govt. deposit account for vendor Invoice payment process
- Implementation of Payment process via. Govt. deposit account for vendor retention payment process
- Implementation of Payment process via. Govt. deposit account for vendor Penalty payment process
- Maintain the existing Configuration and modified as and when required. Also, all the enhancements related to Fund Management to be maintained and modified as per requirement.
- Budget data collection & allocation process to various units as Revised Budget
- Budget data collection & allocation process to various units as Entry Budget
- Incorporated new CWIP Asset Class according to client requirement.
- Balance Confirmation letter for receivable and payables as per format for company as a whole
- Balances for all Creditors/Liabilities and Debtors/Receivables in the form OB, during the Year, Credit During the Year
- Age Analysis of all the Receivables and Payables including Capital Work in Progress, Material Advances, Cash Advances, Receivables

and payables in the format (0-6),6-12,12-24-24-36, 36-60 and >60 months

- Report with respect to unmoved balance for All receivables and payables like vendor wise cash Advance, Material Advance, Unmoved Liabilities etc.
- Additional changes incorporated in Vendor Bal Confirmation Report.
- Incorporation of additional changes need to incorporate in TCS report under sec-206C(1H)
- Incorporation of additional Changes are required in DCR Report.
- Incorporation of additional changes in existing TDS payment process through Zone wise
- Incorporation of additional changes in check register report.
- Incorporation of additional changes in vendor payment advice report
- Incorporation of additional changes in vendor GSTR 2A report
- Incorporation of Development of sale of investment for category III process
- Incorporation of additional changes in vendor Payment Process of Retention & Penalty via Govt. Deposit Account.
- Incorporation of additional changes in vendor payment advice report.
- Incorporation of changes in Vendor Advance Payment Process via Govt. Deposit Account.
- Incorporation of additional changes in Accept & Reject process of Payment via Govt. Deposit Account.
- Incorporation of additional changes in FICA-FICO batch job program for wrongly creation of Cost Element
- Incorporation of additional changes need to incorporate for Penalty and Retention process under payment process via Govt. Deposit Account
- Incorporation of Vendor payment advice form of WBSEDCL to be displayed in WBSEDCL portal.
- Incorporation of additional Changes need to incorporate in FAMC process
- Incorporation of additional changes need to incorporate in Investment Maturity Process of Pension
- Incorporation of changes of Profit Center & Fiscal year logic need to incorporate in Payment process of Govt. Deposit Account
- Incorporation of Changes need to incorporate in custom report for TDS/TCS u/s 26Q of vendor for site unit.
- Incorporation of changes need to incorporate in custom report for Overall maintaining of TDS/TCS u/s 24Q, 26Q & 27EQ data of TDS/TCS amount, Surcharge, Education Fees, Interest amount, Fees amount, Penalty & bank related data etc. of Customer, Vendor & Employees
- Incorporation of additional changes need to incorporate in Investment Maturity Process of Gratuity.
- Incorporation of resolution of mismatch between Trial Balance & Asset data report.
- Incorporation of creation of new House Bank & Account ID according to client requirement
- Incorporation of Document Splitting Configuration for new G/L.
- Maintenance of new G/L code in all other server with the sink of Production server.
- Incorporation of Project ID for maintaining of Asset master data
- Incorporation of new G/L code mapping in FSV Profit & Loss and Balance Sheet configuration.

- Guidance required for execution of quarterly Depreciation run & Overhead capitalization.
- Incorporation of changes in Asset Validation & Substitution for new responsible authority of FAMC Cell.
- Incorporation of TAN updation for new & existing Division & Region.
- Incorporation of changes in asset master screen layout configuration according to client requirement.
- Incorporation of Asset Configuration for Tagging of Assets with respective Grant scheme
- Incorporation of Accrual/Deferral Postings Process.
- Incorporation of Merger activity of PNB, UBI & OBC Bank
- Incorporation of Creation of new business place and section code for new region and division.
- Incorporation of new current Account Bank GLs
- Correction incorporated in MIRO with the discussion of SAP, Users are facing Error during Execution of MIRO i.e. GST partner is not determined, and Place of Supply is not determined
- Incorporation of changes in Business place & Section code according to client requirement.
- Incorporation of new Type of Asset for asset master and inserting the same in validation substitution
- Replication of new collection bank G/L accounts for company code WBDC
- Incorporation of changes in Subsequent asset acquisition validation according to client requirement.
- Incorporation of changes of in Asset Configuration for changing of Depreciation key during asset master creation.
- Updation of TAN number in multiple existing Business place & Section code
- Bank balance transfer for newly created Division from existing Division & Region.
- Incorporation of Automatic clearing rule for SR/IR and GR/IR clearing
- Incorporation of Configuration related to new vendor reconciliation account according to client requirement.
- Incorporation of changes in field status variant for Company Code: WBDC according to client.
- Incorporation of new withholding TDS tax process for TDS u/s 195.
- Incorporation of BDC program for uploading of hypothecation data in Asset master.
- Incorporation of custom development for deletion Process of withholding tax code from existing vendor master and updation process of Withholding Tax Code according to PAN wise.
- Incorporation of DCR Report for PF Trust and Pension & Gratuity
- Incorporation of Z-form need to create for TDS deducted against a single PAN, it's respective return has to be filed in Income Tax Portal against multiple different PANs.
- Incorporation of User Exit for maintaining of Asset master additional data in T-Code: AS01 to obtain Fixed Asset Register according to CARO 2020.
- Incorporation of User Exit in MIRO for invoice related to payment process via. Govt deposit account.
- Incorporation of User exit in T-Code: MIRO for entering of Scheme ID if user enter TDS tax code in Withholding Tax tab.

- Incorporation of User exit in T-Code: FB01 & F-48 for entering of Scheme ID if user enter TDS tax code in Withholding Tax tab.
- Incorporation of enhancement for Capturing of TCS line item as debit balance during MIRO and maintenance of customer routine.
- Incorporation of enhancement in T-Code: MIRO, if user select the MIRO related to Govt. deposit account then system should not allow to reverse that invoice document via. T-Code: MR8M.
- Incorporation of enhancement in T-Code: FB08 & FBRA, if user processed the advance, retention & penalty doc for Payment process via. Govt deposit account, then system should not allow to reverse.
- Incorporation of enhancement in T-Code: F-53 & F-04, if user processed the advance, retention & penalty doc for Payment process via. Govt deposit account, then system should not allow to clear the doc via T-Code: F-53 & F-04.
- Incorporation of enhancement in T-Code: FB01 & F-48, during execution of advance user need to enter correct scheme ID for TDS.
- Incorporation of enhancement in T-Code: MIRO, during execution of invoice user need to enter correct scheme ID for TDS.
- Incorporation of changes in Bank Guarantee enhancement
- Incorporation of changes in MIRO enhancement of Govt. Deposit Account
- RFC Developed for vendor payment advice report maintained and modified as per requirement.
- RFC Developed for Vendor TDS Return report maintained and modified as per requirement.

SW.3.3. Material Management (MM)

3.3.1. Configuration:

- Plant/Storage location/Purchasing organization/Purchasing Group Creation and Assignment at time of Bifurcation of any Unit of WBSEDCL.
- Inventory related data Migration to be executed at time of Bifurcation of any Unit of WBSEDCL
- Document type/Number range Creation, Assignment and maintain as per requirement.
- Maintain Inventory Management and Physical Inventory as per requirement.
- Pricing procedure, release strategy Creation, Assignment and maintain as per requirement.
- New configuration required to create for any new thought of WBSEDCL
- Financial Year Ending activity for maintaining the system.
- Year Ending activity for the Fund Management OPEX in the system.

3.3.2. Maintenance and Support:

- Creation and maintenance of Material Master as per requirement.
- Material Extension as per requirement.
- To monitor all the Enhancements in MM module properly which may change time to time or to be created for any new requirement
- Monitor proper integration to FICO /PS/PM/SD and other modules Module
- Maintain all type of Procurement Process running in system such as Central /CS Branch /Estate Management/Hydel/IT & C / Medical/ Rate Contract/Local Procurement Process etc.
- All the custom process attached with Procurement and Contract to be maintained and time to time may be changed or created as per requirement.
- Custom Developed Material Requirement Planning to be maintained and modified as per requirement.
- RFC Developed for Mobile Apps or Other Application to be maintained and modified as per requirement.
- Maintain Meter Life Cycle i.e. from Procurement of Meter to installation, return of defective meter within warranty period and receipt of rolling stock serial no. of meter against defective meter.
- PCC pole Movement Process from Region/any Unit of WBSEDCL to be maintained.
- Maintain Transformer Life Cycle i.e. from Procurement of Transformer to installation, return of defective Transformer within warranty period and receive of repaired Transformer against defective meter.
- Maintain the process of creating Serial Number for Meter and Transformer.
- Custom Developed Material Distribution/Requisition/Approval process to be maintained and modified as per requirement.
- Inventory Management against Custom Developed Material Distribution/Requisition/ Approval/Procurement/Contract to be maintained and modified as per requirement.
- Inventory Management and reporting of Turnkey Projects to be maintained and modified as per requirement.
- Inventory Management and reporting of Non-Turnkey Projects to be maintained and modified as per requirement.
- Custom Development against E-waybill to be maintained and modified as per requirement.
- Monitor proper integration to Oracle CRM module through PI/PO
- All Smart forms are to be Maintained or modified as per requirement
- Custom Developed Quality and Inspection process to be maintained and modified as per requirement.
- Maintain the process of Stock Rectification as per requirement.
- Maintain the Transformer Repairing process.
- Maintain the Work Order Process.
- Custom Developed STO process to be maintained and modified as per requirement.
- Master Data of Power Purchase process to be maintained and modified as per requirement.
- Invoice Processing for NTPC of Power Purchase process to be maintained and modified as per requirement.
- Invoice Processing for WBPDCCL of Power Purchase process to be maintained and modified as per requirement.

- Invoice Processing for DPL of Power Purchase process to be maintained and modified as per requirement.
- Invoice Processing for HMEL of Power Purchase process to be maintained and modified as per requirement.
- Arrear Bill, MFCA, Drawl Credit Note, Debit/credit note processing of Power Purchase process to be maintained and modified as per requirement.
- Invoice Processing for other Vendors to be implemented and maintained as per requirement
- Maintenance of Month wise Posting Period
- Unit of Measurement of any Material to be maintained and modified as per requirement.
- Maintain the existing Configuration and modified as and when required.
- Maintenance of Sub-Contracting Process.
- Custom developed report and transaction for updation of Accounting journal in Stock Transfer Order to be maintained and modified as per requirement
- Maintenance & modification of the existing Web-Service for return of Damaged meter from CRM within warranty period
- Maintenance & modification of the existing Web-Service for sending Meter issue document with Posting date to CRM
- Maintenance & modification of the existing Web-Service for sending Meter serial number details with other specifications of Meters to CRM
- Creation of new Web-Service as and when required
- Maintenance of the existing Configuration and modification as and when required. Also, all the enhancements related to Fund Management to be maintained and modified as per requirement.
- Maintenance of Audit reports
- Maintenance of report regarding Plant Wise Ageing of Pending SRV
- Maintenance of report regarding Capital Expenditure Report
- Maintenance of report regarding Accounting Mismatch in Material in Transit
- Generate new Audit Reports as and when required.
- Maintenance of Physical inventory count for Serialized and non-Serialized materials

3.3.3. Reports:

- Maintenance of report for Plant Wise Materials Aging Report
- Maintenance of report for Storing Slow/Non-moving Materials
- Maintenance of report for recording Storing Slow/Non-moving Materials
- Maintenance of report for deletion of Storing Slow/Non-moving Materials
- Maintenance of Report for tracking DTR and Meter Life Cycle
- Maintenance of DTR GP Fail Monitoring Status Report
- Maintenance of report for Defective DTR Intimation
- Maintenance of smart-forms for Defective DTR Intimation
- Maintenance of report for Defective Meter Replacement Intimation
- Maintenance of smart-forms for Meter Replacement Intimation
- Maintenance of tracking report for Procurement POs against defective Meter Serial Numbers at Store

- Maintenance of report to obtain Meter Serial Numbers against Material Document
- Maintain, Modify existing Custom Reports
- Generate new Custom Reports as and when required.

3.3.4. BI Reports:

- Maintain, modify existing BI Reports related to Procurement Report
- Maintain, modify existing BI Reports related to Order Procurement Report
- Maintain, modify existing BI Reports related to Project Non-Turnkey Material Report
- Maintain, modify existing BI Reports related to Project Procurement Report
- Maintain, modify existing BI Reports related to Direct PO Report
- Maintain, modify existing BI Reports related to Material Balance Report
- Generate new BI Reports as and when required.

3.3.5. Batch Programs:

- Batch program to send Serial number list of issued Meters from ERP to CRM
- Batch program to update warranty date of meter & DTR serial numbers after received at store
- Batch program to update the data of Meter Movement Material Documents Cost Center Wise in custom table required for reconciliation of meter movement between ERP-MM and CRM on daily basis
- Batch program to update the data (like reorder quantity, total required quantity etc.) required for material requirement planning for some high value materials procurement
- Batch program to send vendor details to PO for CRM

3.3.6. User Exits:

- Maintenance of User Exit for Insertion of 557 movement type in MIGO after save
- Maintenance of User Exit of MB21 validations
- Maintenance of User Exit for Sales Office Authorization
- Maintenance of User Exit to block MIRO against Gift Asset PO
- Maintenance of User Exit for cost center validation in ML81N
- Maintenance of OBYC Enhancement
- Maintenance of Purchase Order Screen Enhancements
- Maintenance of User Exit to Check Budget in PO

3.3.7. Enhancement:

- Maintenance of Enhancement of Changing the price of material at return and consumption
- Maintenance of Enhancement of Tagging Serial Number against reservation in MIGO
- Maintenance of Enhancement of DI item in MIGO
- Maintenance of Enhancement of Assigning PO number in MIGO for DI process DI

- Maintenance of Enhancement to block Serialized Materials and Non-Serialized Materials together through T-Code MI01
- Maintenance of Enhancement to Insert Profit Center in T-Code J1INPR
- Maintenance of Enhancement to Insert release strategy in T-Code ME22N
- Maintenance of Enhancement for Passing SD pricing value to MM pricing value
- Maintenance of Enhancement to fetch Item data from waybill table
- Maintenance of Enhancement to Change Pricing condition only ZMMDI1 and ZMMDI2

SW.3.4. Human Capital Management (HCM)

3.4.1. Configuration:

- Holiday/Factory Calendar Maintenance
- Action/Info-type/Sub-type/Wage type Creation as and when required
- Income Tax related configuration for every year, if required
- Configuration of New Work Schedule Rule and assigning to Personnel area/Subarea
- Configuration of New Personnel Area/Personnel Subarea/Employee Group/Employee Subgroup as and when required
- Configuration of Audit Log Report
- New workflow creation and maintenance
- Others config. as per requirement

3.4.2. Master Data:

- Position master data maintenance
- Org Unit master data maintenance
- Job master data maintenance
- Maintenance of Object Relationship
- Master data for Personnel administration, payroll and others sub-module

3.4.3. Maintenance and need based modification of existing configuration:

- Personnel Areas
- Personnel Subareas
- Employee Groups
- Employee Subgroups
- Assignment of Personnel Area to Company Code
- Assign employee subgroup to employee group
- Others config. as per requirement
- Maintain Public Holiday Classes
- Personnel Subarea Groupings
- Daily Work Schedules
- Period Work Schedules
- Work Schedule Rules and Work Schedules
- Planned Working Time
- Time Data Recording and Administration
- All related Info-type
- Others config. as per requirement
- Maintaining Info-type
- Maintain Subtypes

- Maintain Relationships
- Maintain Evaluation Paths
- Personnel Administration
- Basic Settings
- Personal Data
- Organizational Data
- Payroll Data
- Indirect Valuation
- Basic Pay
- Recurring Payments and Deductions
- Additional Payments
- Additional Payments: Off-Cycle
- Membership Fees
- Customizing Procedures
- Employee Self-Service
- All related Info-type
- Others config. as per requirement
- Basic Settings
- Pay Scale Groupings
- Creation of New Wage Types as per business requirements
- Mapping to Wage types to standard and custom pay-slip
- Basic Salary for India
- Reimbursements, Allowances and Perks
- Statutory Social Contribution
- Professional Tax
- Tax
- Retro Active Payroll Runs
- Off-Cycle Activities
- Reporting for Posting Payroll Results to Accounting
- All related Info-type
- Others config. as per requirement
- New Job ID creation
- Bifurcation of org. unit in org. structure
- Creation of New relationship for workflow
- Pay-slip re-design on requirement
- Others config. as per requirement
- Revocation of ERP (SAP ECC) access from users on off-days, holidays and beyond working hours
- Exclusion of PTS (Part-Time Sweepers) and DPL (Durgapur Projects Limited) employees from all custom reports
- Maintenance of Group Medical Insurance and its integration with other applications/modules

3.4.4. Maintenance and Support:

- Maintenance of all Info-type related to Recruitment
- Maintenance of Advertisement against Job and Vacancy (Position)
- Maintenance of Recruitment Correspondence Letter
- Maintenance of Invite Applicant Action
- Maintenance of Prepare for Hiring Action
- Maintenance & correction of Action/Reason of Action
- Direct Data Transfer
- Maintenance & correction of Course Group
- Maintenance & correction of Course Type
- Maintenance of all Info-type related to Recruitment
- Maintenance of all T-Codes
- Template Upload for General Information, Qualification, Separation etc.
- Data modification post upload of template for General Information, Qualification, Separation etc.
- Integration of HRIS information with HCM module and report generation
- Modifications in HRIS Report as and when required
- To maintain employee data
- All related custom Info-type
- Maintenance of accident report
- To maintain employee data
- All related custom Info-type
- Maintenance of Disciplinary Proceedings report
- Creation of new BDC as required
- Maintenance of existing BDC
- Final processing of Appraisal by HRDD
- Appraisal Grade Report
- Appraisal Status Report
- Historical data maintenance for Appraisal
- I-card Status Report
- RFC for I-card application
- RFC for I-card re-application
- Maintain of all batch programs and syncing SAP and ESS platform
- New enhancement on Action, Infotype, Wage type, Custom table etc in HCM module according to requirement.
- Change of existing enhancement on Action, Infotype, Wage type, Custom table, etc in HCM module according to requirement.
- Creation, Modification & maintenance of Smart-forms, if required such as forms for different office orders and notices etc.
- Integration with others modules of ERP and Non-ERP application/Biometric
- Maintenance & Support for all existing Standard functionalities / Processes in HCM with respective configuration part.
- Maintain, modify existing all the standard transactions code.
- Maintain, modify existing all the custom transactions or generate new custom transactions as and when required.
- Maintenance and support of customized attendance and overtime register
- Generate new custom reports as and when required.
- Maintain, modify existing all the standard and custom reports

- Creation of new validations/ retractions /other special features related to HCM as and when required in WBSEDCL along with maintenance of data consistency
- Maintain, modify existing all the validations/ retractions and other special features related to HCM.
- Maintaining of Year ending activities for HCM module
- Maintenance & modification of existing Action Process like Hiring, Transfer, etc. and also payroll process as required by WBSEDCL.
- Maintenance and modification of authorization role for info-type accessibility
- Creation/modification/maintenance of RFC/web-service whenever required
- Maintaining all other existing Configuration and modifications related to HCM module as and when required.
- New configuration required to meet up any new business requirement of WBSEDCL with Impact analysis & Documentation

3.4.5. Documentation:

- All the Configurations/Enhancements and related documents for HCM module are to be documented properly in CMDB Portal and approved CR form to be maintained.
- All the Custom Developments in HCM Module are to be documented in FS and TS form in CMDB portal and proper user manuals in WBSEDCL ERP portal. Any Custom Developments are to be treated as "Completed" only after uploading all these documents in portal.
- All scenarios tested for Custom Developments in HCM Module are to be documented Test Script and provided client prior to UAT (User Acceptance Testing). Any custom developments are to be treated as "Completed" only after uploading all these documents in portal.

SW.3.5. Sales and Distribution (SD)

3.5.1. Configuration:

- Factory Calendar Maintenance
- Sales Office and Shipping Point Creation and Assignment at time of Bifurcation of any Unit of WBSEDCL
- Creation and maintaining of Condition Table, Access Sequence, Condition Type for Pricing.
- Maintaining Pricing Procedure with respect to Billing Type.
- Maintaining copying control for Sales Documents to Billing Documents, Sales Documents to Delivery Advise, Billing Documents to Billing Documents.
- Financial Year Ending activity for maintaining the system.
- Maintaining Number Ranges for Sales Document, Billing Document, Outbound Delivery, Customer Group.
- Maintaining Item Category, Schedule Lines for Item Level in Sales Processes.
- Defining and Assigning blocking reasons to billing types.
- Assigning Sales Area to Sales Office.

- Defining and Assigning blocking reasons to billing types.
- Defining and Assigning Revenue Account Determination

3.5.2. Maintenance and Support:

- Creation of Customer and Service Materials for any new requirement
- Customer and Service materials Extension at time of extension process.
- To monitor all the Enhancements in SD module properly which may change time to time or to be created for any new requirement
- Creation of Condition Record after creation of new service materials including change of condition record for any revision in GST rate
- All Smart-forms are to be maintained or modified for any new requirement
- Monitoring of E-waybill at time of Delivery of Scrap Sales.
- Monitoring Proper Splitting of DA (Delivery Advice)
- Monitor proper integration with FICO Module during posting of accounting documents
- Monitor proper integration with MM Module when any materials are created or extended at plant level linking to Sales area.
- Maintaining Digital Signature in Invoices through RFC call.
- Maintaining the Transformer Repairing process.
- Maintaining Penalty related cases through Sales Order and tagging of PO Number & MIRO Document with sales order.
- End to End Buyback process with the scope of delivery challan printout through outbound delivery.
- Creation of new Custom Report for extracting invoice details as per given format of Outbound E-Invoice Filling.
- Maintaining Tagging of IRN with Billing Document Number and generating QR Code.
- Creation of new custom tables, reports for Incorporating new requirement related with One TAN- 27EQ TCS Deduction.
- Maintaining Generation of clearing entry for TDS GL after approval from head quarter along with Changing of TDS GL code in 27EQ Table 2.

3.5.3. Reports:

- Maintain, Modify existing Custom Reports
- Generate new Custom Reports as and when required.

3.5.4. BI Reports:

- BI Report for tracking Invoice with Sales Order.
- BI Report for tracking cancelled invoices w.r.t original invoices.
- Generate new Custom BI Reports as and when required.

3.5.5. Batch Program:

- Batch program to update TCS Value in Overall Custom Report for 27EQ.
- Batch program to update TCS Value in Table2-27EQ.
- Generate new Custom Batch program as and when required.

3.5.6. User Exits:

- Maintenance of User Exit for Sales Office Authorization
- Maintenance of User Exit for Validation in T-Code VA01.
- Maintenance of User Exit for Validation in T-Code VF01 and VF04.
- Maintenance of User Exit for Disable the billing date field in VF11
- Generate new User Exit as and when required.

3.5.7. Enhancement

- Maintenance of Enhancement for Checking Payment Completion before Outbound Delivery Creation.
- Maintenance of Enhancement for Changing the Rental Invoice date in T-Code VF04
- Maintenance of Enhancement for Validation in VA01 to check PO and MIRO doc
- Maintenance of Enhancement for QR Code Split to Prepare QR code Print
- Maintenance of Enhancement for Checking Plant Validation in Sales Order.
- Maintenance of Enhancement for IRN Capturing.
- Maintenance of Enhancement for Penalty Process Validations.
- Maintenance of Enhancement for Passing SD pricing value to MM pricing value
- Generate new Enhancement as and when required.

SW.3.6. Project System, Investment Management and Document Management System (PS-IM-DMS)

3.6.1. Maintenance & Support:

- New Service Connection Cable Rate maintenance
- Appropriation Request type wise DOP maintenance
- Table for Project Coding Mask maintenance
- Change Investment program structure
- Create Work Center
- Supply Code / Profit Center / Cost Center Mapping
- Material Cost Data for BOM
- Person responsible for Project along with Technical & administrative Order
- Creation & Maintenance of Network Number range in Production System
- Table for Project type not to be selected by the user
- Creation custom designed BOM for cost estimation of Project
- Exporting the BOM in excel format
- Creation of SAP document number for cost estimation sheet and other necessary relevant documents for Project
- Changing of Created document in SAP
- Releasing & locking of document to restriction of any further changes to the existing documents
- Tagging of relevant document to Appropriation Request or WBS Element
- Create appropriation request process for Project Planning & Approval.

- Appropriation request Approval (through Workflow) process by the designated authority based on Appropriation Request type
- Appropriation Request Approval Workflow Forward To another approver, whenever applicable
- Tagging of Parent WBS to Appropriation Request as a measure to allocate Budget to parent WBS as applicable
- Releasing of Appropriation Request to start execution of the Project
- Initiation of the Project Definition from Appropriation Request to enable Project structure creation
- Maintenance of BADI (APPREQUEST_UPDATE) in order to cater requirements w.r.t GIS-PS integration
- Maintenance & Enhancement of Validation in IMA11 for Overall plan value must match with year wise summation of plan values.
- Maintenance & Enhancement of Validation in IMA11 for Attachment of document is mandatory for the Appropriation Requests having plan values less than 50 lacs
- Monitoring of proper integration to existing Oracle CRM module through PI/PO, and need base changes of the same, if required
- Monitoring of New Service Connection Data Updation
- Project Build up & execution for New Service Connection with/without Pole
- Correction process for New Service Connection data integrated with Oracle CRM
- Maintaining special features adopted in the New Connection Process integrated with Oracle CRM.
- Maintenance & Inclusion of Vendor Code in New Service Connection Details (T-Code -ZNCD).
- Maintenance of Validation in ZNCD where System will display an warning message while saving the Applications for which corresponding vendor codes are blocked in ERP
- Maintenance & Inclusion of Network Number where Network Number relevant to the Application No will be populated automatically in ZNCD
- Maintenance & Inclusion of Scheme name in New Service Connection Details. (T-Code -ZNCD)
- Maintenance & Inclusion of Network Number in ZNCD for Incorporation of Additional Logic
- Modifications in New Service Connection Batch Job Program due to change in Network Number Range
- Maintenance & Restructuring of additional Scheme name as per WBS/DCL request for transaction code ZNCD
- Any other existing features related to New Service Connection Process
- Project Build up for Non-Turnkey / Turnkey /Gift Asset /Departmental Work Process /Augmentation Project with Dismantle Activity as per the way of execution
- Maintaining special project cases with WBS level up-to 6 (six).
- Generation of Technical and Administrative Order through Custom designed process
- Creation of Project Structure with WBS/ Network /Activity
- Releasing of Project [Full/ Partial] Structure to generate purchase requisition and start execution service procurement and material processing/procurement, wherever applicable
- Partially / Full confirmation of network Activities to mark the completion percentage of work
- Technical Closure of project process

- Monitoring through Project Planning board
- Project Scheduling
- Project Milestone
- Any other existing functionalities / features related to IM/PS
- Maintenance & Enhancement in CJ20N for the restriction in material quantity in internal activities of Non-Turnkey Material WBS to double check entered material quantity in a pop-up screen.
- Creation of settlement rule in PS
- Actual Cost movement from Network to WBS/Project via execution of settlement process
- Actual Cost movement from Project/WBS to CWIP via execution of settlement process
- Actual Cost movement from via execution of settlement process to Fixed Asset via execution of settlement process
- Monitoring of Settlement process with standard/custom reports
- Maintenance & Enhancement in CJ20N to incorporate the validation where settlement rule is mandatory before releasing WBS
- Any other existing functionalities / features related to Settlement Process
- Maintaining of Year ending activities for IM/PS module
- Unused/ Closed Project Archiving, deletion/cleaning of Junk Projects.
- Monitoring of all the Enhancements in PS/IM/DMS module properly which may change time to time or to be created for any new requirement
- Monitoring of proper integration with Existing Oracle CRM/FICO/PS/PM/SD and other modules of SAP.
- Inventory Management against Turnkey/Non-Turnkey Project to be maintained and modified as per requirement.
- All Smart forms are to be Maintained or modified as per requirement
- Maintaining of Project Monitoring in IM/PS module
- Creation/modification/maintenance of RFC/web-service whenever required
- Creation/modification/maintenance of all the features/functionalities, not mentioned here, provided by SAP wherever applicable for IM/PS/DMS
- Maintain, modify existing custom reports or generate new custom reports as and when required.
- Maintenance of Project Details Report to display Project/WBS wise Planned Cost to Fixed Cost
- Maintenance of Project wise Planned cost to fixed cost (BI Report)
- Maintain, modify existing all the custom transactions for IM/PS/DMS or generate new custom transactions as and when required for IM/PS/DMS
- Maintain, modify existing all the validations/restrictions and other special features related to IM/PS/DMS or creation of new validations/restrictions/other special features related to IM/PS/DMS as and when required in WBS/DCL

3.6.2. Need-based deployment with Maintenance & Support:

- Proposal creation of Annual Budget for individual Organizational Unit.
- Approval Process of the Proposal for Budget.
- Rolling up the Budget to estimate the total Annual Budget of the organization.
- Creation of Original Budget as per the estimated budget.
- Release of Budget to enable the execution of the work as per plan and as per allocated budget.
- Budget Distribution to Parent WBS as per planned value.
- Distribution of Budget to Child WBS to execute the individual tasks.
- Supplement of Budget, if the allocated budget is not sufficient to execute the total work.
- Budget Return, if the total work gets completed with the allocated budget and excess amount can be returned.
- Budget transfer
- Budget availability checking
- Any other existing features/functionality related to Budgeting.
- Maintenance of Parameters for Network Scheduling
- Maintenance of Confirmation Parameters
- Maintenance of Parameters for Network Type
- IM/PS activities for new WBSEDCL org. unit or bifurcation of existing org. unit of WBSEDCL

3.6.3. Maintenance & need base modifications of existing configurations:

- Maintaining all other existing Configuration and modifications related to IM/PS/DMS as and when required.
- New configuration required to meet up any new business requirement of WBSEDCL

3.6.4. Documentation:

- All the Configurations/Enhancements and related documents for IM/PS module are to be documented properly in CMDB Portal and approved CR form to be maintained.
- Maintenance & Preparation of updated New Service Connection User Manual
- All the Custom Developments in IM/PS Module are to be documented in FS and TS form in CMDB portal and proper user manuals in WBSEDCL ERP portal. Any Custom Developments are to be treated as "Completed" only after uploading all these documents in portal.

SW.3.7. Plant Maintenance (PM)

3.7.1. Configuration:

- Maintenance of Planner Group
- Maintenance Planning Plant
- Assignment of maintenance Planning Plant to Maintenance Plant
- Plant section
- Currency for maintenance statistics
- Measuring point categories
- Object information keys, Types of technical objects & View profile for technical objects

- Structure indicator for Functional Location, Category of Functional Location, Define installation of Functional Location
- Equipment category, Field selection for equipment master record, Usage history update, History related fields
- Model Service specification for Service Master of Transformer Repairing Process
- Maintenance Plan categories
- General Task list, Equipment task list, Functional location task list.
- Settlement profile
- Allocation Structure
- Value Categories
- Assignment of Cost elements to value categories
- Types of Notifications
- Screen areas & Field selection for Notifications
- Assignment of Notification type to Order type
- Catalog, Catalog Directory & Catalog Profile
- Setting Priorities for Notifications
- Order Types
- Assignment of Order types to maintenance plants
- Default value for Planning indicator for each Order type
- Settlement rule: Time & Distribution
- Notification & Order integration
- Control Keys
- Default Order types for maintenance items
- Default value for Control keys for Order types
- Maintenance Activity types
- Assignment of Activity type to each Order types
- Assignment of costing parameters and result analysis keys
- Default value of Activity type for Order type
- Change docs
- Collective purchase requisition indication & operation no. interval
- Goods movement for Orders
- Account assignment category document type for Purchase
- Default values of Units for Operation
- Field selection for Order header data
- Maintenance Plan Scheduling Parameters
- Completion confirmation parameters, Screen template for Completion Confirmation
- Number range for Equipment, Measuring Point, Measurement Documents, Maintenance Plan, Maintenance items, Notifications, Orders
- Maintenance and enhancement for Damaged Transformer under guarantee (ZDUG) process in PM maintenance process
- Maintenance and enhancement of Meter and Meter Seal issue process via maintenance order
- Maintenance and enhancement of service cost booking in PM Maintenance process as per requirement for emergency work during natural or man-made disasters
- Maintenance and enhancement of service cost booking in PM Maintenance process for emergency work during AILA & AMPHAN Storm.

3.7.2. Maintenance and Support:

- Support in Creation of new master data/maintenance of existing master data i.r.o. Technical objects like Functional location, equipment, Measuring points & counters, work center, maintenance task list, maintenance strategy, maintenance plan, catalog profile, BOM, Class, Characteristics
- Process for installation/dismantling of equipment's i.r.o. Functional Location
- Identification of non-functioning/ damaged equipment viz. CT, PT, CB etc., creation of notification and Order with reference to the notification, Order confirmation, Notification closing, settlement of Order, Order closing
- Maintenance and Support for the process of Calibration for Equipment's
- Creation or modification of Notifications
- Creation or modification of General/ Repair Maintenance Order directly or through Maintenance Notification for an equipment or Functional location. Order confirmation, Notification closing, settlement of Order, Order closing
- Creation or modification of Breakdown Maintenance Order directly or through Maintenance Notification for an equipment or Functional location. Order confirmation, Notification closing, settlement of Order, Order closing
- Creation or modification of Condition based Maintenance Order directly or through Maintenance Notification for an equipment or Functional location. Order confirmation, Notification closing, settlement of Order, Order closing
- Creation of Task list & Maintenance Plan
- Scheduling of Maintenance Plan
- Creation of Maintenance Order automatically
- Attaching Permit, if required
- Releasing of Order. Order confirmation, Notification closing, settlement of Order, Order closing
- Creation or modification of Contract for AMC
- Creation or modification of Maintenance Order using services of Contract. Order confirmation, Notification closing, settlement of Order, Order closing
- Creation or updating of Permit as a maintenance notification, Issuance of Permit, creation or updating of Printable Smart-form. Closure of Permit.
- Logbook data entry & uploading of logbook offline data for the equipment's like Power Transformers, Battery, Energy Meters residing in Sub Stations.
- Maintenance of Message book, Inspection Register, Testing Register, Tripping, Tripping details, Permit & Shutdown register, Pending Permit List, Downtime notification functionalities.
- Overall Process for repairing of Transformers through PM order, LOI & PO.
- Creation of Power Transformers as a new equipment with its measuring points
- Creation or modification of MS Excel Templates to upload through transaction code
- Automatic creation of condition-based notification when parameter value is beyond the threshold limit

- Creation of Order with reference to the notification
- Order confirmation, Notification closing, settlement of Order, Order closing
- Creation or modification of Customized reports
- Feeder-wise Tripping information (Number & duration of tripping) uploading process with required reports.
- End-to-End process for capturing all the events of Transformer/Meter in its full life cycle.
- Process for Claiming the Warranty against new/repaired Transformer.
- Change of existing enhancement or Implementation of new enhancement in PM module according to requirement.
- Creation, Modification & maintenance of Smart-form in PM, if required.
- Integration with PS, MM, FICO and other modules of ERP.
- Customizations for LSMW, if required.
- Modification of existing customized reports in PM module for printing different documents related to Work Order, LOI, Material Requisition & its Approval, Issuance & receipt of materials, PTR Oil Test Result uploading, Feeder-wise tripping uploading etc.
- Complete development along with Impact analysis & Documentation
- Maintenance & Support for all existing Standard /customized functionalities / Processes in Plant Maintenance with respective configuration part, if not covered here.
- Maintain, Modify existing Custom Reports for PTR oil health monitoring process
- Maintain, Modify existing BI Reports for maintenance order status report
- Maintain, Modify existing BI Reports for maintenance order report
- Maintenance and enhancement of PM maintenance process to restrict the issue of duplicate material
- Maintenance and enhancement of PM maintenance process to restrict the issue of new materials having stock price to be issued in negative quantity.
- Custom program to download the Power transformer health monitoring process data template
- Custom program to upload the Power transformer health monitoring process data for multiple transformers at once
- Program to download pre-filled flat file format and upload of flat file to create new equipment in mass
- Automatic creation of measuring point for equipment in mass as per their location and equipment type via customized program
- Condition based maintenance notification generation for equipment
- RFC for extracting functional location data in ERP system to be integrated with mobile based logbook update process
- RFC for extracting equipment location data in ERP system to be integrated with mobile based logbook update process
- Enhancement in ZDUG order type to restrict the issue of non-serialized material in maintenance order.

3.7.3. Documentation:

- Creation & Publishing of Document containing technical details of the enhancement from development to deployment in Prod.
- All the Custom Developments in PM Module are to be documented in FS and TS form in CMDDB portal and proper user manuals in WBSEDCL ERP portal. Any Custom Developments are to be treated as "Completed" only after uploading all these documents in portal.

3.7.4. Audit reports:

- Generate new Audit Reports as and when required.
- Maintenance of report regarding Plant Wise Ageing of Pending SRV
- Maintenance of report regarding Capital Expenditure Report
- Maintenance of report regarding Accounting Mismatch in Material in Transit

3.7.5. Budgetary Control System (BCS) for OPEX

- Maintain the existing Configuration and modified as and when required. Also, all the enhancements related to Fund Management to be maintained and modified as per requirement.
- Custom report to check budget details for commitment items tagged to Opex store materials
- Customized downloadable report for Total Budget for a fiscal year in OPEX.
- Enhancement and maintenance in PM Maintenance process to assign material commitment items with respective materials
- Maintenance and Enhancement in PM Maintenance process and PM notification process to make cost center field mandatory
- Enhancement and configuration in fund reservation to display cost center and restrict fund center and cost center mismatch
- Maintenance and Enhancement in fund reservation document to restrict one earmarked fund document per fiscal year for a particular cost center
- Year Ending activity for the Fund Management OPEX in the system.

SW.3.8. Customized applications/modules developed in SAP-ERP for WBSEDCL Business

3.8.1. Safety/Accident Module

3.8.1.1. Configuration:

- Maintenance and Support for all existing configurations and incorporation of new configurations as and when required

3.8.1.2. Enhancement Control:

- Maintenance and Support for all the developed functionality and incorporation of new once

3.8.1.3. Integration with Other Modules:

- Maintenance and Support for proper integration between other modules

3.8.1.4. Role & Authorization:

- Maintenance and Support for existing roles and authorizations
- Creation of new roles as per requirements

3.8.1.5. Transactions:

- Maintenance and development of transactions as and when required
- Maintenance & enhancement of process for setting special flags
- Maintenance & enhancement of process for showing victim details
- Maintenance & enhancement of process for showing accident details

3.8.1.6. Reports:

- Maintenance and development of reports as and when required
- Maintenance & enhancement of process displaying Delayed preliminary accident entry in ERP system
- Maintenance & enhancement of process displaying non-fatal victim turns into fatal in inquiry.

3.8.2. Trust Activities

3.8.2.1. Configuration, Master Data and Maintenance & Support:

- Custom developed PF master to be maintained and modified as per requirement in respective company codes.
- Custom developed EPFO master to be maintained and modified as per requirement in respective company codes.
- Custom developed Monthly PF schedule master to be maintained and modified as per requirement in respective company codes.
- Custom developed Prior Period Adjustment master to be maintained and modified as per requirement in respective company codes.
- Custom developed Prior Period Adjustment master to be maintained and modified as per requirement in respective company codes.
- Maintenance and modification of custom program for Inter-company data transfer for Monthly PF Subscription schedule.
- Maintenance and modification of custom program for Inter-company data transfer for Monthly PF Refundable Loan.
- Periodical compliance for changes/modification in PF loan Application through Web Portal
- Modification of processes designed in SAP ERP as per statutory requirements from time to time.
- Custom Program for PF Opening Balance and Yearly Calculation to be maintained and modified as per requirement in respective company codes.

- Maintenance and modification of Monthly and Annual PF Statement for respective company codes published in Web portal.
- Year Ending activity for the Employee PF Closing in the system for respective company codes - HCM.
- Year Ending activity for the Employee PF Closing in the system for respective company codes - FICO.
- Maintenance and modification of custom program for PF Final Settlement in respective company codes.
- Periodical compliance for changes/modification in PF Final Settlement through Web Portal in respective company codes.
- Periodical compliance for changes/modification of PF Interest rate Annually/Quarterly for respective company codes.
- Maintenance and modification of Custom Program for Accounting Reversal process for all the custom application as per requirement in respective company codes.
- Maintenance and Support for all the activities related to FI and HCM Module for these Trusts.
- Maintenance and modification of Custom Program for ECR generation as per statutory requirement.
- Modification of processes designed in SAP ERP as per statutory requirements from time to time.
- Custom developed Pension Issuance program to be maintained and modified as per requirement. Pension and Family Pension.
- Custom developed Pension Vigilance approval program to be maintained and modified as per requirement- Pension and Family Pension
- Custom developed Pension HBL approval program to be maintained and modified as per requirement-Pension and Family Pension
- Maintenance and Modification of Pension Payment Order program -Pension and Family Pension
- Maintenance and Modification of Pension Payment Order print program -Pension and Family Pension
- Maintenance and Modification of custom program for recording and uploading the Photo and Signature -Pension and Family Pension
- Maintenance and modification of custom table for Pensioner and Family Pensioner
- Maintenance and Support for various operations performed for processing of monthly pension
- Creation of New Wage Types as per business requirements
- Maintenance and modification of custom Pay-slip for Pensioner and Family Pensioner
- Maintenance and Support for various operations performed for processing of monthly pension posting to accounts
- Maintenance and modification of Pension Application published in Web portal.
- Custom Program for SMS notification for Pension Application Status to be maintained and modified as per requirement
- Custom Program for Pensioner / Family Pensioner Life Certificate recording (Year-to-Year) to be maintained and modified as per requirement

- Custom Program for Pensioner / Family Pensioner Life Certificate Application Status SMS notification to be maintained and modified as per requirement
- Maintenance of Custom program /RFC's for third party (External) integrated application for Pension/Family Pension.
- Maintenance and modification of Pensioner/Family Pensioner Pay-slip program published in External Web portal.
- Timely updation of statutory changes as per GoI or statutory authorities for computing Income Tax.
- Maintenance and modification of custom program for Pensioner Income Tax Declaration program published in External Web portal.
- Maintenance and modification of custom program for Pensioner Form 16 published in External Web portal.
- Timely maintenance and modification required for Custom program used for replicating and updating pay details for Pensioner/Family Pensioner
- Maintenance and modification of custom batch program to delete draft Pension Application applied in Web portal.
- Custom developed Gratuity Issuance program to be maintained and modified as per requirement.
- Maintenance and Modification of Pension Payment Order program -Pension - Gratuity Details
- Maintenance and modification of Gratuity Application published in Web portal.
- Custom developed Gratuity Nomination master to be maintained and modified as per requirement in respective company code.
- Custom developed Group Insurance Nomination master to be maintained and modified as per requirement in respective company code.
- Maintenance and modification of Gratuity Payment report
- Custom developed Gratuity Bank Report program to be maintained and modified as per requirement.
- Custom developed Gratuity Arrear Calculation program to be maintained and modified as per requirement.
- Modification of processes designed in SAP ERP as per statutory requirements from time to time.

3.8.2.2. Investments:

- Implementation of Investment Process for Pension
- Implementation of Investment Process for Gratuity.
- Incorporation of custom process for Inclusion of stamp duty for purchase of type I and type II investment
- Maintenance and Support for all the activities related to FI and HCM Module for these Trusts.
- Maintenance and Support of Investment process for TRUST that has been implemented through customized developments.

3.8.2.3. Generation of Reports:

- Extraction of reports (both standard and custom) from SAP ERP as per business requirement as and when required. New development, if required, to be done in SAP ERP.

3.8.3. Litigation Management System

3.8.3.1. Master Data Maintenance:

- Court Master/Office Master /District Master
- Case Type/Case Status Master
- Petitioner Master Data
- Judge Master Data & Other Master Data

3.8.3.2. Maintenance & Support:

- Process of registering and maintenance of transactional data for end to end process
- Fetching Nodal Officer, Justice, Case Type for Case Details Printout.
- Fetching Details for Advocate.
- At the time of putting Briefing Officer/Nodal Officer it will show the search help for position id.
- Extra validation and updating in Case Register Tab.

3.8.3.3. Reports:

- Maintain, modify existing Custom Reports or generate new Custom Reports as and when required.

3.8.3.4. Documentation:

- All the Enhancements in this module are to be Documented properly in CMDB Portal and approved CR form to be maintained.
- All the Custom Developments in this Module are to be documented for FS and TS in CMDB portal and proper user manuals in WBSEDCL ERP portal. Custom Developments are to be treated as "Completed" only after uploading all these documents in portal.

SW.3.9. Employee Self Service and Management Self Service (ESS-MSS)

3.9.1. Configuration:

- New ESS-MSS user on requirement
- New Tab creation as required
- New work-flow as required
- Password Reset
- MSS role creation for portal
- LDAP creation for user
- Others config. as and when required

3.9.2. Maintenance and Support:

- Leave Request
- Leave Joining process
- Quota Overview
- Leave Encashment
- Modifications, as and when required in Leave/Leave encashment process
- Quota creation for Maternity
- Quota creation for Child Care Leave
- Paternity Leave Quota Creation
- Modifications, as and when required in Quota creation process
- Salary Statement
- Form 16
- GPF Subscription Yearly
- Income Tax Declarations.
- Print Income Tax Declarations.
- PF Subscription Monthly/Yearly
- PF Loan Application
- PF loan application print
- Modifications, as and when required in Pay process
- Festival Advance.
- LTC Advance.
- HTC Advance
- Medical Advance.
- Temporary Advance.
- Transfer Advance.
- Transfer Grant.
- Travel Advance.
- Modifications, as and when required Advance process
- LTC Reimbursement.
- HTC Reimbursement
- Medical Reimbursement.
- Transfer Reimbursement.
- Apply Temporary Reimbursement.
- Travel Reimbursement.
- Modifications, as and when required in 'Reimbursement' process
- Address
- Bank Information
- Family members/Dependents
- Location-wise Employee posting history
- Personal data
- ISU ERP Role Authorization
- ISU ERP Role Authorization Print
- Modifications, as and when required in Authorization Request process
- Employee Relationship Details
- Appraisal Relationship Matrix
- Appraisal- Self appraisal Report (by appraisee)
- Appraisal- Performance appraisal Report (by appraiser)
- Appraisal Request Status
- Modifications, as and when required in 'Performance Appraisal' process

- All workflow communication for every event through ESS
- I-card application
- I-card reapplication
- I-card application print form
- I-card reapplication print form
- I-card application by CS branch
- I-card reapplication by CS branch
- I-card rejection
- I-card status change (for contractual)
- I-card approval by Dir HR/GM HR)
- Modifications, as and when required in 'I-card' related process
- DCRB Pension & Gratuity Application
- CPF Gratuity Application
- Print-form- Pension & Gratuity
- Pension Dept- Photo Upload
- Pension Application on behalf of Employee
- CPF Gratuity application on behalf of employee
- Pension and Gratuity Print form on behalf of employee
- Modifications, as and when required in 'Terminal Benefit' process
- PF Trust for MSS Employees
- DDO Emp Print Loan Application
- Pension Trust- DCRB Pension & Gratuity Application
- Pension Trust- CPF Gratuity Application
- Pension Trust- Print forms- Pension & Gratuity
- Modifications, as and when required in 'PF & Pension Trust Role' related process
- Induction Report
- Retirement Report
- Transfer Report
- Leave accrual tracking Report
- Modifications, as and when required in 'BI Reports'
- Activation/Deactivation of ESS Portal links as and when required

SW.3.10. Workflow System

3.10.1. Configuration, Maintenance and Support:

- Configuration and maintenance of workflow system in SAP ERP
- Creation of new workflow related to HCM module
- Maintenance & modification of existing workflow related to HCM module
- Maintenance of existing workflow related with PS module
- Maintenance & modification of existing workflow related ESS/MSS.

SW.3.11. Allied applications and functionalities integrated with SAP ERP

3.11.1. Vendor Registration Portal

3.11.1.1. Configuration, Maintenance and Support:

- System configuration for Vendor Registration Portal
- Maintenance & support of Vendor Registration Portal

- Maintenance of different Connect Mechanism within internal & external systems.

3.11.2. Pensioner Portal

3.11.2.1. Configuration, Maintenance and Support:

- System configuration for Pension Portal
- Maintenance & support of Pension Portal
- Maintenance of different Connect Mechanism within internal & external systems.
- Maintenance of Group Medical Insurance, Identity Card generation, DA Arrear downloading, Form-16 uploading, life certificate submission, e-mudra etc. functionalities.

3.11.3. Audit Portal

3.11.3.1. Configuration, Maintenance and Support:

- System configuration for Audit Portal
- Maintenance & support of Audit Portal
- Maintenance of different Connect Mechanism within internal & external systems.

3.11.4. e-Recruitment Portal

3.11.4.1. Configuration, Maintenance and Support:

- System configuration for Recruitment Portal
- Maintenance & support of Recruitment Portal
- Maintenance of different Connect Mechanism within internal & external systems.

3.11.5. Mobile App for capturing Substations' log sheet data

3.11.5.1. Configuration, Maintenance and Support:

- System configuration for mobile app
- Maintenance & support of mobile app
- Maintenance of different RFC required for the app.
- Integration with PM module

3.11.6. I-Card printing software

3.11.6.1. Configuration, Maintenance and Support:

- System configuration for I-Card printing software
- Maintenance & support of I-Card printing software
- Maintenance of different Connect Mechanism within internal & external systems.

3.11.7. Application for calculation of incentive

3.11.7.1. Configuration, Maintenance and Support:

- System configuration for the application
- Maintenance & support of the application

- Integration with ERP and allied applications.

All the allied applications implemented through custom development/using standard functionalities of SAP ERP and other technologies such as Angular, React, Django, Nginx, PostgreSQL, Docker, third-party API integration etc.

SW.3.12. Network Support

3.12.1. Support Service:

- Co-ordination with the existing support provider for network in DC/DR

SW.3.13. Middleware Process Orchestration (SAP PO)

3.13.1. Maintenance and Support:

- Monitoring of Communication Channels
- Monitoring of all the Interfaces of PO
- Checking connectivity with ISU
- Ensuring connectivity between All the third-Party Vendors
- Checking the load balancing of PO server
- Solving the Incident of CA Helpdesk as soon as possible
- Working with the Third-party regarding payment related problems
- Discussion with Clients for process improvement of any payment process
- Analysis of connectivity problems and taking appropriate steps to rectify it
- Checking every possible scenario during UAT with Clients
- Ensuring successful interface movement from dev to Prod
- Using validation at PO end to avoid unwanted production hits
- Analysis of payment issues and taking appropriate steps to rectify it

SW.3.14. Documentation

3.14.1. Enhancement /Custom:

- Proper documentation of BBP/BRD, FS, TS, approved CRF and UAT Sign-Off to be uploaded in CMDB portal for any new development, enhancement or change in existing enhancement.
- Any Custom Developments are to be treated as "Completed" only after uploading all these documents in portal.

3.14.2. Others:

- Report on list of Transport request Movement in Production
- Maintenance of UAT Script, UAT Issue Register
- Training Manual, if required

SW.4. Successful bidder shall be responsible for maintenance of all business activities mentioned in SW.3.

SW.5. Successful bidder shall be responsible for configurations, enhancements, business logic modifications and customizing from time-to-time as and when deliberated by WBSEDCL.

SW.6. Successful bidder shall be responsible for implementation and maintenance of new requirements given by WBSEDCL in SAP-ERP. Add-on Commercials, if any, shall be guided by Clause no. GTC.15.

SW.7. Infrastructure Resource Management:

Successful bidder shall be responsible for continuous monitoring, periodic analysis and forecasting of changes necessary for smooth running of SAP-ERP and other allied applications. to quantify capacity and configuration of infrastructure resource requirement. However, suggestions related to augmentation of infrastructure shall be supported by valid facts and figures given from OEM or reports generated by system.

SW.8. Monitoring, Support and Performance Tuning:

Successful bidder shall be responsible for analyzing and tuning different parameters in the system, application, database, OS, code-base and other related configuration, wherever applicable, on regular basis and ensure smooth functioning of overall SAP-ERP system and allied applications.

SW.9. Security Management:

Successful bidder shall be responsible for protection from unauthorized usage, detection of intrusions, detection of malware, detection of any kind of vulnerability in SAP-ERP and allied applications. Any vulnerability detected shall be reported at the earliest to the nodal officer and proactive prevention actions shall be taken. Necessary security patches, wherever applicable, shall be deployed, installed, removed, etc. from time to time. Successful bidder shall scrupulously adhere to and maintain IT security policy of WBSEDCL.

SW.10. Location of Service:

Successful bidder shall be responsible for 24x7 management of SAP-ERP and allied applications. If required, appropriate personnel of bidder shall visit different offices of WBSEDCL located across West Bengal for resolution of issues, imparting training programs, requirement gathering, review meetings, UAT, etc. as and when asked by WBSEDCL.

SW.11. Resource Management and Allocation of minimum Key Experts and additional Resources:

1. Bidder should allocate at least minimum Key experts mentioned in **ANNEXURE-IV**. For delivering the support services according to the scope of work and Service Level Agreement **ANNEXURE-XVIII**, the FM vendor is fully responsible to provide sufficient Key expertise's and Technical Resources beyond the minimum Key experts (mentioned in **ANNEXURE-IV**) in each of the functional area of FM support without any additional cost except the condition satisfying the additional PD (person day) for any change request as per Clause 3.4. "Change Management" of Scope of work & clause GTC.15.

2. If any of the Key Experts become unavailable for FMS period, the FMS vendor shall seek to substitute another Key Expert. The vendor shall provide a written adequate justification and evidence satisfactory to the utility together with the substitution request. In such case, a substitute Key Expert shall have equal or better qualifications and experience than those of the originally proposed Key Expert.
3. If the vendor fails to provide a substitute Key Expert with equal or better qualifications, or if the provided reasons for the replacement or justification are unacceptable to WBSEDCL, such Proposal may be rejected and Contract may be terminated as per Clause GCC.8. Termination of Contract.

SW.12. Project Management:

Successful bidder shall assign at least one Project Manager as single point of contact for this project. Designated person shall be responsible for delivery of all the requirements, weekly/monthly reporting, invoicing, project communications, strategic and tactical recommendations, escalations, etc. during the contract tenure.

SW.13. Transition Management:

During initial 12 weeks viz. initial period of taking over by successful bidder from existing FMS vendor, successful bidder shall provide minimum agreeable services. Formal SLA shall be enforced only after initial transition period. Change of FMS vendor will go through a transitional phase which is defined as below-

1. Knowledge transfer – Bidder responsibility to depute sufficient expertise for taking all the knowledge from present SI. Duration of this knowledge sharing phase will be for 6 (six) weeks.
2. Hand Over Take Over (HOTO) & Full transfer of responsibility – In this phase, Bidder will provide sufficient Expertise, to provide the full support and present SI will only monitor the activity. Duration of this phase is six weeks. All credentials will be handed over on this phase.
3. After covering all above phases successful bidder will be fully responsible for managing all IT operations as per this NIT.
4. Deployment of manpower by successful bidder for transition management shall be only at centralized locations like Data Centre (Rajarhat, WB), Disaster Recovery Centre (Berhampore, WB) and Vidyut Bhawan (Salt Lake, Kolkata).

SW.14. Help Desk Services:

The successful bidder shall use service desk tool deployed in WBSEDCL for managing calls/dockets raised from different offices of WBSEDCL. Presently, WBSEDCL uses CA Help Desk for managing Service desk s/w which is accessible only from WBSEDCL n/w. SLA will be calculated based upon reports generated from CA Helpdesk. The successful bidder shall undertake following activities in CA Helpdesk:

- SW.14.1.** Module-wise contact details (both mobile number and email-id) shall be shared over CA Helpdesk so that it is accessible to end-users of WBSEDCL for resolution of incidents.
- SW.14.2.** Provide Helpdesk support and respond to and resolve the problems related to SAP-ERP and allied applications as per SLA.
- SW.14.3.** Assign severity level to each issue / complaint in CA Helpdesk as per mutually agreed list shared by WBSEDCL.
- SW.14.4.** Escalate issues/complaints, to WBSEDCL if necessary, as per the escalation matrix defined in discussion with WBSEDCL after providing LOA.
- SW.14.5.** Provide feedback to end users.
- SW.14.6.** Creation of knowledge base on frequently asked questions to aid end-users.
- SW.14.7.** Root-cause analysis for frequently reported issues shall be done on regular basis and accordingly, remedial measures to be taken pro-actively.
- SW.14.8.** Submit monthly status report for the service calls including previous pending calls indicating the actions taken.

SW.15. Hardware & Software issues:

- SW.15.1.** Co-ordinating with OEM or ATS/AMC Partner to resolve hardware & Software issues.
- SW.15.2.** Installation and configuration on new devices in case of Hardware & software replacement.

SW.16. Documentation:

Create, Maintain and update documentation for the standards, processes and procedures to be adhered by the team.

SW.17. Modality for Delivery:

Modality of delivery shall be guided by GTC.15.

SW.18. Data Archival activity:

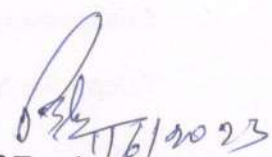
WBSEDCL presently runs data archival for following billing objects (archiving objects) continuously as per Data Archival Policy of WBSEDCL. SAP's standard archival functionality available with SAP ECC6.0 EHP4/ EHP8 is used.

SW.19. Problem Management:

Supplier shall analyze all the incidents and provide a root cause report every month if there are more than 10 (ten) incidents of the same type. Supplier shall take the needed corrective action to prevent further issues due to the same cause.

SW.20. Knowledge Transfer with In-House Team:

Module leads or suitable personnel from successful bidder shall provide regular sessions, at least once in a quarter, to In-house team member or personnel nominated by Controlling Officer for capacity building and knowledge transfer regarding developments in SAP-ERP and allied Applications.

Handwritten signature and date: 11/6/2023

**Chief Engineer
IT & C Cell
WBSEDCL**

ANNEXURE-I
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /79.00/1566 Dated 01/06/2023
BID PROPOSAL

From

Bidder's Name and Address :
Contact person :
Designation :
Telephone No (Land Line & mobile) :
Fax :
Tender Reference :

To
The Chief Engineer, IT & C Cell
West Bengal State Electricity Distribution Company Limited
3rd Floor, Block 'D', Vidyut Bhavan
Bidhannagar, Kolkata- 700 091

Sub: Invitation to bid for Facility Management Services w.r.t SAP Enterprise Resource Planning (ERP) Solution and Allied Applications in WBSEDCL for 02 (two) years through Quality & Cost Based Selection (QCBS) method.

Dear Sir,

We, the undersigned bidder(s), having read and examined in detail the specifications and other documents of the subject tender, do hereby propose to execute the contract as per specification set forth in your Bid-Documents. We have read and examined in details all the clauses mentioned in NIT including representative of the vendor, SLA & LD, PBG, Additional PBG, SoW, etc. and unconditionally agree with the same.

1 Prices & Validity:

1.1 The offer against tender will remain valid for a minimum period of 180 (One hundred eighty) days from the next day of opening of the tender. We further declare that prices stated in our proposal are in accordance with your bidding and the quoted unit rates will remain firm throughout the period of the contract.

1.2 GST will be payable over and above the quoted rate as per rate(s) prevailing in India.

2 Bid Guarantee:

We have enclosed a Bid Guarantee in the form of Bank Guarantee from drawn in favor of WBSEDCL / paid through online mode for an amount of Rs.....

3 Deviations:

We declare that contract shall be executed strictly in accordance with the specifications mentioned in the NIT and without any deviations. Further, we agree that additional conditions, deviations, if any, found in the proposal

documents, shall not be given effect to.

4 Contract Performance Guarantee and Additional Contract Performance Guarantee:

We further agree that if our proposal is accepted, we shall provide a Contract Performance Guarantee of value, equivalent to 10 (ten)% of the Contract Price as stipulated in Bid document in the form of Bank Guarantee in your favor and enter into a formal agreement with you within 45 (forty-five) days from the date of placement of Letter of Award. Additionally, if applicable, we shall provide an additional Contract Performance Guarantee equivalent to 10 (ten)% of tendered amount as per terms and conditions stipulated in NIT.

Dated.....this.....day of.....2023

Thanking you, we remain,

Yours faithfully,

Date _____

Place _____

(Signature) _____

(Printed Name) _____

(Designation) _____

(Common Seal) _____

Business Address:

Name & Address of Authorized Signatory:

ANNEXURE-II
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /79.00/1566 Dated 01/06/2023

Mandatory Condition

(Instruction: It will be treated as reference for technical evaluation of bid. Incomplete or improperly submitted bid detail may lead to rejection.)
These are mandatory qualifications and Bid is liable to be rejected in case proposed candidate does not meet any of these mandatory qualifications.

Sl. No	Power of Attorney from Bidder	Page No in technical Proposal
1	Name of the Bidder (Company Name)	
2	Power of Attorney	
3	Person Issuing Power of Attorney	
4	Signing Authority/Person for this bid	

Sl. No	Correspondence Details (will be used for communications related to this NIT)	Page No in technical Proposal
1	Contact Person	
2	Email Id	
3	Mobile No	
4	Telephone No	
5	Correspondence Address	

Legal Details of the Company			
Sl. No	Document Name	Number	Page No in technical Proposal
1	Corporate Identification Number (CIN)		
2	PAN No		
3	GST Registration No		
4	Form GSTR-1 (as on bid submission date)		
5	Form GSTR-3B(as on bid submission date)		
6	PF Registration No		

Sl. No	Payment Confirmation for EMD (Earnest Money Deposit)		Page No in technical Proposal
1	Payment Mode (NEFT/RTGS/E-Challan/Bank Guarantee)		
2	UTR No/ Challan No/BG Number		
3	Scanned Copy (Payment Receipt)		
4	BG Details (will be used confirmation of BG from Issuing bank) as per ANNEXURE-VIII		
	i. Scanned Copy of BG		
	ii. BG Number		
	iii. BG Issue Date		
	iv. Issuing Bank Name		
	v. IFSC of Issuing Bank		
	vi. Email Id of Contact Person from Issuing bank for Confirmation of BG		

Mandatory Certifications					
Sl. No	Name of Certificate	Name of Issuing Authority	Issued on Date	Valid Up to Date	Page No in technical Proposal
1	ISO 27001 :2013				
2	ISO 9001 :2015				
3	ISO 20000-1:2018				
4	CMMI 5 Certificate				

Signed copy of NIT			
Sl. No	Name of Document	Submission Status (Yes/No)	Page No in technical Proposal
1	Signed copy of NIT		
2	Signed copy of Addenda or Corrigendum (if any)		

Financial Statements - Balance Sheet			
Sl. No	Fiscal Year	Submission Status (Yes/No)	Page No in technical Proposal
1	2021-22		
2	2020-21		
3	2019-20		
Financial Statements - Profit & Loss Statement			
Sl. No	Fiscal Year	Submission Status (Yes/No)	Page No in technical Proposal
1	2021-22		
2	2020-21		
3	2019-20		
CA Certificate for Net Worth			
Sl. No	Fiscal Year	Net Worth (in Lakh INR)	Page No in technical Proposal
1	2021-22		
2	2020-21		
3	2019-20		
CA Certificate for Liquid Asset			
Sl. No	Fiscal Year	Liquid Asset (in Lakh INR)	Page No in technical Proposal
1	2021-22		
2	2020-21		
3	2019-20		
Income Tax Return			
Sl. No	Fiscal Year / Assessment Year	Submission Status (Yes/No)	Page No in technical Proposal
1	2021-22/2022-23		
2	2020-21/2021-22		
3	2019-20/2020-21		

Sl. No.	CA Certificate for Turn-Over		
	Financial Year	Turnover (In Lakh INR rounded upto 2 digits after decimal)	Page No. in technical Proposal
1	2021-22		
2	2020-21		
3	2019-20		
Total			
Average Annual Turnover			

Work Experience Details (Only relevant orders are to be listed) (Refer IB 11.2)						
Sl. No	Duration in Year	Facility Management Services, Modules Implemented and brief description of job	Documentary Evidence	Name of Ordering Authority details & Details of Assignment	Yearly average Project Value in INR.	Page No in technical Proposal
1	{e.g., Jan.2015–Apr.2017}	{e.g., FICO, MM, SD, HCM, Payroll, IM, PS, PM, FM, etc.) and Brief Description of Job	{e.g., LOA/PO No., etc}	{e.g., Ministry of .../ Distribution Sector/ Utility Details like /Name/Location/ Consumer/DC/DRC Type}	{e.g., INR}	
2						
3						
4						

NB.1: Copy of Work Order or Purchase Order or Letter of Award clearly mentioning yearly project value, contract period and other related information shall be submitted as documentary evidence to the satisfaction of WBSEDCL. In case sharing of exact copy of the document is not permitted, bidder shall share only relevant portions displaying requisite information as sought in this NIT.

NB.2: At least one of these organizations must be in the sphere of Power Sector in India.

Declaration regarding SAP-Certified Certificate across different modules in regular payroll of Bidder (Refer Clause IB 11.2.21 (iv))

Number of SAP-Certified Consultant is at least 25 (twenty-five)

Yes/No

Properly Filled in Copy of Annexure

Sl. No	Annexure	Submission Status (Yes/No)	Page No in technical Proposal
1	ANNEXURE-I (Bid Proposal)		
2	ANNEXURE-II (Mandatory Condition)		
3	ANNEXURE-III (Key Position Details with Marks Distribution)		
4	ANNEXURE-IV (Key Expertise Allocation of Key Experts)		
5	ANNEXURE-V (Technical Evaluation Criteria for Bidders and Marking For QCBS)		
6	ANNEXURE-VI (Minimum Qualification, Mandatory Experience, Desired Experience, Distribution of Marks And Number Of CV'S To Be Submitted)		
7	ANNEXURE-VII (Format Of Curriculum Vitae (CV))		
8	ANNEXURE-VIII (Proforma Of Bank Guarantee For Bid Guarantee (Earnest Money))		
9	ANNEXURE-IX (Proforma For Bank Guarantee For Contract Performance)		
10	ANNEXURE-X (Format Of Bank Guarantee For Additional Performance Security Deposit)		
11	ANNEXURE-XI (Declarations)		
12	ANNEXURE-XII (Agreement For Third Party Access Security Policy Of WBSEDCL)		
13	ANNEXURE-XIII (Non-Disclosure Agreement)		
14	ANNEXURE-XIV (BoQ Format)		
15	ANNEXURE-XV (Contract Agreement)		
16	ANNEXURE-XVI (Change Request Form)		
17	ANNEXURE-XVII (Escalation Matrix)		
18	ANNEXURE-XVIII (Service Level Agreement (SLA))		
19	ANNEXURE-XIX (Power Of Attorney (PoA))		

ANNEXURE-III
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSSEDCL/ IT & C /79.00/1566 Dated 01/06/2023

Key Position Details with Marks Distribution

Position Details of Key Expertise		
Pos No	Key Position	Marks Distribution
K1	Project Manager	1.2
K2	Database & System Administrator	4.8
K2	Subject Matter Expert (SME)-ABAP	
K2	Subject Matter Expert (SME)- Finance and Controlling (FICO)	
K2	Subject Matter Expert (SME)- Human Capital Management (HCM) & Payroll	
K3	Subject Matter Expert (SME)- BASIS	16.8
K3	Subject Matter Expert (SME)- ABAP	
K3	Subject Matter Expert (SME)- Finance and Controlling (FICO)	
K3	Subject Matter Expert (SME)- Material Management (MM)	
K3	Subject Matter Expert (SME)- Sales and Distribution (SD)	
K3	Subject Matter Expert (SME)- Project System (PS) & Investment Management (IM)	
K3	Subject Matter Expert (SME)- Plant Maintenance (PM)	
K3	Subject Matter Expert (SME)- Human Capital Management (HCM) & Payroll	
K3	Subject Matter Expert (SME)- Workflow	
K3	Subject Matter Expert (SME)- Enterprise Portal (EP)	
K3	Subject Matter Expert (SME)- Fund Management (FM)	
K4	Subject Matter Expert (SME)- ABAP	7.2
K4	Subject Matter Expert (SME)- Material Management (MM)	
K4	Subject Matter Expert (SME)- Project System (PS) & Investment Management (IM)	
K4	Subject Matter Expert (SME)- Employee Self Service (ESS)- Manager Self Service (MSS)	
K4	Subject Matter Expert (SME)- Business Intelligence (BI)/Business Workbench (BW) & Analytics	

NB.1 : K1 Means Relevant Experience of Resource Personnel >= 12 Years

NB.2 : K2 Means Relevant Experience of Resource Personnel >= 8 Years

NB.3 : K3 Means => Relevant Experience of Resource Personnel >= 4 Years

NB.4 : K4 Means => Relevant Experience of Resource Personnel >= 2 Years

ANNEXURE-IV

**West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /79.00/1566 Dated 01/06/2023**

Key Expertise Allocation of Key Experts

Module/functional area wise Minimum Key Expertise allocation of Key Experts. Bidder will be fully Responsible to maintain SLA strictly. To maintain the SLA and SOW of the RFP, bidder may require to engage additional resources without any extra/additional cost to WBSEDCL.

Key Expertise allocation						
Working Area	Module	Minimum Resource Experience (in Years) & Position				Total
		Experience >= 12 (K1)	8 =< Experience < 12 (K2)	4 =< Experience < 8 (K3)	2 =< Experience < 4 (K4)	
Project Manager	Project Management	1	0	0	0	1
Database & system Administration	DB Administration and Apps Administration for all the modules	0	1	0	0	1
Subject Matter Expert	Basis	0	0	2	0	2
	ABAP	0	1	2	2	5
	Finance and Controlling (FICO)	0	1	1	0	2
	Material Management (MM)	0	0	1	1	2
	Sales and Distribution (SD)	0	0	1	0	1
	Project System (PS) & Investment Management (IM)	0	0	1	1	2
	Plant Maintenance (PM)	0	0	1	0	1
	Human Capital Management (HCM) & Payroll	0	1	2	0	3
	Employee Self Service (ESS)- Manager Self Service (MSS)	0	0	0	1	1
	Workflow	0	0	1	0	1
	Enterprise Portal (EP)	0	0	1	0	1
	Business Intelligence (BI)/Business Workbench (BW) & Analytics	0	0	0	1	1
	Fund Management (FM)	0	0	1	0	1
Total		1	4	14	6	25

ANNEXURE-V

West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /79.00/1566 Dated 01/06/2023

Technical Evaluation Criteria for Bidders and Marking for QCBS

(Instruction: It will be treated as reference for marking w.r.t QCBS Methodology.)

SL No	Parameters	Supporting Document(s) Required	Maximum marks	Rating/Methodology for computation of marks										
(A)	(B)	(C)	(D)	(E)										
1	Number of distinct Electricity Distribution Companies in India where SAP-ERP Facility Management Service (FMS) has been provided in last 5 years, viz, 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22	Project completion/Satisfactory performance certificate/LOA/PO/ email confirmation from Customers of the referred projects mentioning as per sl. No-1 of Column-B.	20	The rating will be given as per the following number of FMS support: <table border="1"> <thead> <tr> <th>No. of Utility</th> <th>Rating*</th> </tr> </thead> <tbody> <tr> <td>5 and above</td> <td>20</td> </tr> <tr> <td>3 and above</td> <td>15</td> </tr> <tr> <td>2 and above</td> <td>10</td> </tr> </tbody> </table>	No. of Utility	Rating*	5 and above	20	3 and above	15	2 and above	10		
No. of Utility	Rating*													
5 and above	20													
3 and above	15													
2 and above	10													
2	Facility Management Service of SAP-ERP solution in India in last 5 (five) year period, viz, 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22 in an organization having SAP-ECC transactional user base more than 750	Project completion/Satisfactory performance certificate/LOA/PO/ email confirmation from Customers of the referred projects mentioning as per sl. No-2 of Column-B.	10	The rating will be given as per the following number of FMS support: <table border="1"> <thead> <tr> <th>No. of transactional User base</th> <th>Rating*</th> </tr> </thead> <tbody> <tr> <td>above 1500</td> <td>10</td> </tr> <tr> <td>1201-1500</td> <td>8</td> </tr> <tr> <td>1001-1200</td> <td>6</td> </tr> <tr> <td>750-1000</td> <td>4</td> </tr> </tbody> </table>	No. of transactional User base	Rating*	above 1500	10	1201-1500	8	1001-1200	6	750-1000	4
No. of transactional User base	Rating*													
above 1500	10													
1201-1500	8													
1001-1200	6													
750-1000	4													
3	Facility Management Service of SAP-ERP solution in India in last 5 (five) year period, viz, 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22 in an organization having payroll user base more than 5000	Project completion/Satisfactory performance certificate/LOA/PO/ email confirmation from Customers of the referred projects mentioning as per sl. No-3 of Column-B.	10	The rating will be given as per the following number of FMS support: <table border="1"> <thead> <tr> <th>No. of Payroll User Base</th> <th>Rating*</th> </tr> </thead> <tbody> <tr> <td>above 15000</td> <td>10</td> </tr> <tr> <td>10001-15000</td> <td>8</td> </tr> <tr> <td>5000-10000</td> <td>6</td> </tr> </tbody> </table>	No. of Payroll User Base	Rating*	above 15000	10	10001-15000	8	5000-10000	6		
No. of Payroll User Base	Rating*													
above 15000	10													
10001-15000	8													
5000-10000	6													
4	Facility Management Service of SAP-ERP solution in India in last 5 (five) year period, viz, 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22 in an organization having ESS user base more than 3000	Project completion/Satisfactory performance certificate/LOA/PO/ email confirmation from Customers of the referred projects mentioning as per sl. No-4 of column-B.	10	The rating will be given as per the following number of FMS support: <table border="1"> <thead> <tr> <th>No. of ESS User Base</th> <th>Rating*</th> </tr> </thead> <tbody> <tr> <td>above 10000</td> <td>10</td> </tr> <tr> <td>5001—10000</td> <td>8</td> </tr> <tr> <td>3000-5000</td> <td>6</td> </tr> </tbody> </table>	No. of ESS User Base	Rating*	above 10000	10	5001—10000	8	3000-5000	6		
No. of ESS User Base	Rating*													
above 10000	10													
5001—10000	8													
3000-5000	6													

SL No	Parameters	Supporting Document(s) Required	Maximum marks	Rating/Methodology for computation of marks								
(A)	(B)	(C)	(D)	(E)								
5	Pool of at least 25 (twenty-five) Nos of SAP-Certified consultants in regular payroll.	Self-declaration regarding the same shall be submitted with the bid. Further documentary evidence, if any needed by WBSEDCL, may be asked to be submitted during evaluation of technical bid.	10	The rating will be given as per the following number of FMS support: <table border="1"> <thead> <tr> <th>No. of SAP Certified Consultants</th> <th>Rating*</th> </tr> </thead> <tbody> <tr> <td>100 and above</td> <td>10</td> </tr> <tr> <td>51-100</td> <td>8</td> </tr> <tr> <td>25-50</td> <td>6</td> </tr> </tbody> </table>	No. of SAP Certified Consultants	Rating*	100 and above	10	51-100	8	25-50	6
No. of SAP Certified Consultants	Rating*											
100 and above	10											
51-100	8											
25-50	6											
6	Facility Management Service of 1 (one) SAP-ERP FMS project in last 3 (three) fiscal years i.e. FY 2021-22, 2020-21, 2019-20 wherein at least 4 (four) of FICO, MM, SD, PS, PM, HCM, Payroll, EP, ESS, FM and IM modules have been implemented.	Project completion/Satisfactory performance certificate/LOA/PO/email confirmation from Customers of the referred projects mentioning as per sl. No-6 of Column-B.	10	The rating will be given as per the following number of FMS support: <table border="1"> <thead> <tr> <th>No. of Modules in one Single Project</th> <th>Rating*</th> </tr> </thead> <tbody> <tr> <td>10 and above</td> <td>10</td> </tr> <tr> <td>7-9</td> <td>8</td> </tr> <tr> <td>4-6</td> <td>6</td> </tr> </tbody> </table>	No. of Modules in one Single Project	Rating*	10 and above	10	7-9	8	4-6	6
No. of Modules in one Single Project	Rating*											
10 and above	10											
7-9	8											
4-6	6											
7	Key Resources (CVs) proposed	Latest CVs in specified format (Refer Form: ii)	30	Latest CVs to be submitted for the following positions: K1(Position No.) - Program Manager (1.2) K2 (Position No.) - DB & System Administrator, SME-ABAP, SME-FICO, SME-HCM & Payroll (4.8) K3(Position No.) - SME-BASIS, SME-ABAP, SME-FICO, SME-MM, SME-SD, SME-PS & IM, SME-PM, SME-HCM & Payroll, SME - Workflow, SME-EP,SME-FM (16.8) K4(Position No.) -SME-ABAP, SME-MM, SME-PS & IM, SME-MSS, SME-BI/BW & Analytics (7.2)								
		Total	100									

ANNEXURE-VI

**West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /79.00/1566 Dated 01/06/2023
Minimum Qualification, Mandatory Experience, Desired Experience,
Distribution of Marks and Number of CV's to be submitted**

Position Sr. No.	Position	Mandatory Qualification & Experience	Number of CV Required	Marks for meeting Minimum Qualification & Required Experience	Desired Experience & Certification	Marks for meeting Desired Experience
(a)	(b)	(c)	(c)-1	(d)	(e)	(f)
K1	Project Manager	Minimum Educational Qualification: <ul style="list-style-type: none"> At least a Graduate Engineering degree in IT or CSE or its equivalent or a Master's degree in Computer Applications or its equivalent 	1	1	Certified Scrum Master (CSM)	0.2
		Required Experience: <ul style="list-style-type: none"> At least 12 years of experience in similar kind of FMS support Projects as Project Manager. 				
K2	Database & System Administrator	Minimum Qualification: <ul style="list-style-type: none"> At least a Graduate Engineering degree in IT or CSE or its equivalent or a Master's degree in Computer Applications or its equivalent 	1	1	Certified Database Administrator	0.2
		Required Experience: <ul style="list-style-type: none"> At least 8 years of experience in DBA and SAP Basis Admin 				
		<ul style="list-style-type: none"> Experience in designing complete SAP Landscape consisting SAP ERP 				
		<ul style="list-style-type: none"> Experience in designing Role and Authorization Matrix. 				
		<ul style="list-style-type: none"> Project experience in SAP implementation, SAP ABAP, Java and Solman installation on multiple OS and cluster environments, 				
		<ul style="list-style-type: none"> Post-installation configuration, parameters tuning and system optimization, CTS+ and STMS configuration, SPS and Kernel upgrade, SAP System Copy, CUA configuration. 				
		<ul style="list-style-type: none"> SAP Data Archiving .IAM, Expert and advance troubleshooting and analysis 				
		<ul style="list-style-type: none"> Backup and Restore 				

		<p>Management</p> <ul style="list-style-type: none"> • Project Experience in Database Installation, Upgradations, Administration and configuration on multiple operating systems, Performance tuning, Version or Patch upgrade, • High availability installations, configuration and management including business continuity planning and designing, database migration, Auditing, SQL, Shell scripting, Capacity Planning, Database modelling. Experience in DB2. • DB Administration and Apps Administration for all the modules of SAP ERP 				
K2	Subject Matter Expert of Respective Module(ABAP, FICO and HCM with Payroll)	<p>Minimum Qualification:</p> <ul style="list-style-type: none"> · At least a Graduate Engineering degree or a Master's degree in Computer Applications. For FICO, resource shall be either CA/CMA qualified or SAP Certified in FICO. <p>Required Experience:</p> <ul style="list-style-type: none"> • At least 8 years of experience as SAP Consultant in respective module (ABAP, FICO and HCM with Payroll) 	3	1	SAP Certified in Respective Module(ABAP, FICO and HCM with Payroll).	0.2
K3	Subject Matter Expert of Respective Module(Basis, ABAP, Finance and Controlling (FICO), Material Management (MM),Sales and Distribution (SD), Project System (PS) & Investment Management (IM), Plant Maintenance (PM), Human Capital Management (HCM) & Payroll, Workflow , Enterprise Portal (EP), Fund Management (FM))	<p>Minimum Qualification:</p> <ul style="list-style-type: none"> · At least a Graduate Engineering degree or a Master's degree in Computer Applications. For FICO, resource shall be either CA/CMA qualified or SAP Certified in FICO. <p>Required Experience:</p> <ul style="list-style-type: none"> • At least 4 years of experience as SAP Consultant in respective module (Basis, ABAP, Finance and Controlling (FICO), Material Management (MM),Sales and Distribution (SD), Project System (PS) & Investment Management (IM), Plant Maintenance (PM), Human Capital Management (HCM) & Payroll, Workflow , Enterprise Portal (EP), Fund Management (FM)) 	14	1	SAP Certified in Respective Module (Basis, ABAP, Finance and Controlling (FICO), Material Management (MM),Sales and Distribution (SD), Project System (PS) & Investment Management (IM), Plant Maintenance (PM), Human Capital Management (HCM) & Payroll, Workflow , Enterprise Portal (EP), Fund Management (FM))	0.2

K4	Subject Matter Expert of Respective Module(Basis, ABAP, Finance and Controlling (FICO), Material Management (MM),Sales and Distribution (SD), Project System (PS) & Investment Management (IM), Plant Maintenance (PM), Human Capital Management (HCM) & Payroll, Workflow , Enterprise Portal (EP), Fund Management (FM))	Minimum Qualification:	6	1	SAP Certified in Respective Module (Basis, ABAP, Finance and Controlling (FICO), Material Management (MM),Sales and Distribution (SD), Project System (PS) & Investment Management (IM), Plant Maintenance (PM), Human Capital Management (HCM) & Payroll, Workflow , Enterprise Portal (EP), Fund Management (FM))	0.2
		· At least a Graduate Engineering degree or a Master's degree in Computer Applications. For FICO, resource shall be either CA/CMA qualified or SAP Certified in FICO.				
		Required Experience:				
		• At least 2 years of experience as SAP Consultant in respective module (Basis, ABAP, Finance and Controlling (FICO), Material Management)(MM),Sales and Distribution (SD), Project System (PS) & Investment Management (IM), Plant Maintenance (PM), Human Capital Management (HCM) & Payroll, Workflow , Enterprise Portal (EP), Fund Management (FM))				
Total (40)			25	25		5
* Mandatory qualifications & Experiences are mentioned in column(c) , Bid is liable to be rejected in case proposed candidate does not meet any of these mandatory qualifications.						
* Required experience for every position of the bare minimum key expertise resources should be described in their individual CV and all the technical qualities should be described as per Required Experience portion of column (c) . Any Key technical terms missing in the defined CV, the CV will be treated as disqualified for the position and bid will be treated as technically nonresponsive.						

ANNEXURE-VII

**West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /79.00/1566 Dated 01/06/2023**

Format of CURRICULUM VITAE (CV)

(Instruction: It will be treated as reference for distributing marks against positions mentioned in ANNEXURE-III & ANNEXURE-IV. Individual CV's shall be submitted in respective format given below in accordance with Resource Allocation mentioned ANNEXURE-IV & ANNEXURE-VI)

A. Format of CURRICULUM VITAE (CV)-- Project Manager, K1

CV serial no.	Format-1
Position Title & No.	Project Manager, K1
Name of Expert:	{Insert full name}
Date of Birth:	{day/month/year}
Country of Citizenship/Residence	
Total Year of Experience	{Years as Relevant Experience to this project i.r.o. as mentioned elsewhere in NIT}
Area of Expertise	Overall project and delivery management

Education: {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained}

Employment record relevant to the assignment: {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.}

Sl. No.	Period	Employing organization and Contact information for references (In India only)	Work as title/position	Summary of activities performed relevant to the Assignment	Name of the Project
	[e.g., May 2005-present]	[e.g., Ministry of, advisor/Bidder to... For references: Tel...../e-mail.....; Mr. Hbbbb, deputy minister]			

{day/month/year}

Name of Expert	Signature	Date
		{day/month/year}

Name of authorized	Signature
Date	

Representative of the Bidder
(the same who signs the Proposal)

Experience Compliance as per my work/Assignments:

Details of Required & Additional experience as per ANNEXURE-VI	Experience complied (Yes/No)	Reference to Prior Work/Assignments that Best Illustrates against the complied experience. Reference as per "Employment record relevant to the assignment" section of CV.
At least a Graduate Engineering degree in IT or CSE or its equivalent or a Master's degree in Computer Applications or its equivalent		
At least 12 years of experience in similar kind of FMS support Projects as Project Manager.		
Certified Scrum Master (CSM)		

Expert's contact information: (e-mail, phone.....)

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available, as and when necessary, to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification as well as my organization's disqualification or dismissal by the Client. {Signature should be made on every page}.

{day/month/year}

Name of Expert
Date

Signature

{day/month/year}

Name of authorized
Representative of the Bidder
(the same who signs the Proposal)

Signature

Date

		complied experience. Reference as per "Employment record relevant to the assignment" section of CV.
<ul style="list-style-type: none"> • At least a Graduate Engineering degree in IT or CSE or its equivalent or a Master's degree in Computer Applications or its equivalent 		
<ul style="list-style-type: none"> • At least 8 years of experience in DBA and SAP Basis Admin • Experience in designing complete SAP Landscape consisting SAP ERP • Experience in designing Role and Authorization Matrix. • Project experience in SAP implementation, SAP ABAP, Java and Solman installation on multiple OS and cluster environments, • Post-installation configuration, parameters tuning and system optimization, CTS+ and STMS configuration, SPS and Kernel upgrade, SAP System Copy, CUA configuration. • User and authorization designing and Management, • SAP Audit configuration, Change management, Administrative tasks, • SAP Data Archiving, Job schedule and Calendar maintenance, backup management, IAM, Expert and advance troubleshooting and analysis • Project Experience in Database Installation, Upgradations, Administration and configuration on multiple operating systems, Performance tuning, Version or Patch upgrade, • High availability installations, configuration and management including business continuity planning and designing, database migration, Auditing, SQL, Shell scripting, Capacity Planning, Database modelling. Experience in DB2. • DB Administration and Apps Administration for all the modules of SAP ERP • Backup and Restore Management 		

Expert's contact information: (e-mail.....phone.....)

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available, as and when necessary, to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification as well as my organization's disqualification or dismissal by the Client. {Signature should be made on every page}.

{day/month/year}

Name of Expert
Date

Signature

{day/month/year}

Name of authorized
Representative of the Bidder
(the same who signs the Proposal)

Signature

Date

C. Format of CURRICULUM VITAE (CV)-- SME (Subject Matter Expert) (ABAP, FICO and HCM with Payroll), K2

CV serial no.	Format-3
Position Title & No.	SME (Subject Matter Expert) (ABAP, FICO and HCM with Payroll), K2
Name of Expert:	{Insert full name}

Date of Birth:	{day/month/year}
Country of Citizenship/Residence	
Total Year of Experience	Years as Relevant Experience to this project i.r.o. as mentioned in ANNEXURE-VI
Area of Expertise	Business module expert-SAP-ERP, SAP-BW, SAP-EP, SAP-PO

Education: {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained}

Employment record relevant to the assignment: {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.}

Sl. No.	Period	Employing organization and Contact information for references (In India only)	Work as title/position	Summary of activities performed relevant to the Assignment	Name of the Project
	[e.g., May 2005-present]	[e.g., Ministry of, advisor/Bidder to... For references: Tel...../e-mail.....; Mr. Hbbbb, deputy minister]			

Membership in Professional Associations and Publications:

Indicate significant Certification which are relevant for this Project:

Language Skills (indicate only languages in which you can work): _____

{day/month/year}

Name of Expert	Signature	Date
		{day/month/year}

Name of authorized Date Representative of the Bidder (the same who signs the Proposal)	Signature
---	-----------

Experience Compliance as per my work/Assignments:

Details of Required & Additional experience as per ANNEXURE-VI	Experience complied (Yes/No)	Reference to Prior Work/Assignments that Best Illustrates against the complied experience. Reference as per "Employment record relevant to the assignment" section of CV.
At least a Graduate Engineering degree or a Master's degree in Computer Applications. For FICO, resource shall be either CA/CMA qualified or SAP Certified in FICO.		
At least 8 years of experience as SAP Consultant in respective module (ABAP, FICO and HCM with Payroll)		
SAP Certified in Respective Module(ABAP, FICO and HCM with Payroll).		

Expert's contact information: (e-mail.....phone.....)

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available, as and when necessary, to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification as well as my organization's disqualification or dismissal by the Client. {Signature should be made on every page}.

{day/month/year}

Name of Expert
Date

Signature

{day/month/year}

Name of authorized
Date

Signature

Representative of the Bidder
(the same who signs the Proposal)

D. Format of CURRICULUM VITAE (CV)-- SME (Subject Matter Expert) (Basis, ABAP, Finance and Controlling (FICO), Material Management (MM), Sales and Distribution (SD), Project System (PS) & Investment Management (IM), Plant Maintenance (PM), Human Capital Management (HCM) & Payroll, Workflow, Enterprise Portal (EP), Fund Management (FM)), K3

CV serial no.	Format-4
Position Title & No.	SME (Subject Matter Expert) (Basis, ABAP, Finance and Controlling (FICO), Material Management (MM), Sales and Distribution (SD), Project System (PS) & Investment Management (IM), Plant Maintenance (PM), Human Capital Management (HCM) & Payroll, Workflow, Enterprise Portal (EP), Fund Management (FM)), K3
Name of Expert:	{Insert full name}
Date of Birth:	{day/month/year}
Country of Citizenship/Residence	
Total Year of Experience	Years as Relevant Experience to this project i.r.o. as mentioned in ANNEXURE-VI
Area of Expertise	Business module expert-SAP-ERP, SAP-BW, SAP-EP, SAP-PO

Education: {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained}

Employment record relevant to the assignment: {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.}

Sl. No.	Period	Employing organization and Contact information for references (In India only)	Work as title/position	Summary of activities performed relevant to the Assignment	Name of the Project
	[e.g., May 2005-present]	[e.g., Ministry of, advisor/Bidder to... For references: Tel...../e-mail.....; Mr. Hbbbb, deputy minister]			

Membership in Professional Associations and Publications:

Indicate significant Certification which are relevant for this Project:

Language Skills (indicate only languages in which you can work): _____

{day/month/year}

Name of Expert	Signature	Date
		{day/month/year}

Name of authorized Date	Signature
-------------------------	-----------

Representative of the Bidder
(the same who signs the Proposal)

Experience Compliance as per my work/Assignments:

Details of Required & Additional experience as per ANNEXURE-VI	Experience complied (Yes/No)	Reference to Prior Work/Assignments that Best Illustrates against the complied experience. Reference as per "Employment record relevant to the assignment" section of CV.
At least a Graduate Engineering degree or a Master's degree in Computer Applications. For FICO, resource shall be either CA/CMA qualified or SAP Certified in FICO.		
At least 4 years of experience as SAP Consultant in respective module (Basis, ABAP, Finance and Controlling (FICO), Material Management (MM), Sales and Distribution (SD), Project System (PS) & Investment Management (IM), Plant Maintenance (PM), Human Capital Management (HCM) & Payroll, Workflow , Enterprise Portal (EP), Fund Management (FM))		
SAP Certified in Respective Module (Basis, ABAP, Finance and Controlling (FICO), Material Management (MM), Sales and Distribution (SD), Project System (PS) & Investment Management (IM), Plant Maintenance (PM), Human Capital Management (HCM) & Payroll, Workflow , Enterprise Portal (EP), Fund Management (FM))		

Expert's contact information: (e-mail.....phone.....)

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available, as and when necessary, to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification as well as my organization's disqualification or dismissal by the Client. {Signature should be made on every page}.

{day/month/year}

Name of Expert
Date

Signature

{day/month/year}

Name of authorized
Date
Representative of the Bidder
(the same who signs the Proposal)

Signature

E. Format of CURRICULUM VITAE (CV)-- SME (Subject Matter Expert) (Basis, ABAP, Finance and Controlling (FICO), Material Management (MM), Sales and Distribution (SD), Project System (PS) & Investment Management (IM), Plant Maintenance (PM), Human Capital Management (HCM) & Payroll, Workflow , Enterprise Portal (EP), Fund Management (FM)), K4

CV serial no.	Format-5
Position Title & No.	SME (Subject Matter Expert) (Basis, ABAP, Finance and Controlling (FICO), Material Management (MM), Sales and Distribution (SD), Project System (PS) & Investment Management (IM), Plant Maintenance (PM), Human Capital Management (HCM) & Payroll, Workflow , Enterprise Portal (EP), Fund Management (FM)), K4
Name of Expert:	{Insert full name}
Date of Birth:	{day/month/year}
Country of Citizenship/Residence	
Total Year of Experience	Years as Relevant Experience to this project i.r.o. as mentioned in ANNEXURE-VI
Area of Expertise	Business module expert-SAP-ERP, SAP-BW, SAP-EP, SAP-PO

Education: {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained}

Employment record relevant to the assignment: {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.}

Sl. No.	Period	Employing organization and Contact information for references (In India only)	Work as title/position	Summary of activities performed relevant to the Assignment	Name of the Project
	[e.g., May 2005-present]	[e.g., Ministry of, advisor/Bidder to... For references: Tel...../e-mail.....; Mr. Hbbbbb, deputy minister]			

Membership in Professional Associations and Publications:

Indicate significant Certification which are relevant for this Project:

Language Skills (indicate only languages in which you can work): _____

{day/month/year}

Name of Expert	Signature	Date
		{day/month/year}
<hr/>		
Name of authorized Date Representative of the Bidder (the same who signs the Proposal)	Signature	

Experience Compliance as per my work/Assignments:

Details of Required & Additional experience as per ANNEXURE-VI	Experience complied (Yes/No)	Reference to Prior Work/Assignments that Best Illustrates against the complied experience. Reference as per "Employment record relevant to the assignment" section of CV.
At least a Graduate Engineering degree or a Master's degree in Computer Applications. For FICO, resource shall be either CA/CMA qualified or SAP Certified in FICO.		
At least 2 years of experience as SAP Consultant in respective module (Basis, ABAP, Finance and Controlling (FICO), Material Management (MM), Sales and Distribution (SD), Project System (PS) & Investment Management (IM), Plant Maintenance (PM), Human Capital Management (HCM) & Payroll, Workflow , Enterprise Portal (EP), Fund Management (FM))		
SAP Certified in Respective Module (Basis, ABAP, Finance and Controlling (FICO), Material Management (MM), Sales and Distribution (SD), Project System (PS) & Investment Management (IM), Plant Maintenance (PM), Human Capital Management (HCM) & Payroll, Workflow , Enterprise Portal (EP), Fund Management (FM))		

Expert's contact information: (e-mail.....phone.....)

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available, as and when necessary, to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification as well as my organization's disqualification or dismissal by the Client. {Signature should be made on every page}.

{day/month/year}

Name of Expert
Date

Signature

{day/month/year}

Name of authorized
Date

Signature

Representative of the Bidder
(the same who signs the Proposal)

ANNEXURE-VIII
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /79.00/1566 Dated 01/06/2023
PROFORMA OF BANK GUARANTEE FOR BID GUARANTEE (Earnest Money)
(To be stamped in accordance with Stamp Act)

Ref. No. :

Date:

To

The West Bengal State Electricity Distribution Company Limited
Vidyut Bhawan
DJ Block, Sector - II
Salt Lake, Kolkata - 700 091

Dear Sirs,

In accordance with your Notice Inviting Tender (NIT) under your Specification No. _____ M/s _____ having its Registered Head Office at _____ (hereinafter called the Bidder) wish to participate in the said Tender for _____.

As an irrevocable Bank Guarantee against Bid Guarantee for an amount of ____ is required to be submitted by the Bidder as a condition precedent for participation in the said Tender, which amount is liable to be forfeited on the happening of any contingencies mentioned in the Tender Documents.

We, the _____ Bank at _____ having our Head Office at _____ (Address of Bank) guarantee and undertake to pay immediately on demand by West Bengal State Electricity Distribution Company Limited the amount of _____ (in words and figures) without any reservation, protest, demur and recourse. Any such demand made by said Purchaser shall be conclusive and binding on us irrespective of any dispute of difference raised by the Bidder.

This Guarantee shall be irrevocable and shall remain valid up to **_____. If any further extension of this guarantee is required, the same shall be extended to such required period on receiving instructions from M/s _____ on whose behalf this Guarantee is issued.

All rights of West Bengal State Electricity Distribution Company Limited under this Guarantee shall be forfeited and the Bank shall be relieved and discharged from all liabilities there under unless WBSEDCL enforce a claim under this Guarantee against the Bank within three months from the above-mentioned expiry date of validity or, from that of the extended date.

In witness whereof the Bank, through its authorized Officer, has set its hand and stamp on this _____ day of _____ 2023 ___ at _____.

WITNESS:

(Signature)

(Signature)

(Name)

(Name)

(Official address)

(Designation with Bank Stamp)

Attorney as per Power of Attorney No. _____

Date _____

** This date should be initially for one hundred eighty (180) days and may be extended from time to time.

ANNEXURE-IX

**West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /79.00/1566 Dated 01/06/2023**

Proforma for Bank Guarantee for Contract Performance

(To be stamped in accordance with Stamp Act)

Bank Guarantee No. _____

Ref No. _____

Date: _____

To

The West Bengal State Electricity Distribution Company Limited,
Vidyut Bhavan, Salt Lake,
DJ Block, Sector-II,
Kolkata -700 091 (India).

Dear Sir,

In consideration of West Bengal State Electricity Distribution Company Limited (hereinafter referred to as WBSEDCL) which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns having awarded to M/s _____ with its Registered/Head Office at _____ (hereinafter referred to as the 'Contractor') which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns, a Contract by issue of Order No. _____ dated _____ valued at _____ for _____ (Scope of Contract) and the Contractor having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract equipment to *-----%(percent) of the value of the entire system vide Order No. _____ date _____(reference of original order), against Contract to WBSEDCL.

We _____(Name and Address) having its Head Office at _____ hereinafter referred to as the 'Bank') which expression shall, unless repugnant to the context or meaning thereof include its successors, administrators, executors and assigns do hereby guarantee and undertake to pay WBSEDCL, on demand any and all moneys payable by the Contract to the extent of _____ as aforesaid at any time upto (day/month/year) without any demur, reservation, contest recourse or protest and or without any reference to the Contractor. Any such demand made by WBSEDCL on the Bank shall be conclusive and binding notwithstanding any difference between WBSEDCL and the Contractor or any dispute pending before any Court, Tribunal or any other Authority. The Bank undertakes not to revoke this guarantee during its currency without previous consent of WBSEDCL and further agrees that the guarantee herein contained shall continue to be enforceable till the WBSEDCL discharges this guarantee.

WBSEDCL shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee from time to time extend the time for performance of the Contract by the Contractor. WBSEDCL, shall have the fullest liberty, without affecting this guarantee to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Contractor and to exercise the same at any time and any manner, and either to enforce or to forbear to enforce any covenants, contained or implied in the Contract between WBSEDCL and the Contractor or any other course of remedy or security available to WBSEDCL. The Bank shall not be released of its obligations under this presents by any exercise by WBSEDCL of its liberty with reference to the matters aforesaid or any of them or by reason or any other acts of omission or commission on the part of WBSEDCL or any other indulgence shown by WBSEDCL or by any other matter or thing whatsoever which under the law would but for this provision have the effect of relieving the Bank.

The Bank also agrees that WBSEDCL at its option shall be entitled to enforce this guarantee against the Bank as a Principal debtor, in the first instance without proceeding against the Contractor and notwithstanding any security or other guarantee that WBSEDCL may have in relation to the contractor's liabilities.

This Guarantee shall be valid upto..... it comes into force with immediate effect and shall remain in force and valid for a period up to the time of completion of the work under the stated contract plus claim period of Six months for the Bank Guarantee.

Notwithstanding anything mentioned above our liability against this guarantee is restricted to Rs. (Rupees.) and unless a claim in writing is lodged with us within the validity period i.e. upto.....of this guarantee all our liabilities under this guarantee shall cease to exist.

Dated this _____ day of _____ 2023 at _____

Witness:

(Signature)

(Signature)

(Name)

(Name)

(Official address) (Designation with Bank Stamp)

Attorney as per Power of

Attorney No. _____

Date _____

ANNEXURE-X
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /79.00/1566 Dated 01/06/2023
Format of Bank Guarantee for Additional Performance Security Deposit

To
The West Bengal State Electricity Distribution Company Limited,
Vidyut Bhavan, Salt Lake,
DJ Block, Sector-II,
Kolkata -700 091 (India).

WHEREAS..... (name and address of "the Contractor") Contractor) (hereafter called "the Contractor") has undertaken, in pursuance of Contract no. Dated..... to execute..... (name of Contract and brief description of Works (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Contractor shall furnish you with a Bank Guarantee by a Scheduled Commercial Bank for the sum specified therein for 'ADDITIONAL PERFORMANCE SECURITY DEPOSIT' for compliance with his obligation in accordance with the Contract;

NOW WHEREAS we.....(indicate the name of the bank and branch) have agreed to give the Contractor such a Bank Guarantee.

NOW THEREFORE we..... (indicate the name of the bank & branch) hereby affirm that we are the Guarantor and responsible to you on behalf of the Contractor, upto a total of Rs.(amount of guarantee)(in words). We undertake to pay you, upon your first written demand and without cavil of argument, a sum within the limits of.....(amount of guarantee) as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We (indicate the name of the bank and branch) hereby waive the necessity of your demanding the said debt from the contractor before presenting us with the demand.

We..... (indicate the name of the bank and branch) further agree to pay to you any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any court or Tribunal.....the present absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge of our liability for payment under there and the contractor(s) shall have no claim against us for making such payment, We (indicate the name of the bank and branch) further agree that no change or addition to or other modification of the terms of the Contract or of the works to be performed there under or of any of the Contract documents which may be made between you and the Contractor shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

We..... (indicate the name of the bank and branch) lastly undertake not to revoke this guarantee except with the previous consent of you in writing.

This Guarantee shall be valid upto..... it comes into force with immediate effect and shall remain in force and valid for a period up to the time of completion of the work under the stated contract plus claim period of Six months for the Bank Guarantee. Notwithstanding anything mentioned above our liability against this guarantee is restricted to Rs..... (Rupees.) and unless a claim in writing is lodged with us within the validity period i.e. upto.....of this guarantee all our liabilities under this guarantee shall cease to exist.

Signed and sealed thisdayof 2023.....at

SIGNED, SEALED AND DELIVERED

by:

For and on behalf of the BANK

(Signature)

(Name)

(Designation),

(Code Number),

Address

NOTE (1) The bank guarantee should contain number of the officer(s) signing the guarantee.

The address, telephone number and other details of the Head Office of the Bank as well as of issuing Branch should be mentioned on the covering letter issuing Branch.

ANNEXURE-XI
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /79.00/1566 Dated 01/06/2023
Declarations

From

Bidder's Name and Address :

Contact person :

Designation :

Telephone No (Land Line & mobile) :

Fax :

Tender Reference :

To
The Chief Engineer, IT & C Cell
West Bengal State Electricity Distribution Company Limited
3rd Floor, Block 'D', Vidyut Bhavan
Bidhannagar
Kolkata- 700 091

Sub: Selection of System Integrator (SI) for providing FMS service for Managing IT systems considering H/W, S/W, Network and utility business related modules like SAP-ERP, SAP-BW, CRM, MDAS, GIS, Web portal etc. implemented across WBSEDCL through QCBS method.

Dear Sir,

We the undersigned Bidder (s), having read and examined in details the specifications and other documents of the subject tender, do hereby propose to execute the contract as per specification set forth in your bid-document. In this regard we solemnly declare and agree to following points: -

1. M/s ----- (Name of the bidder) has not been blacklisted or involved in any forgery/data leak from any Government or reputed private organization across India in last three years.
2. M/s ----- (Name of the bidder) has a valid ISO 27001:2013, ISO 9001:2015, ISO 20000-1:2018 for Information Security Management and CMMI-Level 5 certified as on bid submission date.
3. All documents/information/Credentials submitted by Ms/----- (Name of the bidder) along with this bid are genuine, authentic, correct true and valid. Documents have been submitted after thoroughly examining all the clauses mentioned in NIT and subsequent amendment/corrigendum, if any.
4. If any information and document submitted is found to be false/ incorrect any time, WBSEDCL may cancel this bid and penal action, as deemed fit, may be taken against us, including termination of the contract, forfeiture of all dues including Earnest Money and banning / delisting of our firm and all partners of the firm etc.
5. We, M/s _____ declare that, will establish a project management office at Kolkata (if not available) for continuing the service from Kolkata within 3 months from the placement of LOA.

Non-compliance of any of the above, if comes in the notice of WBSEDCL, may invite imposition of penal measures (like black-listing, forfeiture of EMD BG or PBG, etc.) as

deemed fit by WBSEDCL

Dated.....this.....day of.....2023

Thanking you, we remain,

Yours faithfully,

Date _____

Place _____

(Signature) _____

(Printed Name) _____

(Designation) _____

(Common Seal) _____

Business Address:

Name & Address of Authorized Signatory:

ANNEXURE-XII
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /79.00/1566 Dated 01/06/2023
Agreement for Third Party Access Security Policy of WBSEDCL

Organization Name & Address:	Date:
First Name Middle Name Last Name	Department:
Designation:	
Third Party Access Security Policy	
<ul style="list-style-type: none"> User shall access only the appropriate physical area of the premises and appropriate information resource. Users shall not access any information resources of WBSEDCL, without prior authorization of the concerned officials of WBSEDCL. User shall not carry any Personal storage media like USB, Hard drives, Mobile phones, DVD/CDs into secured zones like Data Centre, Disaster Recovery Centre, SCADA Centers, Smart Grid Control Centre, etc. Users shall not access any information resources without the presence of WBSEDCL's authorized personnel. Any passwords and access privileges given shall not be disclosed to anyone inside and outside WBSEDCL's physical and logical boundaries. Users shall not engage in abusive or improper use of information resources, which includes, but is not limited to, misuse of resource/ privileges, tampering with resource and unauthorized removal of resource components. User shall not conduct or permit "hacking" activities. User shall not run "packet sniffers". Users shall not distribute computer viruses, Trojan horses, worms, or any other malicious software. 	
I hereby declare that I have understood the information security practices followed at WBSEDCL, and I shall adhere to the procedures.	
(Signature of the Bidder)	
Date:	
Name of the Bidder:	

ANNEXURE-XIII

West Bengal State Electricity Distribution Company Limited

Tender Notice No: WBSEDCL/ IT & C /79.00/1566 Dated 01/06/2023

NON-DISCLOSURE AGREEMENT

(Instruction: To be submitted on non-judicial stamp paper worth INR 100)

This Non-Disclosure Agreement ("Agreement") dated Date, Month, Year ("Effective Date") is entered

BETWEEN

WBSEDCL a company incorporated under the provisions of Companies Act, 1956 and having its principal place of business at thereafter referred to as " " which expression shall mean and include its executions, administrations, subsidiaries and assigns).

AND

M/s a company incorporated under the provisions of Companies Act, 2013/1956 and having its principal place of business at thereafter referred to as which expression shall mean and include its parent, affiliates subsidiaries and assigns) WBSEDCL and collectively referred as parties.

Purpose

WBSEDCL embarked on implementing information Security Management System (ISMS) which involves disclosure of application Landscapes of WBSEDCL which are presently hosted at Data Centre and Data Recovery Centre. Such information is sensitive and confidential in nature. To protect the said confidential information both the parties desire to sign this Non-Disclosure Agreement.

Disclosure of Confidential Information

Either party may disclose to the other party either orally or in any recorded medium, information comprising or relating to its/ or its subsidiaries or franchisees techniques; schematics; designs; contracts; financial information; ERP information; SAP Modules; client data; business affairs; operations; strategies; inventions; methodologies; technologies; employees; subcontractors; pricing; service proposals; methods of operations; procedures; products and / or services (Confidential Information). Confidential Information shall include all nonpublic information furnished, disclosed or transmitted regardless its source.

Confidentiality

Either party shall use the Confidential Information solely in furtherance of the actual potential business relationship between the parties. The parties shall not use the Confidential Information in any way that is directly or indirectly detrimental to the other party and shall not disclose the Confidential Information to any unauthorized third party.

Parties shall ensure that access to Confidential Information is granted only to those of its employees or agents ("Representatives") who have a demonstrated need to know such information in order to carry out the business purpose of this Agreement. Prior to disclosing any Confidential Information to such /Representatives, party shall inform them of the confidential nature of the information and their obligation to refrain from disclosure of the Confidential Information. Each party and its Representatives will take all reasonable measures to maintain the confidentiality of the Confidential Information, but in no. event less than the measures it uses for its own information of similar type. Parties and its Representatives shall not disclose to any person including, without limitation, any corporation, sovereign, partnership, limited liability company, entity or individual(i) the fact that any investigations, discussions or negotiations are taking place concerning the actual or potential business relationship between the parties, (ii) that it has requested or received Confidential information, or (iii) any of the terms, conditions or any other fact about the actual or potential business relationship.

Each party and its Representatives will immediately notify the other party of any use of disclosure of the Confidential information that is not authorized by this Agreement. Each party and its Representatives will use its best efforts to assist the other party in remedying any such unauthorized use or disclosure of the Confidential Information Either Party shall implement and follow the rules as laid down in the information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011 as and where apply.

The obligations contained under the agreement will not apply to the extent that either Party can demonstrate that the Confidential information: (a) was part of the public domain at the time of disclosure or properly became party of the public domain, by publication or otherwise; (b) was rightfully acquired by Receiving Party prior to disclosure by Disclosing Party; (c) was

independently developed by Receiving Party or its Representatives without reference to the Confidential information: or (d) is required to be disclosed by a government agency or by a proper court of competent jurisdiction; provided; however, that Receiving Party and its Representatives shall provide Disclosing Party prompt prior written notice of such requirement, shall consult with and assist Disclosing Party in obtaining a protective order prior to such disclosure, and shall only disclose the portion of Confidential information which it has been advised by written opinion of counsel is legally required to be disclosed and shall use its best efforts to obtain assurance that confidential treatment will be accorded such information if the protective order is not obtained or if Disclosing Party waives disclosure of such information.

Ownership of Material/No Warranty

Each Party retains all rights, title and interest to its confidential information. No license under any trademark, patent or copyright, or application for same which are now or thereafter may be obtained by the other Party is either granted or implied by the disclosure of confidential information.

Term

This Agreement shall terminate years from the Effective Date. Receiving Party's obligations with respect to confidentiality shall expire after years from the date of disclosure.

Return of Confidential information

Upon written request of either Party, Parties and its Representatives shall promptly return to the other Party all copies of Confidential information in its possession including all copies of any analyses, compilations, studies or other documents prepared by Receiving Party or its Representatives containing or reflecting any Confidential information. Either Party shall clarify in writing that it and its Representatives have returned all such information to the other Party.

General

- (a) This Agreement shall be governed by and construed in accordance with the applicable laws of India.
- (b) Either Party agrees that breach of the provisions of this Agreement by any Party will cause the other Party and irreparable damage for which recovery of money damages would be made in court of law' is Kolkata inadequate. Receiving Party and its Representatives hereby irrevocably and unconditionally consent to submit to the exclusive jurisdiction of the courts of Kolkata, West Bengal for any actions, suits or proceedings arising out of a relating to this Agreement and the transactions contemplated hereby (and agree not to commence any action, suit or proceeding relating thereto except in such courts), and further agree that service of any process, summons, notice 'or document by registered mail or tracked courier service to the address set for the above shall be effective service of process for any action, suits or proceeding brought against Receiving Party and its Representatives in any such court.
- (c) Neither party may assign any of its rights or obligations under this Agreement without the prior written consent of the other party. This Agreement shall be binding upon and inure to the benefit of the parties permitted successors and assigns.
- (d) This Agreement may be amended or supplemented only by a writing that is signed by duly authorized representatives of both parties.
- (e) No terms or provision hereof will be considered waived by either party, and no breach excused by it, unless such waiver or consent is in writing signed an authorized representative of the non-breaching party. No consent to, or waiver of, a breach by a party, whether express or implied, will constituted a consent to, waiver of, or excuse of any other, different, or subsequent breach.
- (f) If any part of this Agreement is found invalid or unenforceable, that par will be amended to achieve as nearly as possible the same economic and legal effect as the original provision and the remainder of this Agreement will remain in full force.

(g) This Agreement constituted the entire agreement between the parties relating to this subject matter and supersedes all prior or simultaneous representations, discussions, negotiations, and agreements, whether written or oral, in the instant subject matter.

IN WITNESS WHEREOF the parties have executed these presents on the day, month and year first above written.

Signed, Sealed and delivered by:
Shri.....representing
WBSEDCL in presence of:
Witness:
1)

Authorized signature with
designation and seal

Signed, Sealed and delivered by:
Shri.....representing
M/S..... in presence of:
Witness:
1)

Authorized signature with
designation and seal

ANNEXURE-XIV
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /79.00/1566 Dated 01/06/2023
BOQ Format

Validate	Print	Help	Item Rate BoQ				
Tender Inviting Authority: Chief Engineer, IT AND C Cell, WBSEDCL			ANNEXURE-XIV				
Name of Work: Facility Management Support Services for SAP Enterprise Resource Planning (ERP) Solution and Allied Applications in WB SEDCL for 02 (two) years through Quality & Cost Based Selection (QCBS) method							
Contract No: Tender Notice No: WBSEDCL/ IT AND C /79.00/1566 Dated 01/06/2023							
Bidder Name :							
PRICE SCHEDULE							
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)							
NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Units	BASIC RATE per year in Figures To be entered by the Bidder Rs. P.	GST (%)	TOTAL AMOUNT With Taxes for 02 years	TOTAL AMOUNT In Words
1	2	4	5	13	15	53	55
1	Facility Management Support Services for SAP Enterprise Resource Planning (ERP) Solution and Allied Applications in WB SEDCL for 02 (two) years through Quality & Cost Based Selection (QCBS) method.	1	LS		18	0.00	INR Zero Only
2	CR cost i.r.o Person-Day	1	No		18	0.00	INR Zero Only
3	Person-day cost should not exceed Rs. 10,970 INR (excluding applicable taxes). Value more than Rs. 10,970 INR will not be accepted						
Total in Figures						0.00	INR Zero Only
Quoted Rate in Words				INR Zero Only			

NOT TO BE
QUOTED HERE

ANNEXURE-XV
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /79.00/1566 Dated 01/06/2023
Contract Agreement

This agreement is made at KOLKATA on this _____ day of,(Month) 2023 between:

WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED, registered under the Companies Act 1956, having its registered office at "Vidyut Bhavan", Block-DJ, Sector-II, Salt Lake City, Kolkata- 700 091 (hereinafter referred to as WBSEDCL, which term shall be deemed to mean and include its successors and assigns) of the first part

And

M/s(Name of the Company), registered under the Companies Act 1956 as per laws of India, having its registered office at (hereinafter referred to as ".....", which expression shall, unless it be repugnant to the subject or context thereof, mean and include its successors and assigns) of the OTHER PART:

(WBSEDCL and M/s are hereinafter referred to collectively as "Parties" and individually as "Party", wherever the context so admits.)

Reference:

1. E-tender for Selection of Facility Management Support Services for SAP Enterprise Resource Planning (ERP) Solution and Allied Applications in WBSEDCL for 02 (two) years through Quality & Cost Based Selection (QCBS) method via Tender Notice No: WBSEDCL/ IT & C /79.00/1566 Dated 01/06/2023.
2. Letter of Award (LoA) placed by WBSEDCL on M/ s vide Memo No WBSEDCL/IT&C /79.00 /XXXX Dated. XX.XX. XXXX

This agreement is entered into by above mentioned parties for FMS Services in WBSEDCL for the period, quantity, terms and conditions guided by above mentioned NIT & LoA.

M/shereby agrees to adhere to all the clauses mentioned in NIT & LoA.

In WITNESS WHEREOF the parties hereto have executed this agreement on the _____ Day of(Month), 2023 herein above mentioned.

In the presence of (Witness)

- (1)
- (2)

Signed, sealed and delivered by the
within named M/s
by the hands of its authorized signatory

In the presence of (Witness)

- (1)
- (2)

Signed, sealed and delivered by the
within named WBSEDCL by the hands
of its authorized signatory

ANNEXURE-XVI
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSSEDCL/ IT & C /79.00/1566 Dated 01/06/2023
Change Request Form

CRF No: CRF/ XX/XX Date:

Request Information: To be completed By Requester			
Change Requested by	DC In charge	Change Title	
Change Reference number (if any)		Location	
Change Urgency	Emergency Normal	Implementation Date	
Reason for Change			
Change Description			
Initiated By	<input type="checkbox"/> Incident/Problem Operational/Business Request <input type="checkbox"/> Security requirements <input type="checkbox"/> Audit requirements <input type="checkbox"/> Others	Change Related To	
Additional Notes			

Roles	Name	Action taken	Date/Time
Requester			
Implementer			
Authorized by		Accepted <input type="checkbox"/> Rejected	
Approved by		Accepted <input type="checkbox"/> Rejected	

UAT by Application Team	
Date	
UAT by Business Team	
Date	
Reasons for not conducting UAT	Remarks:

Change Roll-Back Procedure (If Applicable)	
Details of Roll Back Procedure	
Prepared By	Date
Reasons for not preparing Roll Back Procedure	

Date of Migration to Production:	Migrated By:
Impact on Information Security	<input type="checkbox"/> Yes(If yes, kindly fill remarks) <input type="checkbox"/> No
Remarks (Action Taken):	

ANNEXURE-XVII
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /79.00/1566 Dated 01/06/2023
Escalation Matrix

Level of Escalation	Name of the Associate	Designation	Contact No	Email	Requirements
Single Point of Contact (SPOC)					Project head
Level 1 Escalation					Should be at least one step higher than project head
Level 2 Escalation					Should be at least two steps higher than project head
Level 3 Escalation					Not below the rank of Regional head
Level 4 Escalation					Not below the rank of country head

Dated.....this.....day of.....2023

Thanking you, we remain,

Yours faithfully,

Date _____

Place _____

(Signature) _____

(Printed Name) _____

(Designation) _____

(Common Seal) _____

Business Address:

Name & Address of Authorized Signatory:

ANNEXURE-XVIII
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSSEDCL/ IT & C /79.00/1566 Dated 01/06/2023
Service Level Agreement (SLA)

A. Impact Type and Priority indicator of Incidents in CA Helpdesk				
Sl. No.	Incident Impact Type	Incident Priority indicator	Business working Hours (BH) /Business Day(BD) for resolution of incidents	Clock
1	Very Critical	P0	3 BH	Runs from 9:00 Hrs. to 19:00 Hrs.
2	Critical	P1	1 BD	
3	Urgent	P2	2 BD	
4	High	P3	3 BD	
5	Medium	P4	4 BD	
6	Low	P5	5 BD	

N.B.: Business working hours(BH)- 9.30 Hrs to 17.30 Hrs., 1 Business Day(BD)=8 Hours

B. Service type wise SLA rate						
Sl no	Service Type	Parameter	Service Level to be achieved	Validation	Penalty	
1	Project Management	Submission of Monthly Project Status reports & Conducting Status meetings	100%	Minutes of meetings. Meeting Approval of status reports by engineering in Charge	2 % quarterly FMS charges for every default	
2	CA Helpdesk (Incident Management)	Resolution of ticket logged as per the Severity definition chart	Priority type wise:	Report generated from Ticket logging System		
			P0: 95%			Priority type P0: 5% penalty on the Quarterly FMS charges.
			P1: 93%			Priority type P1: 3% penalty on the Quarterly FMS charges.
			P2: 90%			Priority type P2: 2.5% penalty on the Quarterly FMS charges.
			P3: 88%			Priority type P3: 2% penalty on the Quarterly FMS charges.
			P4: 85%			Priority type P4: 1.5% penalty on the Quarterly FMS charges.
		P5: 80%	Priority type P5: 1% penalty on the Quarterly FMS charges.			

					[Maximum of total penalty amount for all priority types penalty amount not more than 10% of the quarterly Invoice amount.]
3	Database Administration services	MIS report of database scheme, disk space, storage and user role	99%	Report	0.5% of quarterly FMS charges
4	Backup/Restore Management	The Supplier should take backup as per the backup schedule defined by WBSEDCL	99%	Report	If the negligence is found in monthly audit, the Bidder would be penalized a sum of Rs. 500/-per negligence.
		WBSEDCL would periodically (once a quarter on a random day) request the Supplier to restore the backup data	100%	Report	Rs. 5000/- for every restore test failure
5	Problem Management	Supplier shall analyze all the incidents and provide a root cause report every month if there are more than 10 incidents of the same type. Supplier shall take the needed corrective action to prevent further issues due to the same cause	100% timely submission covering all incidents logged in that quarter	Root cause report, Incident report stating problems faced by the users, Document detailing corrective action	5% penalty on the quarterly FMS charges of that Project Area, if the Supplier does not submit a problem report for that quarter. 5% penalty on the quarterly FMS charges of that Project Area, if the Supplier does not perform the corrective action for more than one calendar month.
€6	Resource Management	Number of shift days for which resource present at the designated location/ Total number of shift days	98% averaged over all resources designated for SI services-calculated on a monthly basis	Attendance track, call log, Audit calls/visits Measured on a monthly basis	If the resource availability is less than 95%, then payment shall be deducted based on the pro-rata basis. (Total FMS cost per day divided by nos. of persons deployed).

7	CA Helpdesk (Commercial Change Requests)	Successful deployment of the Change Request in Production System to the satisfaction of WBSEDCL authority.	100%	UAT sign-Off and Comments from In-House IT Team.	If delay in final deployment of the CR is beyond 15 (fifteen) calendar days from scheduled date, then, a penalty equivalent to 5% of invoice value of that CR shall be deducted for every 15 days from scheduled date of deployment subject to a maximum of 30% of the CR Value. Also, in case there is any substantial or major error and the same is pointed out by concerned stakeholder or in-house IT team within 6 (six) months of deployment, then, a further deduction of 10% of invoice value of that CR shall be deducted from any of the subsequent invoices submitted by the bidder for the executed contract.
8	CA Helpdesk (Non-Commercial Change Requests)	Successful deployment of the Change Request in Production System to the satisfaction of WBSEDCL authority.	100%	UAT sign-Off and Comments from In-House IT Team.	If delay in final deployment of the CR is beyond 15 (fifteen) calendar days then a penalty equivalent to 0.25% of subsequent quarterly FMS invoice value shall be deducted for every 15 days from agreed date of deployment subject to a maximum of 1% of the subsequent quarterly FMS invoice value for the executed contract.

We are hereby agreeing with the terms & condition of SLA.

Signature of the bidder with Office Seal

Date-----

ANNEXURE-XIX
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /79.00/1566 Dated 01/06/2023
Power of Attorney (PoA)

(Instruction: To be submitted on non-judicial stamp paper worth INR 100)

KNOW ALL MEN BY THESE PRESENTS THAT WE,[insert the name of the bidder]..... a company within the meaning of the Companies Act, 2013/ a partnership within the meaning of the Indian Partnership Act, 1932/ Limited Liability Partnership Act, 2009 and having its registered office/ office at[insert address](hereinafter referred to as the bidder) acting through[insert name of the person giving the Power of Attorney].....presently holding the position of (insert designation of the person giving the Power of Attorney) having been authorized by the partners/Board of Directors inter alia, to execute contracts in the name of and for and on behalf of the bidder do hereby constitute, appoint and authorize (insert name, designation and residential address of the person to whom the Power of Attorney is being given)..... as our true and lawful attorney to do in our name and on our behalf all such acts, deeds, things necessary and incidental for submission of our bid in respect of **Tender Notice No: WBSEDCL/ IT & C /79.00/1566 Dated 01/06/2023**. We hereby further authorize the above attorney for signing and submission of the bid and all other documents, information related to the bid including undertakings, letters, certificates, declarations, clarifications, acceptances, guarantees, any amendments to the bid and such documents related to the bid, and providing responses and representing us in all the matters before the Corporation in connection with the bid for the said tender till the completion of the bidding process. We accordingly hereby nominate, constitute and appoint above named person, as the lawful attorney to do all or any of the acts specifically mentioned immediately herein above.

We do hereby agree and undertake to ratify and confirm whatever either of the said Attorney shall lawfully do or cause to be done under and by virtue of this Power of Attorney and the acts of the attorney to all intents and purposes are done as if the same had been done on behalf of the company if these presents had not been made.

IN WITNESS WHEREOF WE, _____ THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS _____ DAY OF _____ 2023.

Place: _____
For
[Name of bidder]
[Signature]
[Name of authorized signatory]
[Designation]
[Affix rubber stamp of bidder]
[Date]

Witnesses:
1.
2.

Accepted _____ [Notarized]

(Signature)
(Name, Title and Address of the Attorney)