

Simplified NIT

**NOTICE INVITING TENDER**

The Engineer-in-Chief, Power & Electricity Department on behalf of the Governor of Mizoram invites tender from interested eligible bidders for **Supply, Installation, Implementation & Integration of an Enterprise Resource Planning (ERP) systems under Integrated Power Development Scheme (IPDS).**

NIT No. : **No.T.16012/1/2018-EinC(P)/W-II/14 Dt. 07<sup>th</sup> August 2019**  
Name of Work : Supply, Installation, Implementation & Integration of ERP under IPDS.  
Estimated costs : Rs. 1,537 Lakhs (Total)  
Earnest Money : Rs. 25.37 Lakhs (Total)  
Time of Completion: 10 Months

The tender forms and other details can be obtained from Works-II Branch, office of the Engineer-in-Chief, P&E on payment of Rs. 1,500/- by Demand Draft/Banker's Cheque from 08<sup>th</sup> August 2019 during office hours. The last date for submission of bid will be **23<sup>rd</sup> August 2019 up to 14:30 hrs.**

Details also may be obtained from the website [www.power.mizoram.gov.in](http://www.power.mizoram.gov.in)

Sd/-  
Engineer-in-Chief  
Power & Electricity Department  
Government of Mizoram



# **POWER & ELECTRICITY DEPARTMENT GOVERNMENT OF MIZORAM**

## **TENDER DOCUMENT**

### **FOR**

**SUPPLY, INSTALLATION, IMPLEMENTATION AND INTEGRATION OF AN ERP SYSTEM IN POWER & ELECTRICITY DEPARTMENT, GOVERNMENT OF MIZORAM**

**Tender No: No. T.16012/1/2018-EinC(P)/W-II/14 DATED 8<sup>th</sup> August, 2019**

(This document is meant for the exclusive purpose of bidding against this WORK and shall not be transferred, reproduced or otherwise used for purposes other than that for which it is specifically issued)

Date of Issue : 8.8.2019

Date & Time of Submission : 23.08. 2019 (14:30 Hrs)

Time of Opening : 23.08. 2019 (15:30 Hrs)

The Engineer-in-Chief  
POWER & ELECTRICITY DEPARTMENT  
Kawlphetha Building,  
New Capital Complex,  
Khatla, Aizawl  
Mizoram, India.  
PIN: 796001.

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|  | Enterprise Resource Planning (ERP) IMPLEMENTATION       |
|  | Power & Electricity Department<br>Government of Mizoram |

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**NOTICE INVITING BID (NIB)**  
**(Domestic Competitive Bidding)**

Dear Sir,

Mizoram, 8<sup>th</sup> August, 2019

**Sub: Supply, Installation, Implementation and Integration of an ERP based Integrated Information System in Power & Electricity Department, Mizoram.**

The Power & Electricity Department (**PED**) (hereinafter referred to as '**PED**' - Short Name of Power & Electricity Department/Employer) is a department under Government of Mizoram.

The Department is functioning as an integrated utility and responsible for generation, transmission, distribution of electric power supply within the state of Mizoram.

It is also responsible for the promotion, development and maintenance of Power Distribution Network including provision of adequate and reliable power supply in Mizoram.

With the objective of improving response time to clients, reduction in scheme processing time, better utilization of resources, overall improvement of productivity and better financial management, PED intends to implement a suitable ERP based Integrated Information System covering major aspects of its work throughout the Department.

“The Power & Electricity Department (**PED**)” invites tenders from reputed IT companies for “Supply, Installation, Implementation and Integration of ERP Based Integrated Information System” as per tender document on divisible turnkey basis.

For broad scope of work, mandatory requirements, purchase of tender document, submission of bid, Bidders may visit our website at <https://power.mizoram.gov.in/>.

**Enterprise Resource Planning (ERP) IMPLEMENTATION**

**Power & Electricity Department  
Government of Mizoram**

We request you to submit your sealed bids by the closing date i.e. 23<sup>rd</sup> Aug, 2019 (14:30Hours).

The bids will be opened on 23<sup>rd</sup> Aug, 2019 at 15:30 Hours in presence of the bidders, who opt to be present.

In case you need any further information, please feel free to contact the undersigned office.

Thanking you

**Engineer-In-Chief  
I/C Contracts & Procurement  
POWER & ELECTRICITY DEPARTMENT  
Kawlphetha Building,  
New Capital Complex,  
Khatla, Aizawl  
Mizoram, India.  
PIN: 796001.**

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## **BID DATA SHEET (BDS)**

| Clause Reference          | Description   |
|---------------------------|---|
| Address for communication | POWER & ELECTRICITY DEPARTMENT<br>Kawlphetha Building,<br>New Capital Complex,<br>Khatla, Aizawl<br>Mizoram, India.<br>PIN: 796001. |
| Estimated Amount          | Rs. 1,537 Lakhs   |
| ITB 25                    | <b>Pre-bid Conference</b> will be held on: <b>14<sup>th</sup> August, 2019 at 11:00 Hrs</b>   |
| ITB 31                    | <b>Bid Security/ Earnest Money Deposit (EMD)</b><br>The amount of bid security/ EMD required is <b>Rupees 25.37 Lakhs only</b>      |
| ITB 32                    | <b>Bid Validity</b><br>The Bid shall be valid for a period of 60 working days from the date of submission of bid                    |
| ITB 33.1                  | <b>No. of copies :</b> 1 original   |
| ITB 34                    | The <b>deadline for the submission</b> of bids is:<br><b>Date: 23<sup>rd</sup> Aug, 2019</b><br><b>Time: 14:30 Hrs</b>              |
| ITB 37                    | The date, and time of <b>opening of Tender</b> :<br><b>Time: 15:30 hrs, Date: 23<sup>rd</sup> Aug, 2019</b>                         |
| SECTION II - 14           | <b>Completion Period:</b> Ten months from the date of LOA including stabilization acceptance period of 1 months                     |

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## **DETAIL NOTICE INVITING BID (NIB)**

**N.I.B. No.: No.T.16012/1/2018-EinC(P)/W-II/14 Dated: 8<sup>th</sup> August, 2019**

### **SECTION – I BACKGROUND NOTE**

#### **1. Context**

- 1.1 The Power & Electricity Department (**PED**) (hereinafter referred to as '**PED**' - Short Name of Power & Electricity Department/Employer) was created in the year 1975 with the Superintending Engineer under the State PWD till its separation in the early 1980. Before creating a circle, all the activities related to power development and its distribution within Mizoram were looked after by the Assam State Electricity Board (ASEB) till March, 1975. The Department attained its directorate level (full-fledged) status in 1983 with the creation of Chief Engineer post. In 2008, the post of Engineer-in-Chief was created as the Head of the Department.
- 1.2 The Department is functioning as an integrated utility and responsible for generation, transmission, distribution of electric power supply within the state of Mizoram. It is also responsible for the promotion, development and maintenance of Power Distribution Network including provision of adequate and reliable power supply in Mizoram.
- 1.3 The per capita consumption of the state as per 2011 Census is 219 kWh and the Department is currently serving nearly 2 lakhs consumers under various categories. The total installed capacity of state owned generating system from SHP is 29.35 MW and the capacity of Thermal Plant at Bairabi is 22.92 MW which is kept as standby supply.
- 1.4 The administrative head of the Department is the Secretary (Power) and the technical head of the Department is Engineer-in-Chief who is assisted by 4 numbers of Chief Engineer. At present, there are 9 Circles (including Electrical Inspectorate and ZEDA-Zoram Energy Development Agency), 20 Divisions and 51 Sub-Divisions.

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## **2. IT Initiative**

With the objective of becoming an efficient and modern dynamic institution, PED has decided to deploy latest Information Technology in all aspects of its operation by setting up an ERP Based Integrated Information System. It has undertaken this work in three phases:

Phase-I: Need Determination and AS-IS Process Mapping

Phase-II: Business Blueprinting

Phase-III: Implementation

Scope of Phase-I includes understanding in sufficient detail, the existing processes/ method of working, the requirement of the organization, identification of activities/areas for computerization, modules and prioritization thereof.

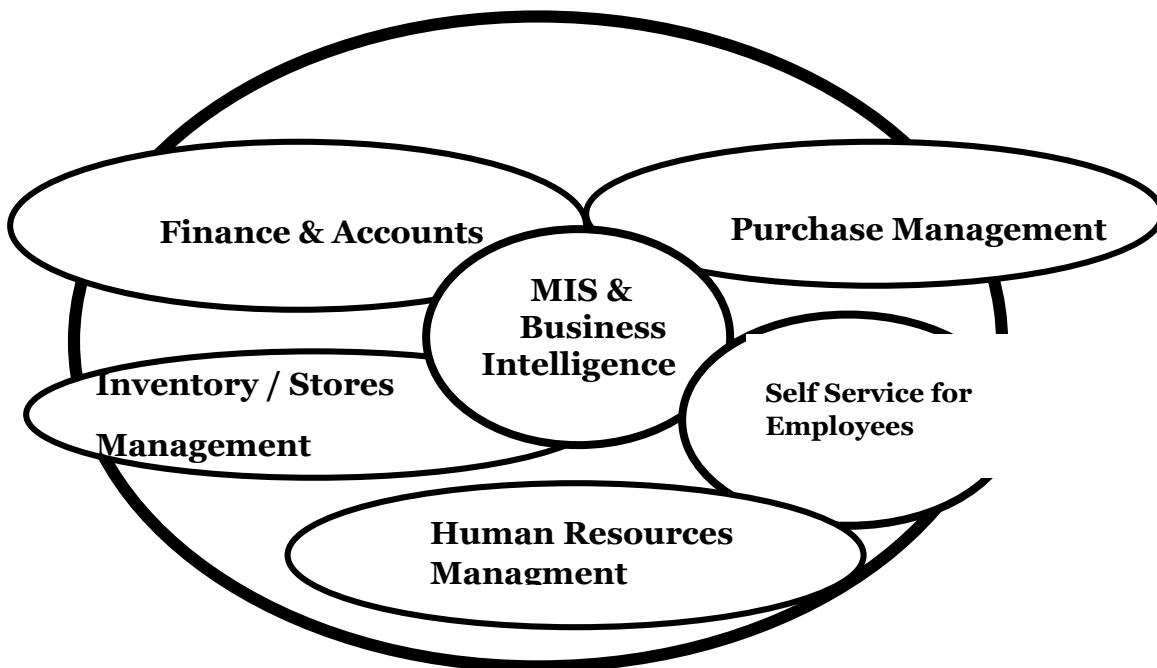
Scope of Phase-II includes designing of the ERP based Integrated Information System (hereafter referred to as IIS) in the organization to improve and re-engineer its business processes and finalize requirement of hardware, software, LAN/WAN, IT infrastructure, manpower requirement and training etc.

Scope of Phase-III includes the configuration, development, customization and implementation of the business blueprint designed by the Implementation Partner (IP), data migration to the ERP system, integration testing of all the modules, auditing and quality control of the configured system at the pilot site (Department office) and then roll it over to all the sites and to provide hand holding services for the project.

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### 3. Proposed System Overview

The proposed overall ERP based Integrated Information System overview is presented below.



**Figure: PED ERP based Integrated Information System Overview**

#### ERP based Integrated Information System (IIS) Architecture

ERP based Integrated Information System Architecture designed for the identified scope comprises the following components:

- **Finance and Accounts Management:** This will cover functionalities in corporate functions viz. Finance & Accounts Management.
- **Stores and Inventory Management:** This will cover functionalities of Stores and Inventory management.
- **Purchase Management:** This will cover functionalities related to Suppliers, Procurement and Purchasing.
- **Human Resource Management including Self Service for employees:** This will cover the Employees management and HR functionalities.

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- **Decision Support System (DSS):** The proposed ERP based system should be able to analyse, assess pre-specified “what if” aspects of the decision making process.
- **Work Flow Management:** It includes design and implementation of formats for initiating requests, memos, approvals, information sharing among identified groups.

#### 4. Objective of Integrated Information System

The primary objective of setting up the integrated system is to deploy state of the art Information Technology across all aspects of PED's operation for the purpose of positioning the Department as an efficient, competitive and dynamic Department. The system objectives are to:

- (a) Ensure the Accuracy, Completeness and Consistency of Business Transactions
- (b) Integrate the operations of the various business processes by integrating the flow of information
- (c) Enable management to respond quickly to market changes with informed decisions based on timely and accurate information
- (d) Establish best business process/practices

Technology objectives include using Information Technology that is:

- (a) State-of-the-Art, well proven and well supported in India
- (b) Adaptable, Flexible, Customizable, Easy-to-use, Extendable and scalable,
- (c) Secure, Cost effective, maintainable and reliable.

It is expected that upon implementation, the system will establish proper information flow to help managers at all levels to take informed decisions with the objective of improving response time, reduction in project completion cycle, efficiency of resource utilization, overall improvement of productivity, better financial and cost management. The implementation will result into increased customer satisfaction, better financial results both top line as well as bottom line, transparency & consistency in business operation and processes.

#### 5. Way Forward

PED in its endeavour to upgrade its IT systems invites tenders through single stage two envelope system in domestic competitive bidding route from eligible bidders for **“Implementation of Enterprise Resource Planning (ERP)”** at POWER & ELECTRICITY DEPARTMENT, Mizoram.

PED plans to set-up the integrated system over a period of ten months from the date of LOA including stabilization acceptance period of 1 month. This tender aims to engage a consortium of ERP Principal and Implementation partner for this purpose.

PED invites sealed bids from eligible bidders for the Supply, Configuration, Integration, Installation, Implementation & Support of ERP Application Software for PED, Mizoram, India.

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## **SECTION – II** **SCOPE OF WORK**

### **6. General Scope**

The ERP will be a single unified business information system for PED's Enterprise Resource Management and the solution should be a completely integrated available off-the-shelf ERP product. The System should have the required depth, breadth and flexibility to provide on-line information access to all the designated users who will operate the respective business processes.

The main system and database will be residing in the Cloud Servers (or) Data center (if possible). The vendor may develop an appropriate distributed processing strategy in consultation with PED for optimum utilization of resources and providing faster access to data and application. The general scope of the proposed ERP based IIS is as follows:

#### **A. Plans & Schedules**

- (i) Business process study ("As Is") and PED recommendation of best practices ("To Be") so as to identify the amendments to be made in the ERP package.
- (ii) Identify the process/procedure that needs to be modified/ introduced to meet the needs of the proposed system.
- (iii) Prepare a project-plan with detailed activity schedules and a time-bound action plan for the ERP based IIS.

#### **B. Supply / Development / configuration & installation of the software**

- (iv) Supply and configuration of all the Application software, RDBMS software and other utility software as required.
- (v) Supply, configuration and implementation of the ERP based IIS at all locations.
- (vi) Design & preparation of test script, test data, trial run and arranging acceptance testing of all modules

#### **C. Integration**

- (vii) System Integration at Circle/Zonal offices / Project offices & Training Center with the Department Head Office.

#### **D. Go live and Roll Out**

- (viii) Go-Live run of all modules at Department offices with real-time data along with "Stabilization of the System"
- (ix) Roll out of the System to the other Circle offices / Project offices after its stabilization in the Department Head office.

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## E. Training and Operation Manual

- (x) Prepare and supply User/Operation Manual for smooth and trouble free operation in the system
- (xi) Impart User training at all levels at all sites as per PED's requirement to make them self-dependant.

## F. Maintenance Services

- (xii) Technical Support/Maintenance of the System for One (1) year post stabilization period.

## 7. Brief scope

PED intends to implement an Integrated ERP system and is looking to select a capable Bidder for implementing the following brief scope of work (detailed scope is mentioned in other sections below).

1. Preparation of project charter including project management plan, project governance structure, resource deployment plan, communication matrix, site survey plan, project risks, mitigation plans and dependencies etc.
2. Presentation to PED management on the functionality of the ERP system
3. Initial training to the PED team on the ERP product, implementation plan, tasks to be carried out and roles & responsibilities of various stake holders
4. Detailed As-is study of all the business processes of PED
5. Preparation and finalization of To-Be processes to be implemented in ERP system
6. Gap-analysis and change management
7. Finalization of business blueprint / solution design with required process re-engineering which shall include hardware, network design, security architecture, integration/interface strategy and process with legacy and other required systems
8. Bidder Should conduct detailed feasibility study of existing Data Centre (DC) and Data Recovery (DR) Centre at Guwahati and Tripura to assess Technical & Functional viability.

Based on the Study & Findings, Bidder should propose the ERP solutions on Cloud model (or) on-premises model.

9. Preparation of Bill of Material (BOM) for IT and non-IT infrastructure i.e. Hardware, networking equipment and additional system software required for implementation and running of ERP
10. Assistance in preparation of RFP for IT infrastructure procurement as per BOM.
11. Assist PED in validating the delivery and installation of the hardware as per requirement (if required)

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- 12. Assist in obtaining required Servers & associated hardware/software of suitable configuration required for Training, Development & Configuration, Quality Testing for use during implementation.
- 13. Supply, Installation, Configuration, Integration, Implementation & Support of ERP Application Software.
- 14. Commissioning of required ERP licenses as well as ERP related software, database, clustering tools, integration tools & other components.
- 15. Data collection, cleaning & preparation of migration strategy along with templates
- 16. Quality Check & audit of DC, DR setup, Hardware, network infrastructure  
Testing & operationalization of DC & DR replication (if required)
- 17. Migration of legacy data to the ERP system
- 18. Operational training to the PED team on Operation & Maintenance of DC & DR
- 19. Functional training to the PED team on the Module wise ERP functions
- 20. Implementation of ERP solution at Pilot locations and subsequent roll out at balance locations
- 21. Annual Technical Support for ERP system for 1 (One) year from license procurement
- 22. Functional Support for ERP system for 3 months post stabilization period
- 23. Bidder shall provide all required equipment, tools and resources which may not be specifically stated herein, but required to meet intent of ensuring completeness, maintainability and reliability of the total system covered under this specification.

## **8. Functional Coverage**

The ERP shall cover the following functional areas of PED:

### **Prime functions**

- 1. Finance and Accounts
- 2. Inventory / Stores Management
- 3. Purchase Management
- 4. Human Resource Management including Self Service for employees

However, vendor should include the detailed requirements for each of the module during business process mapping at the time of implementation.

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In order to support the prime modules and other functions, the ERP shall also cover the following modules either built in the Core module /add on modules.

1. Dashboard for Senior Managers with Business Intelligence
2. Document Management
3. Workflow Management

## 9. Geographical Spread

The ERP shall cover the following geographical spread of PED's office locations-

- Head Office, Civil Head Office, State Load Despatch Center, Electrical Inspectorate
- Circle & Zonal offices
- Divisional Offices
- Sub-Divisional & Stores

## 10. Number of Users

10.1 Estimated number of users of the system at PED's Department Office, Circle offices / Project offices and training center has been assessed at 80 to begin with and may go up to 100. The vendor will be requested to quote for 80 user full licenses, and also price for additional single/5/10 user licenses (for all the modules). It shall be the decision of PED to distribute the user licenses within the organization covering PED's corporate offices, Circle/Zonal offices / Project offices and Training center.

10.2 The Supplier shall provide details of number of ERP licenses, latest RDBMS & Development License based on details provided in Clause 12.1.

10.3 User license should be complete in all sense. i.e. only Full User License has to be quoted. Additionally, price for single/5/10 user licenses for the categories viz., professional, read only, employee user may be quoted in the financial bid.

## 11. System Requirements

The system will, essentially be characterized by the following features:

- (a) **User Interface:** The interfaces should be user friendly and with Graphic User Interface (GUI) with web access as the system will be at Sub-Divisional/Divisional/Circle/Zonal offices/Head offices at remote places. There should be sufficient edit and validation checks in the system. It should provide safeguards to prevent damage to data from operator errors, simultaneous updating, and module unavailability or system failures. The system should provide consistent screen and modules. It should provide on-line error reporting and use a menu- based system with facilities to bypass menus. The system should provide drill down facility to next level of details and so on.
- (b) **Single Point Data entry/Data capture:** The system should be based on Single Unified data model and capable of capturing data, already entered into the Server computer so as to ensure integrity of data.

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- (c) **Data Access and Security:** The system should be compliant to Information Technology Guidelines for Web/ Application / Network Security and have proper security and maintenance facility which limits access to the system and its various functions to the users delegated with appropriate authority. It should provide log in, both by user and by terminal. The System should provide the date and time of all transaction with details of creation, read, update, delete or print. Access should be restricted at different levels of data file, program, module, screen, record, field database table, row or column. Suitable firewall against unauthorized uses, interceptions, misuses by outside parties shall be provided.
- (d) **Data Archival:** The system should be able to archive data based on user specified parameters (i.e. data range) and restore archival data for on-line use as and when required
- (e) **Open Architecture:** The system should be open to allow interoperability with general purpose software and have the facility to export/import data files from other applications. The system should be compatible to major operating systems (UNIX/LINUX/Windows) and hardware platform (INTEL/SUN/IBM/HP Servers)
- (f) **Dash Board Function:** Data collection rules for Management Dashboard Function (Executive Information System) should be dynamic and flexible. It should be capable of being refreshed on schedule or on periodic basis.
- (g) **Performance Optimization:** The system should support functionally distributed computing from a centralized environment, allowing distributed functions across different locations. It should include integrated tools for monitoring system performance such as response time, CPU utilization.
- (h) **Flexibility:** The system should support customization to business requirements and changing business practices.
  - (i) **Modularity:** The system will initially be required to cover a range of business process modules as mentioned above but it should allow addition of more modules as and when required, which should seamlessly integrate into the core system.
  - (j) **Integration:** The system should be fully integrated across departments, functional areas and also across geographical location of sites. It should be unified and interfaced. It should have the ability to automatically update all related modules, for any change which has occurred in one module. It should have the ability to assign validation on specific fields based on entries in the data validation reference file. It should adapt Work Flow management techniques.
- (k) **Internet and Intra-net enabled:** The system should be fully web enabled to work in the Internet and Intranet environment.
- (l) **Scalable:** The system should be scalable to handle up to three times the number of users and volume of data load.
- (m) **System Control and Audit:** The system should be able to define audit trails, audit logs and transaction log-in requirements. It should enable audit trails on-line, tailor audit requirements by modules.

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- (n) **Localization:** The system should have adequate localization to handle specific requirements of Regulatory Indian Laws (Central and State), tax and duty legislation and other regulations.
- (o) **Help facility:** The system should provide context based help facilities and also on-line help at functions, screen and field level.
- (p) **Collaboration:** The system should provide tools to collaborate between PED offices on web conferencing.
- (q) **Search Engine:** The system should provide search facilities across multiple modules.
- (r) **File Management:** The system should provide for searching of files to increase employee productivity by enabling users to easily collaborate with their co-workers among PED Offices and find files with a single search.
- (s) **Performance Standard:** The System should ensure that functions and its integrations are according to the definition as per scope of work and shall have 95% uptime efficiency at all locations.

## **12. Technical Requirements**

### **12.1 Technical Services**

The Supplier shall be required to do the following:

- (a) Prepare all Technology policies and procedures related to ERP including authorization, backups, table space maintenance, archival etc.,
- (b) The Supplier will assist the PED's team to perform all authorization-related activities (activity group, authorizations, profiles, etc.) till the stabilization in the roll out sites.
- (c) Assist PED in managing the legacy data interfaces, print spools, batch Jobs, printer configuration etc.
- (d) Prepare a detailed operational manual, which would be used by PED to run the ideal production environment. This should include how the various parameters should be monitored/ tuned in a live system.

### **12.2 Migration from the Legacy System**

The Supplier will develop the templates and facilitate the migration of legacy and new data elements to the ERP system.

The details of the existing system will be provided by PED to the supplier. This would include the following tasks.

- Identification & development of the data upload/download programs

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- Testing of the configured system using the populated master and transaction data
- Appropriate “Data Migration and Integration procedures” and guidelines have to be enumerated & followed with validity checks to ensure that data uploaded remains complete, accurate & valid.

The Supplier shall ensure that data migration is complete in all respects and the activities are completed in time so that all the requirements of implementation are fulfilled.

### **12.3 Maintenance**

1. PED shall enter into a Maintenance Contract with the Supplier for the implemented system for a period of 2 years after warranty period of one year. The Supplier shall submit complete details of Maintenance Contract services offered.
2. The Maintenance Contract should cover the services, which the Supplier provides under normal course of annual maintenance, and include the following minimum services:
  - (a) Product upgrades and updates in the ERP modules deployed in IIS. All product upgrades are to be offered as part of the product AMC.
  - (b) User & Technical support as per requirement of PED
  - (c) Implementation of upgrades
  - (d) Free Version upgrades.
3. The Supplier shall provide details on the method of computing maintenance charges. The Percentage factor and the base value shall be clearly specified in the Price Schedule.
4. The Supplier shall specify Maintenance Charges that are firm and final at the time of the Contract.
5. The supplier shall also quote Maintenance Charges for the subsequent period of three years applicable after expiry of the 2 years of maintenance period. The maintenance charges for the next three years shall not be considered towards financial evaluation.
6. The supplier shall also give the cut off dates for the ERP product support by the OEM. A document from the OEM should be enclosed in this regard.

### **12.4 Quality Review and Assurance Plan**

The Supplier shall provide details of the Quality Assurance program envisaged for the implementation of ERP.

PED requires that Quality Review Group will subject all the deliverables forming part of the whole implementation process including broadly the implementation Strategy, Business Analysis, Readiness Assessment and Go Live Review etc. to stage-wise quality audit.

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### 13. Deliverables

The specific scope of work and deliverables are tabulated as under:

| Sl No    | Scope  | Deliverables  |
|----------|--|---|
| <b>A</b> | <b>Initiation</b>  |   |
| A(i)     | The Supplier shall study the Scope of the work, in particular the Functionality requirement, System requirements, and Technical requirements and give his observations/understanding of the work, resource commitment and likely time schedule.  | INCEPTION REPORT  |
| A(ii)    | <p>The supplier shall submit detailed Project Plan and get it finalized in accordance with PED.</p> <p>Shall study the existing functionality of all the business processes. PED will provide lists of existing functionality.</p> <p>Vendor shall assist the Core team of the PED in refining and finalizing the functionalities to reflect more realistic 'As Is' process.</p> | AGREED AND FINALIZED PROJECT PLAN<br><br>“AS IS” PROCESS MAPPING AND ANALYSIS |
| A(iii)   | After analysing performance of the “As Is” processes, vendor shall prepare a comparative analysis of each functionality with the best practices of the ERP so as to identify the desirable processes. He will then prepare the Gap Analysis Report, which will include his specific recommendations for the PED ‘s adoption of new process                                       | GAP ANALYSIS REPORT   |
| A(iv)    | Identify the customization requirement after the PED finalizes its decision to adopt some or all of the best practices of the ERP. The customization requirement report shall be part of the SRS document prepared for configuration of the modules of ERP.  | CUSTOMIZATION REQUIREMENT REPORT FOR EACH MODULE.                             |
| <b>B</b> | <b>INSTALLATION OF DEVELOPMENT ENVIRONMENT</b>   |   |

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| B(i)     | <p>The supplier shall prepare the Hardware specification for running the proposed system indicating separately the requirements for:</p> <ul style="list-style-type: none"> <li>(a) Development</li> <li>(b) Testing</li> <li>(c) Implementation in Department office</li> <li>(d) Roll out in Circle/Zonal offices / Head office</li> </ul> <p>For this purpose, hardware infrastructure already available with the PED shall be kept in mind.</p> | HARDWARE SPECIFICATION                  |
| B(ii)    | <p>The supplier shall assist PED identifying the Networking and Communication infrastructure requirement for the proposed system for roll out to Circle/Zonal offices / Head offices.</p> <p>For this purpose, Networking and Communication infrastructure already available with the PED shall be kept in mind.</p>  | NETWORK AND COMMUNICATION SPECIFICATION |
| <b>C</b> | <b>CHANGE MANAGEMENT</b>  |   |
| C(i)     | <p>The supplier shall identify the Change Management issues</p> <ul style="list-style-type: none"> <li>Processes/Procedure</li> <li>Roles/Responsibility</li> <li>Organisation structure/Group Working</li> </ul>   | CHANGE MANAGEMENT REQUIREMENT REPORT    |
| C(ii)    | Shall identify training requirement for the various levels of official of PED.  | TRAINING REQUIREMENT REPORT             |
| C(iii)   | Shall design training modules, prepare and supply study materials for each user. Shall prepare audio visual contents of the training and impart training at various levels.   | TRAINING CURRICULUM                     |
| C(iv)    | Shall assist the PED in orientation and development of the Core team for the ERP based IIS implementation.  |   |
| C(v)     | Shall arrange advance training for maintenance of the system for members of functional team (if required) and IT group.   |   |

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| C(vi)    | The supplier shall prepare System Manual in adequate detail for use in the Central Computer Centre to enable trouble shooting by PED's software personnel. The supplier will also prepare detailed User Manual for each module to enable the field level user to use the system effectively. The User Manual must be exhaustive and shall contain detailed, step by step instruction for smooth access to, operations in and exit from the system. | SYSTEM AND USER MANUAL           |
| <b>D</b> | <b>SUPPLY AND INSTALLATION OF SOFTWARE/LICENSES</b>  |                                  |
| D(i)     | <p>The supplier shall supply the following for all the functions listed above.</p> <p>(a) The ERP licenses including interfaces for integration</p> <p>(b) The RDBMS/Application licenses and development licenses</p> <p>(c) Adequate sets of User and technical documents together with soft copy as per requirement.</p>  | LICENCES AND TECHNICAL DOCUMENTS |
| <b>F</b> | <b>COMMISSIONING AND DATA MIGRATION</b>  |                                  |
| F(i)     | All the modules will be configured and commissioned along with complete data migration before final commissioning acceptance of the entire system.   |                                  |
| F(ii)    | For the above the supplier shall develop the templates and facilitate the migration of legacy data and other electronic data where ever required to the ERP system.  |                                  |
| <b>G</b> | <b>TESTING</b>   |                                  |
| G(i)     | <p>The Supplier shall carry out comprehensive tests of all the modules and carry out corrections based on test results and feedback.</p> <p>PED's project team should be involved in testing of each module, sub module and the interfaces.</p>  |                                  |

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| <b>H</b> | <b>AUTHORISATION SECURITY AND ACCESS CONTROL</b>   |   |
| H(i)     | The supplier shall assist the PED in formulating appropriate security/ authorization, control policy to prevent unauthorized access to programs, data, screens and outputs.  | AUTHORIZATION,<br>SECURITY AND<br>ACCESS CONTROL<br>SPECIFICATION |
| H(ii)    | Shall build the prescribed access right & control mechanism into the IIS.  |   |
| <b>I</b> | <b>AUDITING AND QUALITY CONTROL</b>  |   |
| I(i)     | The supplier shall specify the standard parameters for auditing and quality control of the system and demonstrate their effectiveness.   |   |
| <b>J</b> | <b>HAND HOLDING SERVICES</b>   |   |
| J(i)     | For attending to the problems occurring on day to day basis, the supplier shall provide hand holding service during the stabilization period of three months from the date of successful go-live operational acceptance and for 2 months during the warranty period after stabilization acceptance at the Department Office & all the Circle/Zonal offices / Head offices as decided by PED.                   |   |
| J(ii)    | In the Project stage during hand holding period, the supplier shall provide one technical person in the PED Corporate office at appropriate level having background of ERP system.<br><br>The person so deputed should have relevant qualification and ERP product experience to provide technical support for day-to-day operation of the users at PED corporate office and Circle offices / Project offices. |   |
| <b>K</b> | <b>DISASTER RECOVERY AND BACK-UP POLICY</b>  |   |
| K(i)     | The supplier shall formulate an effective Back up strategy and Disaster Recovery Plan  | BACK UP STRATEGY<br>AND DISASTER<br>REOVERY PLAN                  |
| K(ii)    | Shall validate the effectiveness of the Back Up Strategy and the Disaster Recovery Plan.   |   |

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| <b>L</b> | <b>FREE UPGRADES</b>  |  |
| L(i)     | The supplier shall make available and implement all upgrades at PED's option free of cost from the date of go live as part of the Product support during Stabilization and Warranty period.   |  |
| <b>M</b> | <b>MAINTENANCE</b>  |  |
| M(i)     | The supplier shall make available and implement all updates & upgrades at PED's free of cost as a part of Product AMC and support AMC.  |  |
| M(ii)    | The supplier is to ensure that IIS conforms to the PED's requirement set forth in the functional requirement and maintain a performance standard of 95% uptime at all locations.  |  |
| M(ii)    | If, for reasons entirely attributable to the Supplier, the IIS System does not conform to the Scope of the Work or does not conform to all other aspects of the Contract, the Supplier shall at its cost and expense make such changes, modifications, and/or additions to the IIS as may be necessary to conform to the Scope of Work and meet all functional and performance standards. |  |

All the deliverables mentioned above should be submitted at least in one hard copy & one soft copy.

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## 14. Delivery Schedule

The entire scope of the work must be completed within 10 months from the date of issue of the Letter of Award. Key phases for implementation are defined as below for Bidder's reference only.

Bidders are expected to provide detailed list of Deliverables/Milestones.

| <b>Sl.<br/>No.</b> | <b>Key phases of implementation / Deliverable/<br/>Milestone</b>   | <b>Indicative Timelines in weeks<br/>from the date of release of LOI<br/>(Date of LOA=D)</b> |
|--------------------|--|--|
| 1                  | Inception Report   | D+3 weeks  |
| 2                  | Bill of Material (BOM) for IT and non-IT infrastructure (Hardware, DC & DR, etc.) and finalisation of technical Specifications (On Cloud (or) On Premises) | D+4 weeks  |
| 3                  | Agreed and Finalized Project Plan Preparation  | D+5 weeks  |
| 4                  | “AS IS” Process Mapping & Analysis and acceptance by PED   | D+8 weeks  |
| 5                  | Sign-off of implementation Blueprint , GAP Analysis Report and acceptance by PED   | D+12 weeks   |
| 6                  | Authorization Security and Access Control Acceptance   | D+22 weeks   |
| 7                  | Solution Design, Solution Building, Integration Acceptance (Entire Scope)  | D+28 weeks   |
| 8                  | Training & User Acceptance Test (UAT)  | D+30 weeks   |
| 9                  | Data Migration , Final Preparation and Transition  | D+32 weeks   |
| 10                 | Successful Pilot Go-Live   | D+34 weeks   |
| 11                 | Go-live Operational Acceptance (all sites)   | D+36 weeks   |
| 12                 | Post Go-Live Support & Stabilization and Project Closure   | D+40 weeks   |

The tasks that are provided in the deliverables but not listed in the delivery schedule are to be performed by the supplier in such a manner that it will not affect the project schedule.

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## **15. Implementation**

### **15.1 The ERP will be implemented in PED as follows:**

ERP shall be implemented in the Sub-Divisional/ Divisional Offices, Circle/Zonal offices / Head offices. The field locations and the training centre would use the system over web. The user level training may be planned at the Head office, Mizoram.

### **15.2 Post Implementation Hand Holding Services**

The Supplier shall provide post implementation support to the PED to ensure the efficient day to day functioning of the ERP based IIS during the stabilization period of one months from the date of successful go-live operational acceptance and 2 months of the warranty period.

## **16. Documentation**

The Supplier should ensure complete documentation of all configuration settings, other activities, Interfaces and their steps / stages involved in the implementation with the support of the project team. Supplier shall prepare the business process documents, end user manuals and training documents and other needful documents.

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**SECTION III**  
**INSTRUCTIONS TO THE BIDDER (ITB)**

### **17. Eligibility Criteria**

The Bidder should be either an Individual firm/Company who shall fulfil the Eligibility Criteria mentioned here under. The Bidder can only participate in the Bid with single ERP OEM.

The Bid is open only to reputed IT / Software companies.

### **18. Eligibility Criteria for Bidder (Individual firm/Company)**

#### **18.1 Technical capabilities**

| <b>Sl.<br/>No.</b> | <b>Parameter</b>    | <b>Mandatory Eligibility Criteria</b>  | <b>Evidence required</b>                               |
|--------------------|---------------------|--|--|
| 1                  | Registration Status | Bidder must be incorporated in India under the Companies Act' 1956/2013 or registered as an LLP firm under LLP Act' 2008 and should have been in business for at least <b>10 (Ten) years</b> , preceding the date of submission of bid | Certificate of Incorporation of Bidder                 |
| 2                  | CMM/ CMMI           | Bidder has CMM/CMMI Level 3 best practices incorporated in Delivery Framework as on date of submission of bid.   | Self-certification from Authorized Signatory of Bidder |

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| 3 | ISO 9001  | Bidder must be ISO 9001:2015 Certified as on date of submission of bid   | Copy of a valid certificate self-attested by the Authorized Signatory of Bidder  |
| 4 | ISO 27001   | Bidder must be ISO 27001:2013 certified as on date of submission of bid. Bidder security framework is comprehensive and its implementation also covers key HIPAA security rule requirements and PCI requirements compliance. | Copy of a valid certificate self-attested by the Authorized Signatory of Bidder. |
| 5 | PCI DDS Security Best Practices                                     | Bidder has security framework with best practices associated to PCI DSS for safeguarding data / Financial information as on date of submission of bid  | Self-certification from Authorized Signatory of Bidder                           |
| 6 | HIPAA   | Bidder has best practices with regard to HIPAA data privacy and security provisions for safeguarding information as on date of submission of bid   | Self-certification from Authorized Signatory of Bidder                           |
| 5 | Non-Blacklisting declaration/<br>Undertaking Regarding Blacklisting | Bidder should not have been black listed by any Public Sector Undertaking/ Government Departments as on the date of submission of bid  | Self-certification from Authorized Signatory of Bidder                           |

| <b>Sl.<br/>No.</b> | <b>Parameter</b>     | <b>Mandatory Eligibility Criteria</b>  | <b>Evidence required</b>                               |
|--------------------|----------------------|--|--|
| 6                  | Technical Experience | Bidder should have experience in cloud computing, Open and mobile technologies.  | Self-certification from Authorized Signatory of Bidder |
| 7                  | Product Partnership  | Bidder should have an active existing authorized partnership with the offered ERP product as on date of submission of the bid (Minimum Gold Level Partnership) | Certificate from OEM                                   |
| 8                  | Support Centre       | Bidder must have a functional 24x7 support center in India, functional since at least 7 years from the date of Tender as on date of submission of the bid      | Self-certification from Authorized Signatory of Bidder |

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| 9 | Availability of Resources with Bidder | The Bidder must have a minimum of 10000 full time IT/Human resources in India. | Self-certification from Authorized Signatory of Bidder |
|---|---------------------------------------|--|--|

## 18.2 Financial capabilities

| <b>Sl. No.</b> | <b>Parameter</b>  | <b>Mandatory Eligibility Criteria</b>   | <b>Evidence required</b>   |
|----------------|---|---|--|
| 9              | Minimum Average Annual Turnover (MAAT) from IT activities | The average annual turnover of the Bidder in the best 3 (three) financial years out of the last 5 (five) years financial year from IT software and services should not be less than <b>Rs. 460 (Forty) Lakhs</b> . Other income will not be considered for arriving at annual turnover. | Audited financial statements for each year/Certification from the statutory auditor. |

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| 11 | Net Worth | <p>The Net Worth of the Bidder as on last day of the preceding financial year shall not be less than <b>10</b> times of the Paid up Share Capital.</p> <p>The Net Worth shall be calculated based on Subscribed and Paid-up Capital + Free Reserves + Unallocated balance surplus amount of Profit &amp; Loss Account if not reduced from Reserves.</p> | <p>Complete Audited Annual Reports along with Audited Balance Sheets, Profit and Loss Account &amp; detailed Schedule and other financial statements for the preceding 5 (five) financial years, ending 31<sup>st</sup> March of the previous Financial Year.</p> <p>In case where the audited results of the preceding financial years are not available, certified financial statements from a practicing Chartered Accountant will also be considered acceptable.</p> |
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### **18.3 Eligibility Criteria for OEM of ERP product**

The ERP product proposed by the Bidder must be from OEM, who shall have to meet the following Criteria.

| <b>Sl.<br/>No.</b> | <b>Parameter</b>    | <b>Mandatory Qualification<br/>Description</b>   | <b>Evidence required</b>            |
|--------------------|---------------------|--|-------------------------------------|
| 1                  | Registration Status | OEM must be incorporated in India under the Companies Act' 1956/2013 and should have been in business for at least 10 (Ten) years, preceding the date of submission of bid | Certificate of Incorporation of OEM |

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| 2 | Support and Training Centre availability                | OEM should have at least two development centres in India.  | Self-Certification by Authorized Signatory of OEM   |
| 3 | Client satisfaction                                     | OEM should not have been black listed by any PSU and/or State/ Central Government of India.   | Self-Certification by Authorized Signatory of OEM   |
| 4 | India specific Tax Compliance<br><br>India Localization | The offered ERP product must incorporate Indian taxation requirements and is also capable of incorporating future changes therein<br><br>Proposed ERP Product must have India Localization features such as taxation to meet Government / Statutory compliances |   |
| 5 | Availability of Full time Resources in India            | The OEM must have a minimum of 5,000 full time IT/ERP/Human resources in India.   | Self-certification from Authorized Signatory of OEM |

## **19. Note (applicable for Clauses 18.1 & 18.2, 18.3)**

All self-certificates must be signed by the Authorized signatory, unless specified otherwise.

## **20. Participation in bid**

### **20.1 Conflict of interest (Entities affiliated with Project Management Agency)**

The Project Management Agency and any entity affiliated with them who were associated with the preparation of this Tender Document shall not participate in any manner in the bid.

### **20.2 Conflict of interest with PED**

The Bidder must submit a certificate of no conflict through authorized signatory confirming that there would be no conflict of interest with PED. Bids of any Bidder may be rejected if a conflict of interest between the Bidder and PED is detected at any stage.

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## **21. Ethical Standard**

Bidders are expected to observe the highest standard of ethics during the procurement and execution of this Contract. In pursuit of this policy, the PED will reject a proposal for award if it determines that the Bidder being considered for award has engaged in corrupt or fraudulent practices in competing for the Contract

For the purposes of this provision, the terms set forth below are defined as follows:

- (i)     “*corrupt practice*” means the offering, giving, receiving, or soliciting of anything of value to influence the action in the procurement process or in Contract execution; and
- (ii)    “*fraudulent practice*” means a misrepresentation of facts in order to influence a procurement process including collusive practices designed to establish bid prices at artificial, non-competitive levels to deprive the PED of the benefits of competition;

By signing the Bid Forwarding Letter, the Bidder represents that for the software it supplies, it is either the owner of the Intellectual Property Rights in the software or that it has proper authorization and/or license from the owner to offer them. Willful misrepresentation of these facts shall be considered a fraudulent practice without prejudice to other remedies that the PED may take.

### **21.1 Bid fee/ Cost of Tender Document and related details**

Bidders shall have to make BID FEE/ Cost of Tender Document(non-refundable) of Rs. 1,500 (Rupees Fifteen Hundred only) for participation in the Tender.

In addition, Bidders also are required to submit an Earnest Money Deposit (Refundable) of INR 25.37 lakh for participation in the Tender.

Bidders are required to submit the bid with a validity of 60 (Sixty) days from the date of bid opening.

### **21.2 Procedure for participation**

Bidders shall make the payment of non-refundable Bidder registration fee/Cost of tender Document of Rs.1500.00 (Rupees One Thousand Five Hundred only) through “DEMAND DRAFT” from any nationalized bank.

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## **22. Submission of bids**

The Bidder shall submit the Bid under the Single-Stage Two-Envelope bidding system in electronic form as follows:

- Envelope No. 1: Techno-Commercial Bid.
- Envelope No. 2: Shall contain Price Bid.

Detailed instructions on submission of bids is provided in Instructions to Bidders for reference.

## **23. Cost of Bidding**

The Bidder shall bear all costs associated with the preparation and submission of its bid and the PED will in no case be responsible or liable for those costs.

## **24. Content of Bidding Documents**

The Bidding document is a compilation of the following and shall include amements, if any, thereto:

Section I Background

Section II Scope of the Work

Section III Instructions to Bidders (ITB)

Bidders are expected to examine all instructions, forms, terms, specifications, and other information in the bidding documents. Failure to furnish all information as required or to submit a bid not substantially responsive to the bidding documents may result in rejection of the bid.

## **25. Clarification on Bidding Documents**

1. A pre-bid meeting shall be organized to provide clarifications sought by the bidders.
2. A prospective Bidder may also request for any clarification/queries in the Bid Documents by notifying the PED in writing not later than two working days (7) days prior to the pre-bid conference. The clarification/queries will be discussed in the pre-bid conference. Copies of the query and PED's response will be sent to the concerned Bidders prior to the Bid closing date.

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## **26. Amendment of Bidding Documents**

1. The PED may at its sole discretion amend the Bidding Documents at any time prior to the deadline for submission of bids. However, in case of such amendment, the Bid submission date may be extended at the discretion of the PED.
2. Amendments made prior to submission of bid will be provided in the form of Addenda to the Bidding Documents and will be sent in writing to all Bidders that have obtained the Bidding Documents and will be binding on them.

## **27. Language of Bid**

The bid, all correspondence and documents related to the bid shall be in English.

## **28. Documents Comprising the Bid**

All documentary evidence in support of claims must clearly be marked as to against which criteria the document is submitted.

The Bid shall be in three parts:

- (i) Techno - Commercial Bid
- (ii) Financial Bid /Price Bid

### **28.1 Techno - Commercial Bid**

#### **Commercial bid shall consist of:**

- a) Response to mandatory requirements (sample letter in BID FORMS)
  - a A Forwarding Letter indicating the submission of the Bid. The letter should be signed by an authorized person holding Authorized Signatory.
  - b Earnest Money Deposit
- b) Signed copy of Tender Document (all pages to be signed & stamped of Section I, II, III) as given.
- c) List of Deviations / exclusions (if any) (sample Form in BID FORMS section)
- d) Solvency Certificate (if any, sample from in BID FORMS section)
- e) Forms to be submitted as per Clause 18.2

#### **Technical Bid shall consist of:**

This part of the bid shall include:

- a) ERP Vendor details.
- b) Profile of the Bidder
- c) Offered ERP Product literature, genealogy, modules offered

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- d) Details of 3<sup>rd</sup> party software(s) offered, their company details, market position, lifecycle, their integration and deployment plans, support and other details (if required)
- e) Project Methodology
- f) Development and Implementation Plan (Project Plan) together with Activity Bar Chart and PERT Chart.
- g) Training Schedules
- h) Quality & Test Plans for ERP Software
- i) Extended support plan
- j) Forms to be submitted as per Clause 18.1
- k) Forms to be submitted as per Clause 18.3

## **28.2 Financial Bid**

The Financial Bid shall consist of

- a) Financial Bid Forwarding Letter
- b) Price Schedule. Ref BID Forms

For all the parts of the Bid, the Bidder shall prepare one original and copies of the bid as per Bid Data Sheet (BDS), clearly marking as “Original Bid” and “Copy” as appropriate. In the event of any discrepancy between them the original shall govern.

The original and the copies of the bid, each consisting of the complete set of documents shall be signed by the Bidder or a person duly authorized to bind the Bidder to the Contract. All pages of the bid shall be numbered except for un-amended printed literature, which shall be initialled by the person signing the bid.

The bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the Bidder, in which case the person or persons signing the bid shall initial such corrections.

Price should be quoted in number & words, in case there is a mismatch between the two price quoted in words shall be considered.

## **29. Documents Establishing the Conformity of Proposed System to Bidding Documents**

- a) The Bidder shall furnish as part of its bid, documents establishing the conformity to the Bidding Documents of the Proposed IIS that the Bidder proposes to supply and implement under the Contract.
- b) The documentary evidence of conformity of the Proposed IIS to the Bidding Documents shall be in the form of written descriptions, literature, diagrams, certifications, and client references, including detailed description of the essential technical and performance characteristics of each module/

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component of ERP making up the proposed IIS including the version of the ERP that the Bidder is proposing to supply.

- c) Project Methodology shall consist of methods, approach, monitoring mechanisms and quality frameworks that the bidder will use to ensure successful implementation and integration of the Proposed IIS with other systems for the PED (if needed).
- d) The Development and Implementation Plan shall contain Contract Implementation Schedule showing the estimated duration, sequence, and interrelationship of all operational activities needed to complete the Contract.
- e) A written confirmation that the Bidder shall accept responsibility for the successful implementation, integration and inter-operability of all components of the proposed IIS as required by the Bidding Documents.

### **30. Bid Prices**

The Bid Price Schedule must be prepared in accordance with the instructions specified below:

- (a) The Prices for supply, installation, implementation and integration of the ERP base product and User Licenses must be quoted.
- (b) The Prices for Integration and Implementation Services must include all incidental costs associated with the provision of the service, such as travel, subsistence, office support, communications, printing, taxes, levies, duties and fees imposed on the Bidder of its employees in India or in any other country.

### **31. Bid Security (EMD)**

1. The Bidder shall furnish as part of its bid, a bid security (EMD) for an amount of Rupees 25.37 Lakhs only, which shall be interest free and in the form mentioned below.
2. The bid security(EMD) shall at the Bidder's option be in the form of a demand draft/ Bankers cheque from an Indian Scheduled bank selected by the Bidder duly endorsed in favour of **Power & Electricity Department**. Bid security(EMD) shall remain valid for Ninety days.
3. Any bid not accompanied with the prescribed bid security, shall be rejected by the PED as non-responsive.
4. The bid security/ EMD of unsuccessful Bidders will be returned as promptly as possible. However, if due to unavoidable circumstances the bid security is not returned within stipulated time by PED, the bidders shall not claim any interest for the delay.

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5. The bid security of the successful Bidder will be returned when the Bidder has signed the Contract Agreement.
6. The bid security may be forfeited:
  - (a) If a Bidder:
    - (i) Withdraws its bid during the period of bid validity specified on the Bid Form  
(or)
    - (ii) Fails to accept the PED corrections of arithmetic errors in the Bidder's bid (if any)
  - (b) In the case of the successful Bidder, if the Bidder fails to:
    - (i) Sign the Contract or Furnish performance security in accordance with ITB Clause.

## **32. Period of Validity of Bid**

Bid shall remain valid for a period of **60 (Sixty)** days from the date of submission of bid.

## **33. Submission of Bids**

### **33.1 Sealing and Marking of Bids**

The Bidder shall prepare and seal the following two packets for his bid

- Techno - Commercial Bid
- Financial Bid

Each packet will contain the original copy of the bid in separate envelopes, duly marking the envelopes as "ORIGINAL BID".

The above 2 packets shall then be sealed in an outer envelope.

The inner and outer envelopes shall

- (a) Be addressed to the PED at the address given in the BID DATA SHEET (BDS) and
- (b) Bear the Contract name, the Invitation for Bids title and number, and the statement "DO NOT OPEN BEFORE \_\_\_\_\_".

The inner envelopes shall also indicate the name and address of the Bidder so that the bid can be returned unopened in case it is declared "late."

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### **34. Deadline for Submission of Bids**

Bids must be received by the PED at the address specified in the BDS not later than the time and date stated in the BDS. The PED may, at its discretion, extend this deadline for submission of bids in which case all rights and obligations of the PED and Bidders will thereafter be subject to the deadline as extended.

### **35. Late Bids**

Any bid received by the PED after the bid submission deadline prescribed by the PED in the BDS, will be rejected and returned unopened to the Bidder.

### **36. Modification and Withdrawal of Bids**

Bids once submitted should not be modified. However, in exceptional cases (amendment or extension of bid submission date), if modification is inevitable, the following procedure for the same should be adopted.

1. Modification will be permitted only if a written notice of the same is received by the PED prior to the deadline prescribed for bid submission.
2. The Bidder's modifications shall be prepared, sealed, marked, and dispatched as follows:
  - (a) The Bidders shall provide an original copy of any modification(s) to its bid, clearly identified as "BID MODIFICATIONS."
  - (b) Other provisions concerning the marking and dispatch of bid modifications shall be followed as mentioned in previous sections.

A Bidder wishing to withdraw its bid shall notify the PED in writing prior to the deadline prescribed for bid submission. The withdrawal notice shall:

Be addressed to the PED at the address named in the BDS and bear the Contract name, and the words "BID WITHDRAWAL NOTICE." Bid withdrawal notices received after the bid submission deadline will be ignored and the submitted bid will be deemed to be a validly submitted bid.

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## 37. Bid Opening and Evaluation

### 37.1 Opening of Bids by PED

- Bids received before the dead line of the submission of the bid will be opened on the date and time of opening mentioned in the Bid Data Sheet (BDS). Bidders wishing to be present at the time of such opening may send their duly authorized representative.

The bids shall be opened in the following sequence:

- Techno - Commercial Bid
  - Financial Bid
- The PED will then open the Techno - Commercial bid on the date, time and place which is specified in the Bid Data Sheet. The bidders may send their representatives to attend the opening.
  - The PED will then open the financial Bids of the Bidders, on the date, time and place, which is specified in the Bid Data Sheet. The Bidders may send their representatives to attend the opening.
  - Withdrawal notices shall, however, be read out at the deadline time of the submission of the Bids, and the envelope of the corresponding bid shall not be opened for evaluation.
  - Bids shall be opened one at a time, reading out the name of the Bidder; the bid price, and any other details, as the PED may consider appropriate.
  - Financial Bids that are neither opened nor read out at the bid opening shall not be considered for the Contract Award.

## 38. Preliminary Examination of Bids

The PED will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required securities have been furnished, whether the documents have been properly signed, and whether the bids are generally in order. The PED will ensure that each bid is from an eligible Bidder.

- Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price, which is obtained by multiplying the unit price and quantity, or between subtotals and the total price, the unit or subtotal price shall prevail, and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail. If a Bidder does not accept the correction of errors, its bid will be rejected and its bid security may be forfeited.

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2. The PED may waive any minor nonconformity, or irregularity in a bid that does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.
  
3. Prior to the detailed evaluation, the PED will determine whether each bid is complete, and is substantially responsive to the Bidding Documents. For the purposes of this determination, a substantially responsive bid is one that conforms to all the terms, conditions, and specifications of the Bidding Documents without material deviations, exceptions, objections, conditionality or reservations. A material deviation, exception, objection, conditionality, or reservation is:
  - (a) one that limits in any substantial way the scope, quality, or performance of the desired system; or
  - (b) one that limits, in any substantial way that is inconsistent with the Bidding Documents, the PED rights or the successful Bidder's obligations under the Contract; and
  - (c) one that the acceptance of which would unfairly affect the competitive position of other Bidders who have submitted substantially responsive bids.

If a bid is not substantially responsive, it will be rejected by the PED and may not subsequently be made responsive by the Bidder by correction of the nonconformity. The PED's determination of bid responsiveness will be based on the contents of the bid itself and any written clarifications submitted by the Bidder.

### **39. Clarification on Bids**

During the bid evaluation, the PED may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered, or permitted.

### **40. Evaluation and Comparison of Bids**

The PED will evaluate and compare the bids that have been determined to be substantially responsive, pursuant to ITB Clauses. The bidding evaluation is based on Quality-Cost criteria.

The evaluation of responsive bids shall be done in multiple stages as PED deems fit.

### **41. Contacting the PED**

From the time of bid opening to the time of Contract award, if any Bidder wishes to contact the PED on any matter related to the bid, he shall do so in writing.

If a Bidder tries to influence the PED directly or otherwise, interfere in the bid evaluation process and the Contract award decision, his bid will be rejected.

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## **42. Award of the Contract**

### **42.1 Award Criteria**

Pursuant to ITB Clauses, the Bidder whose bid has secured the highest Total Score shall be eligible for award of contract. If the Total Score is the same for two or more Bidders, then the Purchaser will consider the bidder with higher Technical Score and other factors for awarding the contract.

## **43. PED's Right to Accept or reject any or all Bids**

The PED reserves the right to accept or reject any bid or to annul the bidding process and reject all bids at any time prior to Contract award, without assigning any reason thereof.

## **44. Notification of Award**

1. Prior to the expiration of the period of bid validity, the PED will notify the successful Bidder in writing that its bid has been accepted.
2. The notification of award will constitute the formation of the Contract.
3. Upon the successful Bidder's furnishing of the signed Contract Form and the performance security pursuant, the PED will promptly notify each unsuccessful Bidder and will discharge its bid security.

## **45. PAYMENT TERMS**

### **a. Contract Price**

1. The Contract Price shall be as specified in the Contract Agreement.
2. All supplies and services required by the Contract are priced inclusive of all incidental costs (such as traveling, out of pocket expenses, office support, communications, printing of materials), and inclusive of all taxes paid or payable, upon rendering of the services as on the date of bid submission.
3. If rates of Taxes are increased or decreased/ a new Tax is introduced/ an existing Tax is abolished/ or any change in interpretation or application of any Tax occurs in the course of the performance of the Contract, an equitable adjustment of the Contract price shall be made to fully take into account any such change. In case the above situation arises and it causes the payable amount to be more than the original LOA

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amount, the unit prices of materials should be adjusted so that the original LOA is not exceeded.

4. The Supplier shall be deemed to have satisfied itself as to the correctness and sufficiency of the Contract Price, which shall except as otherwise provided for in the Contract, cover all its obligations under the Contract.

#### **b. Terms of Payment**

1. The Supplier's request for payment shall be made to the PED in writing, accompanied by an invoice describing, as appropriate, the milestone completed. The Contract Price shall be paid in Indian Rupees in accordance with the Payment Schedule.
2. The PED shall pay to the Supplier mobilization advance stated in Payment Schedule. The mobilization advance shall be paid after the signing of Contract Agreement and submission of payment request.
3. No payment made by the PED herein shall be deemed to constitute Go-Live Operational Acceptance by the PED of the system or any Subsystem(s).

#### **c. Payment Schedule**

Note: Supplier shall raise invoice on completion of milestone activities (as applicable) which are listed below:

|           | <b>Description of Task</b>  | <b>Terms of Payment</b>      | <b>Payment Schedule</b>   |
|-----------|---|------------------------------|---|
| <b>I</b>  | <b>Mobilization Advance</b>   | 10% of Total Contract Value. | After signing of the contract agreement.  |
| <b>II</b> | <b>Product/Applications Licenses Costs and Implementation cost</b>  |                              |   |
| 1         | Inception Report &<br>Supply and installation of ERP Software along with required licenses<br><br>(To be supplied as per delivery schedule section II: Scope of work) | 20% of Total Contract Value. | Confirming Receipt, supply & satisfactory installation of ERP software & required number of licenses delivered along with Development and Production Environment on Cloud from OEM. |

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|            |   |                              |   |
|------------|---|------------------------------|---|
| 2          | Agreed and Finalized Project Plan Preparation & “AS IS” Process Mapping & Analysis and acceptance by PED                                  | 10% of Total Contract Value  | Upon submission and acceptance of Project Plan and “AS IS” process mapping by PED   |
| 3          | Sign-off of implementation “Blueprint document” and “GAP Analysis report”,  | 10% of Total Contract Value  | Upon submission and acceptance of Implementation Blueprint document and GAP Analysis report                                 |
| 4          | Authorization Security and Access Control Acceptance & Solution Design, Solution Building, Integration Baseline Acceptance (Entire Scope) | 25% of Total Contract Value. | Upon completion of baseline configuration and acceptance by PED   |
| 5          | Training & User Acceptance Test (UAT)   | 10% of Total Contract Value. | Upon submission of Training completion report for Core Team and Completion of User Acceptance Testing and Acceptance by PED |
| 6          | Data Migration, Final Preparation and Transition  | 5% of Total Contract Value   | Upon completion of Data Migration and acceptance by PED.  |
| 7          | Successful Pilot Go-Live  | 5% of Total Contract Value   | Upon Go-live Acceptance and certification by PED.   |
| 8          | Go-live Operational Acceptance (all sites)  | 4% of Total Contract Value   | Upon submission of the satisfactory completion report from the project manager.   |
| <b>III</b> | <b>Post Implementation Handholding charges</b>  |                              |   |
| 1          | Handholding charges after three months from stabilization acceptance date<br><br>Post Go-Live Support & Stabilization and Project Closure | 1% of Total Contract`        | Upon submission of the satisfactory completion report from the project manager.   |

\* Subject to Fund Disbursement from Power Finance Corporation & Ministry of Power, India

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#### **46. Important dates**

| <b>Sl.<br/>No.</b> | <b>Description</b>   | <b>Date</b>                                |
|--------------------|--|--|
| 1                  | Start date for obtaining the tender document                     | 8 <sup>th</sup> August, 2019               |
| 2                  | Last date for receipt of Bidder queries prior to pre bid meeting | 14 <sup>th</sup> August, 2019              |
| 3                  | Pre-Bid conference for Bidders in Mizoram                        | 16 <sup>th</sup> August, 2019              |
| 5                  | Response to Bidder queries / clarifications by PED               | Until one day prior to Bid opening date    |
| 6                  | Last date for submission of Bids                                 | 23 <sup>rd</sup> August, 2019 14:30 hrs    |
| 7                  | Technical bid & Price bid opening by PED                         | 23 <sup>rd</sup> August, 2019 15:30 hrs    |
| 8                  | Declaration of selected bidder by PED                            | To be intimated to Bidders at a later date |
| 9                  | Award of LOI for successful bidder                               | To be intimated to Bidders at a later date |

In the event the last date specified for submission of bids and date of opening of bids is declared as a closed holiday for PED, the bids shall be submitted as per stipulated time and date, however, the date of opening of bids will be the following working day at the appointed times.

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## **47. Other general instructions**

PED reserved the right regarding reply to queries received after the pre-bid conference. Therefore, interested bidders are requested to put up their queries within the stipulated date as mentioned above prior to the schedule date of the Prebid meeting.

Bidders are requested to visit <https://power.mizoram.gov.in/> regularly for any modification/clarification of the bid document.

1. Submission of bids shall not automatically construe qualification for evaluation. PED reserves the right to reject any or all bids, or to annul the bidding process and reject all the bids, without thereby incurring any liability to the affected bidders, nor does it have any obligation to inform the bidders of the ground for such action on the part of the Purchaser.
2. For any clarification related to terms and conditions of Bid Document, bidders are requested to forward e-mail clearly stating their queries to tendering authority at **e-mail id** [seeincpower@gmail.com](mailto:seeincpower@gmail.com)
3. For any clarification related to procedure for bid submission, clarifications, bidders may contact:

### **POWER & ELECTRICITY DEPARTMENT**

**Kawlphetha Building,  
New Capital Complex,  
Khatla, Aizawl**

**Mizoram, India.**

**PIN: 796001.**

**Phone No: 0389- 2336170**

**+91 9089530027**

eMail: [seeincpower@gmail.com](mailto:seeincpower@gmail.com)

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## 48. BID FORMS

### A. COMMERCIAL BID FORMS

#### a. DECLARATION BY THE BIDDER

I/We ..... (hereinafter referred to as Bidder) being desirous of tendering for the work, under this tender and having fully understood the nature of the work and having carefully noted all the terms and conditions, specifications etc. as mentioned in the tender document do hereby declare that-

- [1] The bidder is fully aware of all the requirements of the tender document and agrees with all provisions of the tender document and accepts all risks, responsibilities and obligations directly or indirectly connected with the performance of the tender.
- [2] The bidder is fully aware of all the relevant information for proper execution of the proposed work, with respect to the proposed place of works/site, its local environment, and is well acquainted with actual and other prevailing working conditions, availability of required materials and labor etc. at site.
- [3] The bidder is capable of executing and completing the work as required in the tender and is financially capable to execute the tendered work. The bidder is sufficiently experienced and competent to perform the contract to the satisfaction of the Department. The bidder gives the assurance to execute the tendered work as per specifications, terms and conditions of the tender on award of the work.
- [4] The bidder has no collusion with other bidder or with any other person or firm in the preparation of the tender. The bidder has not been influenced by any statement or promises by the Department or any of its employees but only by the tender document.
- [5] The bidder is familiar with all general and special laws, acts, ordinances, rules and regulations of the Government and the Department that may affect the work, its performance or personnel employed therein.
- [6] The bidder has never been debarred from similar type of work by any Government Undertaking/Department.
- [7] The bidder accepts that the earnest money deposit (EMD) may be absolutely forfeited by the Department if the bidder fails to sign the contract or to undertake the work within stipulated time. EMD would be refunded to the unsuccessful bidders after finalization of the bid without any interest.
- [8] This offer shall remain valid for acceptance for 3 months from the proposed date of opening of the Technical Bid. In exceptional circumstances, the Department may solicit the consent of the bidder to an extension of the period of validity of the offer.
- [9] All the information and the statements submitted with the tender are true.

Place:

(Signature of Bidder)

Date:

Seal

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**b. DEVIATIONS**

To,

The-Engineer-in-Chief

Power & Electricity Department, Mizoram

New Capital Complex

Aizawl, Mizoram

We declare that the following are the only deviations and variations and exceptions/exclusions to the services as outlined in your Bidding Documents. Except these deviations, subject to the approval and acceptance by the P&E Department, the entire work shall be performed as per your requirements.

We also give below the cost of withdrawal of each deviations/exclusion

| Clause No | Statement of Deviations/Exclusions and Variations | Cost of Withdrawal (Rs.) |
|-----------|---|--------------------------|
|           |   |                          |
|           |   |                          |
|           |   |                          |
|           |   |                          |
|           |   |                          |
|           |   |                          |
|           |   |                          |

Place:

(Signature of Bidder)

Date:

Seal

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**c. SOLVENCY CERTIFICATE**

This is to certify that to the best of our knowledge and information ..... having marginally noted address, a customer of our bank are/is respectable and can be treated as good for any engagement up to a limit of Rs.....(Rupees .....). This certificate is issued without any guarantee or responsibility on the Bank or any of the officers.

(Signature)

for the Bank

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## B. TECHNICAL BID

### a. PROFILE OF THE BIDDER

1. Background Information
  - a. Give name, address and contact no of the Bidder
  - b. Indicate the total number of people employed full time in India and other subsidiaries
  - c. The number and location of offices in India / Other countries
2. Proposed ERP Product/ Solution
  - a. Indicate the name, version and the release of the ERP s/w and any third party s/w / tools upon which this response is based.
3. Support Facilities for Product Maintenance
  - a. In which cities of India do you have support offices? Please provide details of support offices in India.
  - b. How many qualified staffs are assigned to provide post implementation supports and/or training in India? Give break up in terms of qualified staff, consultants etc.
  - c. Do you have the capability to support the product on a 24/7 basis?
  - d. Please provide details about your proposed helpdesk

Note: Enclose technical brochure of your product in support for the above listed points and specify corresponding numbers. Please attach supporting documents where ever required and specify corresponding page numbers.

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### C. FINANCIAL BID

#### a. FINANCIAL BID FORWARDING LETTER

To,

The Engineer-In-Chief  
Power & Electricity Department  
New Capital Complex  
Aizawl, Mizoram

**Sub: Supply, Installation, Implementation and Integration of ERP based Integrated Information System in Power and Electricity Department, Mizoram**

Having examined the Bidding Documents, (including Addenda Nos. [insert numbers]), the receipt of which is hereby acknowledged, we, the undersigned, offer to supply, install, implement, commission, integrate and put into operation the ERP based IIS under the above-named Contract in full conformity with the Bidding Documents for the total amount as indicated in the price schedule form (C.b Price Schedule)

We undertake that in case our bid is accepted, we shall:

1. Furnish the required advance payment security and performance security in the form, in the amounts, and within the times specified in the Bidding Documents.
2. commence work on the ERP based IIS and shall make all reasonable endeavour to achieve Go-live Operational Acceptance within the respective time schedule stated in the Bidding Documents.

We hereby certify that the ERP based IIS Software offered in this bid and to be supplied under the Contract is either (i) owned by us, or (ii) covered by a valid license from the owner of the Software

We agree to abide by this bid, which, in accordance with ITB Clause 28 (Documents comprising the bid) consists of Earnest Money Deposit, Techno-Commercial Bid, Price Bid, for a period of 60 days from the date fixed for submission of bids as stipulated in the Bidding Documents, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.

We declare that the above quoted lump sum price (and prices quoted for each component, the break-up of which is given in the Price Schedule) are firm and shall not be subject to any variation for the entire period of the assignment. We further declare that the above quoted prices include all taxes as on the date of bid submission, duties and levies payable by us under aforesaid assignment.

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We declare that price/ rate offered for the ERP/ Database/ Development Licenses and all other development, implementation & integration, Training and Maintenance along with Hand holding services will be valid for any purchase and scope extension till the end of the contract i.e. (date on which the contract will expire).

Our Maintenance Charges for software (covering ERP, database, and development licenses) will be applicable on the “discounted price” for the coverage period as defined in the contract.

We have given details of deviations and exclusions taken with reference to bidding documents provisions, along with justification for the services not covered in our offer. The costs of withdrawals of these deviations / exclusions are enclosed with the Commercial Bid.

Until the formal final Contract is prepared and executed between us, this bid, together with your written acceptance of the bid and your notification of award, shall constitute a binding contract between us.

Signature.....

Name.....

Date:

Designation and Common Seal.....

In the capacity of [insert: title or position]

Duly authorized to sign this bid for and on behalf of [insert: name of Bidder]

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**b. PRICE BID**

| Product Description   | Metric               | Quantity          | Unit Rate | Total Amount |
|---|----------------------|-------------------|-----------|--------------|
| Financials Cloud Service  | Hosted Named User    | TBD by Department |           |              |
| Project Financials Cloud Service  | Hosted Named User    | TBD by Department |           |              |
| Inventory Management Cloud Service  | Hosted Named User    | TBD by department |           |              |
| Purchasing Cloud Service  | Hosted Named User    | TBD by Department |           |              |
| Self Service Procurement Cloud Service  | Hosted Named User    | 100               |           |              |
| Human Capital Management Base Cloud Service                                       | Hosted Employee User | 1600              |           |              |
| Human Resources Help Desk Cloud Service   | Hosted Employee User | 1600              |           |              |
| Maintenance for two (2) years after warranty period of one year. (Unit: One Year) |                      |                   |           |              |
| Price for additional single/10/25 /50 user licenses                               | Hosted Named User    | 1                 |           |              |
|   | Hosted Named User    | 10                |           |              |
|   | Hosted Named User    | 25                |           |              |
|   | Hosted Named User    | 50                |           |              |
| Any other charges   |                      |                   |           |              |
| <b>SUM Total</b>  |                      |                   |           |              |

\* All unit rates quoted by the Bidder should be inclusive of all applicable taxes and any other additional charges, if any.