

## **Request for Proposal (RFP)**

**For the Design, development, delivery, installation & commissioning, and training of an integrated ERP system at ARIES with suitable customization as per the requirements.**

**Tender Ref. No.** AO/3-7(1)/2020-21/ERP/2479 dated. 24.09.2020



**Aryabhata Research Institute of observational sciences  
(ARIES)**

*An Autonomous Institute under Department of Science & Technology (DST)*

**Manora Peak, Tallital Sub PO,  
Nainital, Uttarakhand, INDIA**

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## **Disclaimer**

1. This RFP is issued by Aryabhata Research Institute of observational sciencES (ARIES), an autonomous body under Department of Science & Technology (DST), Govt of India (GoI).
2. The purpose of this RFP is to provide the interested parties with information that may be useful to them in the formulation of their proposals pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by ARIES, in relation to the project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require.
3. Whilst the information in this RFP has been prepared in good faith, it is not and does not purport to be comprehensive. The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate, adequate or correct. Neither ARIES, nor its employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of the information contained in the RFP, or for any errors, omissions, negligence or otherwise, relating to the proposed ERP Project, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.
4. This RFP may not be appropriate for all persons, and it is not possible for ARIES, its employees or advisers to consider the objectives, technical expertise and particular needs of each party, who reads or uses this RFP.
5. The information contained in this RFP is selective and is subject to updating, expansion, revision and amendment at the sole discretion of ARIES. It does not, and does not purport to, contain all the information that a recipient may require for the purposes for making a decision for participation in this process. Each Party must conduct its own analysis of the information contained in this RFP, to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed ERP Project, the regulatory regime which applies thereto and by and all matters pertinent to this Project and to seek its own professional advice on the legal, financial and regulatory consequences of entering into any agreement or arrangement relating to this Project. ARIES shall not be responsible for any direct or indirect loss or damage arising out of or for use of any content of the RFP in any manner whatsoever. ARIES will also not entertain any claim

for the expenses in relation to all these, including preparation of Bid submissions by the bidders.

6. The RFP does not address concerns relating to diverse investment objectives, financial situation and particular needs of any party. The RFP is not intended to provide the basis for any investment decision and each Bidder must make its / their own independent assessment in respect of various aspects of the techno-economic feasibilities of the project. No person has been authorized by ARIES to give any information or to make any representation not contained in the RFP.
7. This RFP is not a contract or agreement and is not an offer or invitation by ARIES to the prospective Bidders or any other party/person. The terms on which the project is to be developed and the right of the successful bidder shall be as set out in separate agreements contained herein. ARIES reserves the right to reject all or any of the proposals of any Bidder, without assigning any reason whatsoever.
8. ARIES may terminate the bid process at any time and without assigning any reason and makes no commitments, express or implied, that this process will result in a business transaction with anyone.

## List of Abbreviations and Glossary of Terms

This list of abbreviations and glossary of terms is compiled from terminology that is used in this RFP.

The definitions in the glossary are not intended to be comprehensive and complete. The reader can often obtain more information about specific terms by referring to appropriate sections in this RFP.

### Abbreviations

Abbreviations	Full form
AMC	Annual Maintenance Contract
ARIES	Aryabhatta Research Institute of observational sciences
BA	Business Analyst
CD	Custom Duty
CF&AO	Chief Finance & Accounts Officer
COC	Conditions of Contract
CFA	Competent Financial Authority
CIF	Cost, insurance, and freight
CPP	Central Public Procurement
DA	Dearness Allowance
DSOW	Detailed Scope of Work
DST	Department of Science & Technology
EMD	Earnest Money Deposit
EPMM	Employee's Payroll Management Module
ERP	Enterprise Resource Planning
F&A	Finance & Accounts
FAMM	Finance & Accounts Management Module
FAQ	Frequently Asked Question
FCS	Flexible Complementing Scheme
FRS	Functional Requirements Specification
GC	Governing Council
GeM	Govt. e-Marketing
GST	Goods & Service Tax
HR	Human Resource
HRM	Human Resource Management
HRMM	Human Resource Management Module
IT	Information Technology
ITB	Instructions to Bidders
JRF	Junior Research Fellow
LDC	Lower Division Clerk
LoA	Letter of Award
LoI	Letter of Intent
LTC	Leave Travel Claim
LOC	Letter of Credit
MACP	Modified Assured Career Progression
NIT	Notice Inviting Tender

OBC	Other Backward Class
OEM	Original Equipment Manufacturer
PBG	Performance Bank Guarantee
PDF	Post-Doctoral Fellow
PH	Physically handicapped
PO	Purchase Order
POC	Proof-of-Concept
QA	Quality Assurance
R&D	Research and Development
RA	Research Associate
S&P	Store & Purchase
SC	Scheduled Caste
SPMM	Store & Purchase Management Module
STE	Single Tender Enquiry
SRF	Senior Research Fellow
SRS	Software Requirement Specification
ST	Scheduled Tribe
TA	Travel Allowance
TEC	Technical Evaluation Committee
UAT	User Acceptance testing
UDC	Upper Division Clerk
UPSO	Uttar Pradesh State Observatory
VAT	Value Added Tax
VC	Video Conferencing

## Glossary

Term	Reference
Client/Purchaser/Employer/Owner/ Institute/ tender issuing authority	Aryabhatta Research Institute of observational sciencES (ARIES)
Vendor/Bidder/Supplier/ Contractor	Any private or public entity who will be interested in this RFP and planning to bid for ARIES ERP system under the scope mentioned in this RFP.
Successful Bidder/Selected Bidder / Selected Contractor	The Bidder whom the Contract Agreement is signed for rendering of services for implementation of this ERP project.
ERP Solution/ERP System/ERP Package/ERP Software	All these terms have the same meaning and are used interchangeably in this RFP.
Tender/Request for Proposal (RFP)	Shall have the same meaning as that defined for this Request for Proposal (RFP) and are used interchangeably.
Consortium Partner	It means a member associated with the prime bidder to execute scope of work and as per the roles and responsibilities defined in the Memorandum of Association submitted along with the Technical Proposal



Payment Authority	The Payment authority is ARIES
Project	Design, development, delivery, installation & commissioning, and training of an integrated ERP system at ARIES with suitable customization as per the requirements and as per the terms and conditions laid down in this RFP.
Stakeholders	Refers to all the employees of ARIES directly or indirectly related to the project, all third parties involved in relation to project implementation.
Third Party Systems/Solutions	It means Systems (or any part thereof) in which the Intellectual Property Rights are owned by a third party and to which the Bidder has been granted a license to use and which are used in the provision of Services for this Project.
Tender Ref. No. / RFP No.	All these terms have the same meaning and are used interchangeably in this RFP.
Financial Bid/BOQ/Commercial Bid	All these terms have the same meaning and are used interchangeably in this RFP.

### RFP Schedules at a Glance

1.	RFP Enquiry No.	AO/3-7(1)/2020-21/ERP/ 2479 dated. 24.09.2020
2.	Name & Address of the Tender Inviting Authority	Aryabhatta Research Institute of Observational Sciences (ARIES), Manora Peak, Tallital Sub PO, Nainital, Uttarakhand 263 001 INDIA
3.	Name of the Project	Design, development, delivery, installation & commissioning, and training of an integrated ERP system at ARIES with suitable customization as per the requirements.
4.	Site Location	ARIES, Nainital
5.	Date of release of RFP	<b>24.09.2020 (Thursday)</b>
6.	Date, Time and Place of <b>Pre-bid Meeting</b>	<b>19-10-2020 (Monday)</b> <b>02:00 PM IST</b> <b>Venue:</b> Council Room, Ashwini Guest House (AGH), ARIES, Manora Peak, Nainital <b>Video conferencing will be arranged for the Remote Users/Bidders</b>
7.	<b>Pre-bid Meeting</b> Query Submission	All prospective bidders are requested to kindly submit their queries to the Tender Receiving Authority as to reach latest by 3 (three) days before the Pre-bid Meeting.
8.	Date of publication of Pre-bid clarifications/Corrigendum on ARIES Website & at the CPP Portal	<b>27-10-2020 (Tuesday)</b>
9.	Earnest Money Deposit ( <b>EMD</b> )	<b>Rs. 1,75,000/- (Rupees One Lakh Seventy Five Thousand only) inclusive VAT</b> in the form of Demand Draft, Fixed Deposit Receipt, or Bank Guarantee from any nationalized bank in favor of " <b>Director, ARIES</b> " payable at <b>Nainital</b>
10.	Performance Bank Guarantee ( <b>PBG</b> )	10% of the Ordered Value inclusive all Taxes
11.	Last Date of Receipt of Tender through CPP portal (e-tendering)	<b>17-11-2020 (Tuesday)</b> <b>14:30 (IST)</b>
12.	Date & Time of Technical Bid opening	<b>18-11-2020 (Wednesday)</b> <b>15:30 (IST)</b> <b>Venue: Meeting room</b>
13.	Proof-of-Concept (POC) Demonstration – venue, date & time	Will be communicated to the eligible bidders in advance

14.	Date & Time of Financial Bid opening	Will be informed after Technical Evaluation & Demonstration
15.	Place of Opening of Technical/Financial Bids	<b>ARIES, Manora Peak, Nainital</b>
16.	Tender Receiving Authority	<b>Director,</b> Aryabhata Research Institute of observational sciencES (ARIES), Manora Peak, Tallital Sub PO, Nainital, Uttarakhand, 263001 INDIA <b>Tel : +91-(5942) -270721, 723, 815</b>
17.	Validity Period of offer	<b>180 days</b>
18.	Completion Period	<b>12 months</b> from the date of from the date of signing of contract
19.	Warranty on Entire System	<b>12 months</b> after successful Installation & Commissioning.
20.	Defect Liability Period	<b>12 months</b> from the date of Operational Acceptance of integrated ERP Solution
21.	Contact Persons for Clarification and Information	<b>For Finance/ Administrative Queries:</b> Registrar, ARIES, Manora Peak, Nainital - 263 001, Uttarakhand, India Tel: +91-(5942) – 270729, E-mail: <a href="mailto:registrar@aries.res.in">registrar@aries.res.in</a>  <b>For all other Enquiries and communications (ERP related):</b> Dr. Ashish Kumar (Project Manager), ARIES, Manora Peak, Nainital - 263 001, Uttarakhand, India Tel: +91-(5942)-270815, 9759891466 E-mail: <a href="mailto:ashish@aries.res.in">ashish@aries.res.in</a>
22.	RFP/Tender Availability	Tender document can be downloaded from Central Public Procurement (CPP) Portal at <a href="http://eprocure.gov.in/cppp/">http://eprocure.gov.in/cppp/</a> or from the ARIES website at <a href="http://www.aries.res.in">http://www.aries.res.in</a> .

## **SECTION I: Background**

## 1. About the Institute

Aryabhata Research Institute of observational scienceS (ARIES) was founded on 22 March, 2004 when a 50 year old State Observatory (well known as Uttar Pradesh State Observatory (UPSO) till the creation of Uttarakhand State on 9 November, 2000) was converted in to an autonomous research institution under the Department of Science and Technology (DST), Government of India. Since its inception in 2004 from UPSO to present state, ARIES is devoted to research and development (R&D) in Astronomy & Astrophysics and Atmospheric Sciences. The institute has made significant progress in the areas of establishing new observational facilities, science programs, administrative and academic activities, and HR development. ARIES has installed the facilities of international standard that utilize state-of-art technology, such as 1.3 m Telescope, 3.6 m (Asia's largest) Devasthal Optical Telescope, Stratosphere-Tropospheric Radar, etc.

The institute has offices at two locations (**Fig. 1.**):

- (i) **Manora Peak** (~29°37' N, 79°45' E, 1951 m amsl) near Nainital city, and
- (ii) **Devasthal** (~ 29°22' N, 79°40' E, 2500 m amsl), located at about 50 km away from Manora Peak.



**Fig. 1.** ARIES (a) Manora Peak, and (b) Devasthal locations

Both the locations have effective and reliable network connectivity, and interconnected to each other as well by way of stable microwave links and high-speed Internet lines.

ARIES, Manora Peak is the main head office, from where all the Institute's functions, including HR, administration, accounts, and finances are managed and controlled. This office accommodates more than 80% of the total manpower strengths. Some major operations and activities that are governed from Manora Peak are listed below:

- (a) Maintaining the service books, etc. of all the employees.
- (b) Processing of all the finance and accounts, including salaries, allowances, taxes, bills, etc. of the employees, students, and others.
- (c) Sanctioning and approval of leaves, tours, etc.
- (d) Handling of all the purchase and procurements.
- (e) Centralized handling of all the stocks and inventories.

## **2. Employee base**

The Institute is funded by the *DST*, Government of India, and has a complete and well-defined structure for managing the Academic, Research, Engineering, and Accounts & Administrative functionalities.

The *Director* is the Chief Executive and Academic officer of the Institute and will be responsible for the overall Administration and Management of the Institute in accordance with the Rules, Bye-Laws and directives of the Governing Body.

The *Accounts & Administrative Staffs*, including *Registrar* mainly provide the administrative, financial, and managerial support to the Institute. The *Registrar* is the Chief Finance & Accounts Officer (CF&AO) of the Institute who is assisted by the *Accounts & Administrative Staffs*. There are more than 10 *Accounts & Administrative Staffs* and few office staffs & contractual staffs are also there for providing the general supporting functions for smooth operation of the Accounts & Administrative activities.

The Institute has nearly 35 *Scientists* and *Engineers*, who are primarily engaged in the activities of Academic, Research, Development and other core activities of the Institute. At present, there are about 35 Scientific and Technical Associates/Assistants (*Scientific & Technical Staffs*) who are maintaining the R&D activities of the Institute under the supervision of Engineers/Scientists. Also, there are more than 15 *Supporting Staffs* performing general maintenance & supporting functions needed to smoothly run the Infrastructure and Research facilities.

Other than regular employees, there are more than 50 Post-Doctoral Fellows (*PDFs*)/Research Associates (*RAs*), Senior Research Fellows (*SRFs*)/Junior Research Fellows (*JRFs*).

In addition, there are few contractual staffs who are mainly engaged in gardening, plumbing, security, canteen, and other house-keeping services.

## **3. Objectives of Integrated ERP Solution**

In order to move towards excellence in governance with less paperwork and seamless exchange of information within the institute, there is a need of an Integrated ERP System at Aryabhata Research Institute of observational sciencES (ARIES) across all its major functions, as per the scope of work given in the RFP. The system will help to streamline and standardize the processes of the Institute. It will also help in adopting the best practices that being followed in other Academic and Research Institutions of Govt. of India.

The main objective is to design, develop, delivery, and installation of open and flexible web based on-premise integrated ERP system in the institute with suitable customization and supports, to meet the requirements enumerated below:

- i. The ERP solution should fully reconcile and automate the existing set-ups of Human Resource (HR) activities, financial accounting, payrolls, procurements, and administrative processes of the institute.
- ii. The solution should mandatorily be built according to the rules and statutes of the Government of India and ensure adherence to all relevant standards as defined and notified by the Government from time to time.
- iii. The solution should be super user-friendly and intuitive web-based that can be used both on Windows and Linux machines.
- iv. It should have role-based user management and allow secure entry and access to information at any time with accuracy and reliability.
- v. The solution can handle multiple workflows and approval processes to allow flexibility for tailoring to specific operational requirements.
- vi. All the databases in the solution must be safeguarded with highest security standards, and should have security back-up and easily recoverable.
- vii. The solution can be easily extended and integrated to incorporate new technologies, innovative built solutions, and third-party bolt-on solutions.

#### 4. Functional Modules and Overview

ARIES is envisaging an integrated ERP system to automate all the processes involved under the following four modules:

- (a) Human Resource Management Module (HRMM): It will cover all the Employees management and HR functionalities.
- (b) Employee's Payroll Management Module (EPMM): This will cover the payroll functions, such as defining the salary structure, calculate salaries payable, deductions, income tax declaration, monthly pay-slip generation, etc.
- (c) Finance & Accounts (F&A) Management Module (FAMM): This will cover all the functionalities involved in Finance & Accounts.
- (d) Store & Purchase (S&P) Management Module (SPMM): This will cover functionalities of Stores and Inventory management. It will also cover functionalities related to the management of Suppliers, Procurement and Purchasing.

It desires the bidder to take a process improvement approach to the ERP implementation based on the best practices available in the ERP. The bidder is expected to display strong business process improvement capabilities and associated change management capabilities as well as a proven track record in this regard. The solution offered by the Bidder should comply with the **Functional Requirements Specifications (FRSs)** attached in **ANNEXURE-I** of the RFP document.

ARIES is inviting the proposals; on Domestic Competitive Bidding basis; from Original equipment manufacturer (OEM)/OEM Authorized ERP Implementation Partners/ System Integrators of ERP Products for implementation of proposed integrated ERP Solution in ARIES, as per the details given in the Scope of Work section of the RFP. The bidder would be responsible for providing complete integrated ERP solution for ARIES including design, supply, installation, configuration, customization, testing, commissioning, stabilization, documentation, training and providing complete support to ARIES for the ERP solution, configuration of end user hardware & software for ARIES as per the RFP as specified in the **Section III: Detailed Scope of Work**. Subsequent to the successful implementation, the bidder would also be responsible for providing the complete Warranty support of the integrated ERP solution and also in accordance with the Service Level requirements as specified in this RFP.

The bidding process is open to the OEM /OEM Authorized ERP Implementation Partners/ System Integrators either on their own or by forming a consortium (of not more than two members comprising of Primary Bidder/Lead Bidder & a Consortium member/partner) with a capable Implementation Partner for implementation of all the required integrated modules of ARIES, while meeting the defined mandatory Qualifying Requirements. In case of a consortium, OEM / Authorized ERP Implementation Partners/ System Integrators of the offered ERP Solution would be the Primary Bidder and the Consortium Partner for implementation of all the required solutions and software's would be a Member. The Consortium Partner may be an authorized System Integrator who has to meet the specified qualifying requirements.

By virtue of submitting their proposal against this RFP, the Bidders/ Suppliers are acknowledging that:-

This RFP is a request for proposals for selecting an OEM/ OEM Authorized ERP Implementation Partner/ System Integrator for the implementation of proposed integrated ERP Solution in ARIES along with the configuration of end user hardware (Servers, Desktops, Laptops, Printers, etc.) and associated software, as per the details given in the Scope of Work of the RFP, either on their own or by forming a consortium (of not more than two members comprising of Primary Bidder/Lead Bidder and a Consortium Member/Partner) with a capable Consortium Partner for implementation of the integrated ERP solution to ARIES as per the requirement, while meeting the defined mandatory Qualifying Requirements. Subsequent to the successful implementation, the bidder would also be responsible for providing the complete Warranty support of the integrated ERP solution and also in accordance with the Service Level requirements as specified in this RFP.

- a) The proposal shall be complete in all respects and shall be free from any ambiguity.
- b) RFP and the responses shall automatically become part of the purchase order/Contract Agreement.
- c) Director, ARIES has the right to seek references from any institutes/industries/ user community independently.



d) The general Terms & Conditions as mentioned in **Section IV (Conditions of Contract)** shall be applicable for this RFP.

e) For the Purpose of bidding under this RFP, following Annexures also have to be considered as part of this RFP.

- ✓ FORM-1: Original Equipment Manufacturer (OEM)'s Authorization & Support Form
- ✓ FORM-2: Financial Capacity of the Bidder/ ERP OEM
- ✓ FORM-3: Certificate of Net Worth of the Bidder/ ERP OEM
- ✓ FORM-4: Certificate for any Direct Contract Agreement of the Bidder with ARIES not having been terminated in last five (5) years
- ✓ FORM-5: Self-Certificate for not being Under Declaration of Ineligibility for Corrupt or Fraudulent Practices or Blacklisted or Debarred
- ✓ FORM-6: Human Capital Strength - Resource Strength of the Bidder
- ✓ FORM-7: Details of Projects Implemented
- ✓ FORM-8: Format for Submitting Pre-Bid Queries
- ✓ FORM-9: Technical Deviation Sheet
- ✓ ANNEXURE-I: Functional Requirement Specifications (FRS) of ERP Solution
- ✓ ANNEXURE-II: Technologies to be used in ARIES ERP Solution

**It is hereby acknowledged that we have gone through all the clauses/points mentioned in the Section-I as well as all the terms & conditions mentioned herein and we agree to abide by them.**

**Date:**

**Place:**

Signature and Name of Authorized  
Representative of the Bidder  
along with official seal and address

## **SECTION II: Instructions to Bidders (ITB)**

## 1. Scope of Bid

Director, ARIES issues this Bidding Document for implementation of an integrated ERP solution in ARIES involving design, supply, installation, configuration, customization, testing, commissioning, stabilization, documentation, training and providing complete support to ARIES for the software related to the ERP solution, configuration of end user hardware (Servers, Desktops, Laptops, Printers, etc.) & software as per the RFP, as specified in the **Section III: Detailed Scope of Work**, through two-bid Tendering process. Subsequent to the successful implementation, the bidder would also be responsible for providing the complete Warranty support of the integrated ERP solution and also in accordance with the Service Level requirements as specified in this RFP. The solution offered by the Bidder should comply with the Functional Requirements Specifications (FRSs) attached in **ANNEXURE-I** of the RFP document.

## 2. Pre-Qualification Criteria

- i. The bidding process is open to the OEM/OEM Authorized ERP Implementation Partners/ System Integrators either on their own or by forming a consortium (of not more than two members comprising of Primary Bidder/Lead Bidder & a Consortium member/partner) with a capable Implementation Partner for implementation of all the required integrated modules of ARIES, as specified in the **Section III: Detailed Scope of Work**, while meeting the defined mandatory Qualifying Requirements given in the **Table** below.

**Table :** Qualifying Requirement for the OEM/OEM Authorized ERP Implementation Partners/ System Integrators, i.e., the Bidder (Lead Partner in case of a consortium)

S.No	Mandatory Eligibility Criteria	Evidence Required
1.	Bidder must be incorporated in India as Proprietary firm or partnership firm or private or LLP or Ltd. Company under the Companies Act/Limited Liability Partnership Act and should be in existence in India for the last 10 Years (as on the last date of Bid submission) in the areas of ERP software solution selling & its implementation.	Certificate of Registration/ Certificate of Incorporation for the mentioned criteria and other relevant documents must be provided by the bidder in Technical Bid, self-attested by the authorized signatory of the bidder. [ <b>Attachment 1</b> ]
2.	Should have valid PF Code, Bank Current Account in the name of the Firm, IT PAN, GST, and Registration Certificate.	All the supporting documentary evidences for the mentioned criteria must be provided by the bidder in Technical bid, self-attested by the authorized signatory of the bidder. [ <b>Attachment 2</b> ]

3.	The Bidder should be a certified/authorized partner of the respective OEM of the offered ERP Product. The bidder should have valid authorization/certification from and active relationship with the respective OEM(s) as on the last date of Bid submission.	Required Certificate(s)/ Authorization(s) from the respective OEM(s) have to be submitted in the format provided as <b>FORM-1</b> . [ <b>Attachment 3</b> ] [Note:- The <b>FORM-1</b> should be filled and submitted separately for each OEM]
4.	The Bidder should have an Average Annual Turnover of at least INR 150 lakh with positive Net Worth for last 3 financial years (FY 2017-18, FY 2018-19, FY 2019-20). as per Audited Annual Accounts.  The Turnover of the Bidder from ERP Product/modules selling and/or its Implementation shall be at least INR 150 lakh per year in the last three financial years (FY 2017-18, FY 2018-19, FY 2019-20).	Audited Annual Accounts Statements (Relevant Schedules and Annexures, Statement of Asset and Liabilities & Profit and Loss Account) for last 3 years (FY 2017-18, FY 2018-19, FY 2019-20) along with duly filled in <b>FORM-2</b> and <b>FORM-3</b> . [ <b>Attachment 4</b> ]
5.	Any direct Contract Agreement of the bidder with ARIES should not have been terminated in last five (5) years as on the date of submission of the bid.	Self-Declaration/ Certification by the authorized signatory of the bidder in the attached <b>FORM-4</b> . [ <b>Attachment 5</b> ]
6.	The Bidder shall not be under declaration of ineligibility for corrupt or fraudulent practices or blacklisted or debarred in last five years by any Department / Agency / PSU/ Organization of the Government of India or any Central or State Government in India for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices.	Self-Declaration/ Certification by the authorized signatory of the bidder in the attached <b>FORM-5</b> . [ <b>Attachment 6</b> ]
7.	The Bidder should have a well-established presence in India with a support base to provide implementation and support for the proposed Integrated ERP solution & services along with the ability to provide timely response and service to the owner.	A declaration letter signed by the authorized signatory along with adequate documentary evidences in respect of submission of the bidder to be enclosed in the attached <b>FORM-6</b> . [ <b>Attachment 7</b> ]

8.	The customer base of ERP solutions / multiple modules in India should be of at least at 5 customers where all have been successfully implemented and are in operation (as on the last date of submission of Bid documents), out of which the Bidder must have implemented/under process of implementation at least one project of value not less than 25 lakhs, or two projects of value not less than 15 lakhs each, or three projects of value not less than 10 lakhs each involving implementation of a complete workflow based Enterprise management solution (ERP solution) of similar nature on Windows/Linux/Unix platform in any reputed organization (preferably Govt. Dept. (Central/State)/CPSU/PSU/PSB/State Govt. Enterprise) as on the date of submission of bid.	Self-Declaration/ Certification by the authorized signatory of the OEM of proposed ERP and by the authorized signatory of the bidder along with all appropriate supporting documentary evidences (such as order copies/completion certificates) for the mentioned criteria must be provided by the bidder in the attached <b>FORM-7</b> . [ <b>Attachment 8</b> ]
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**Note:**

1. *All self-certificates and documents must be signed, sealed and dated, in original, by the Authorized signatories of the Implementation Partner and the Bidder, unless specified otherwise.*
2. *Internal implementation including implementation in subsidiary companies of the bidder/consortium partner will not be considered as required qualifying credentials.*
3. *The Bidder should have the credentials to meet all of the above mandatory criteria to become eligible. In case any of the conditions listed above is not met, the Bidder will be disqualified. Only proposals which meet all of the above Pre-qualification requirement would be considered further for technical evaluation.*

**3. Tender Details****3.1 RFP/Tender Availability**

Tender document can be downloaded from Central Public Procurement (CPP) Portal at <http://eprocure.gov.in/cppp/> or from the ARIES website at <http://www.aries.res.in>. Bidder meeting the eligibility criteria of the Tender document may, at their option, download the Tender document from the website and submit their offer as per the details given in Clause 17 of this Section of RFP.

**3.2 Contact Persons for Clarification and Information**

*For Finance/ Administrative Queries:*

Registrar, ARIES, Manora Peak, Nainital - 263 001, Uttarakhand, India

Tel: +91-(5942) – 270729,

E-mail: [registrar@aries.res.in](mailto:registrar@aries.res.in)

*For all other Enquiries and communications (ERP related):*

Dr. Ashish Kumar (Project Manager),  
ARIES, Manora Peak, Nainital - 263 001, Uttarakhand, India  
Tel: +91-(5942)-270815, 9759891466  
E-mail: [ashish@aries.res.in](mailto:ashish@aries.res.in)

The total project development should be handled by the Project Manager, who shall be the single point of contact from ARIES on all the ERP related matters for the successful bidder.

### **3.3 Tender Type**

It is an e-Tender through online mode, under Two Bid system i.e. separate Technical Bid & Financial Bid shall be submitted. Bidder must submit through e-procurement mode only, in absence of which the proposals will be rejected.

### **3.4 Technical Bid**

- (a) The Technical Bid will comprise of a cover letter, documents/annexure as proof against technical evaluation criteria, details of software development & maintenance facilities, responses to functional requirement specifications, IT infrastructure in general, project staffing plan, undertakings as per this RFP. Please note that no price information should be indicated in the Technical Bid and shall only be quoted in the Financial Bid. Failure to comply with the same may result in the rejection of the Bid. In submitting additional information, please mark it as 'Attachment' to the required response. If the bidder wishes to propose additional services (or enhanced levels of services) beyond the scope of this RFP, the proposal must include a description of such services as a separate attachment to the proposal.
- (b) ARIES may seek clarifications from the Prime Bidder on the technical proposal. Any clarifications by the prime bidder on the technical proposal should not have any commercial implications.
- (c) Technical approach, methodology and work plan are key components of the technical proposal. Bidders shall present their technical proposal containing:
  - i. Compliance requirements as per the scope mentioned in this RFP
  - ii. Understanding of Project: This section shall contain a clear and concise understanding of project requirements along with activities to be performed and deliverables to be provided based on the scope of work.
  - iii. Technical Approach and Methodology: In this part, bidders should explain their approach and the proposed methodologies through which the requirements mentioned under this RFP will be achieved.
  - iv. Work Plan: In this part the bidder should propose the main activities, their content and duration, phasing and interrelations, milestones, and delivery schedules of integrated ERP solution to ARIES. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the scope of work and ability to

translate them into a feasible working plan. A list of the final documents, including reports to be delivered as final output, should also be included here. The work plan should be consistent with the RFP requirements.

- v. Approach for Project implementation: Detailed approach for carrying out the project implementation along with the support and maintenance during the contract. Bidders need to give detailed approach how they would implement complete project with integration plan.
- vi. Company profile: Details of the point of contact along with brief work profile of the prime bidder as well as other partner firms including relevant experiences of executing similar projects. Bidder may include relevant case studies and attested copies of completion certificates from clients in support of the case studies.
- vii. Technical Data Sheets/Type Test Reports and drawings.
- viii. Warranty details as per the RFP
- ix. Other Information: Any other information relevant to the solution as preferred by the bidder can also be placed in the document.
- x. There are in total 18 Attachments defined at different clauses/points in this RFP. Submission of **Attachment 1 to 17** in the Technical Bid are essential, otherwise the Bid will be consider as Incomplete and unresponsive. **Attachment-E1** is applicable for bidders eligible for EMD exemption, which is essential for them to include in the Technical Bid, failing which their Bid will be considered as Incomplete and unresponsive.
- xi. Signed Tender document

### 3.5 Financial Bid

- (a) The Financial bid must be submitted in the prescribed form available at CPP portal against this tender. A sample form is illustrated as ANNEXURE-III
- (b) Prices quoted by the Bidder shall be final. No variation in prices will be allowed under any circumstances during the entire period of project. **No Conditional and open ended bid shall be evaluated and the same is liable for rejection.**
- (c) The Financial proposal submitted by the prime bidder should be inclusive of all the items in the technical proposal and should incorporate all the clarifications provided by the prime bidder on the technical proposal during the evaluation of the technical proposal.
- (d) Prices shall be quoted in Indian Rupees (INR) only.
- (e) The prime bidder shall quote the price for all the components, the services of the solution to meet the requirements of Implementation of integrated ERP in ARIES as listed in this RFP.
- (f) Bids with price adjustment shall be rejected.
- (g) The price quoted in the Financial proposal shall be the only payment, payable by ARIES to the successful prime bidder for completion of the contractual obligations by the successful Prime Bidder under the Contract, subject to the terms of payment specified in this RFP.
- (h) The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of the validity of the proposal and the contract (for successful bidder). A proposal submitted with

an adjustable price quotation or conditional proposal may be rejected as nonresponsive.

- (i) It is mandatory to provide breakup of all taxes & duties wherever applicable and/or payable. All the taxes of any nature whatsoever shall be borne by the Prime Bidder.
- (j) The bid amount shall be inclusive of packing, forwarding, transportation, delivery charges and any other charges as applicable till the end of the contract period.
- (k) ARIES reserves the right to ask the Prime Bidder to submit proof of payment against any of the taxes, duties, levies indicated within specified time frames.

#### 6. Alternate Proposals / Multiple Bids

- (i) Alternate proposals/ multiple bid submission are not permitted. If alternate proposals/ multiple bids are submitted then the Owner, at his sole discretion, may reject all of the proposals/ bids submitted by that Bidder.
- (ii) The Bidder shall submit the tender that strictly comply with the requirements of the schedules. Any alternatives or modifications shall render the tender invalid; tenders with conditional offers will be invalid.

### 4. Language & Signing of Bid

- (i) All the pages of the Bid document must be signed manually and stamped by the authorized signatories) of the Bidder. The bidder shall clearly indicate their legal constitution and the person signing the bid shall state his capacity and also source of his ability to bind the Bidder. The power of attorney or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the bidder, shall be annexed to the bid ([**Attachment 9**]). ARIES may reject outright any bid not supported by adequate proof of the signatory's authority.
- (ii) The Bid prepared by the Bidder and all correspondence and documents relating to the tender exchanged by the Bidder and ARIES, shall be written in English language.
- (iii) Supporting documents and printed literature furnished by the Bidder may be either in Hindi or in English language.
- (iv) Any interlineations, erasures or overwriting shall be valid only if they are initialled by the person or persons signing the Tender.
- (v) Bids and/or prices written in pencil will be rejected.

### 5. Understanding of Bidding Documents

- (i) A prospective Bidder is expected to examine all instructions, forms, terms, specifications and requirement, in the Bidding Documents.
- (ii) Failure to furnish all information as required in the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in rejection of the bid.
- (iii) The bidders must familiarize themselves with local conditions and take these into account while preparing and submitting their proposals.



- (iv) Later on no claim will be entertained by the Purchaser for change in time or for financial adjustment to the Contract awarded under these RFP documents and specifications.

## 6. Pre-bid Meeting

To provide clarifications on the tender, particularly on the functional requirements and process flow at ARIES, a pre-bid meeting is arranged at ARIES on **19-10-2020 (Monday) at 02:00 PM IST [Venue: Council Room, Ashwini Guest House (AGH), ARIES, Manora Peak, Nainital]**. Prospective bidders may utilize this meeting to seek their clarifications on the requirements. In view of health advisories of the Government due to the pandemic Coronavirus COVID-19 situation in the country, a provision of Video Conferencing (VC) will also be made through which the prospective bidders can connect to the Pre-bid meeting online from their premises instead of physical presence. The bidders shall submit their Pre-bid Queries/Clarifications, in the prescribed format specified in **FORM-8 ([Attachment-PBM])** till **16-10-2020 (Friday)**. The desirous bidders willing to participate in the Pre-bid meeting through VC mode shall forward the name & e-mail addresses of their maximum two (02) participants alongwith their Company identity proof (I-Card) on our e-mail [ashish@aries.res.in](mailto:ashish@aries.res.in) and [registrar@aries.res.in](mailto:registrar@aries.res.in) well in advance. Accordingly, the VC link will be sent; with specific details regarding Meeting Access Code, Password, etc. through e-mail to only those interested bidders. Participants who plan to physically present in the Pre-Bid meeting at the above mentioned venue should carry:

- a. An Authorization Letter issued from their company.
  - b. An identity proof issued by their company
  - c. Not more than 2 representatives for the bidder
- ✓ Please note that not attending the Pre-Bid Meeting will not be a cause for disqualification of a bidder.
  - ✓ No queries will be answered in regard to the tender document before the Pre-Bid meeting.
  - ✓ After issue of pre bid clarifications, no further clarifications shall be entertained.

Any Corrigendum/Addendum arising from the Pre-Bid meeting or any other queries, will be directly published on e-Procurement CPP portal and at the ARIES website, and no additional Press advertisements will be done for the same, all prospective bidders are requested to kindly keep monitoring & visiting the e-Portal and ARIES website for any such updates prior to submission of bids.

## 7. Clarification on Bidding Documents (Pre-Bid Meeting)

- (i) In case an intending Bidder finds any discrepancy or omission in the documents and specifications or is in doubt as to the true meaning of any part, he shall make a request, in writing not later than the last date specified for submission of Pre-bid Queries/Clarifications.

- (ii) All queries regarding the RFP received within the timeline specified in this RFP for submission of Pre-bid Queries/Clarifications, in the prescribed Performa specified in **Form-8**, will be discussed in the Pre-Bid Meeting.
- (iii) The points raised by the Bidders and any other points required to be discussed further as desired by ARIES shall be clarified in the Meeting.
- (iv) Outcome of the meeting will be a part of the bid which has to be followed by all bidders irrespective of their participation in the Pre-bid discussion.
- (v) Verbal clarifications and information given by the Purchaser or his employee(s) or his representative(s) shall not in any way be binding on the Purchaser.
- (vi) Authorized representative of the Bidders may only be allowed to attend the pre-bid meeting. Personal queries from individuals shall not be entertained during Pre-bid meeting.

### **8. Canvassing of Bids**

Tenders shall be deemed to be under consideration after opening of tender/bid and until such time official announcement of order is made. During this period the Bidders or their authorized Representatives or other interested parties are advised strongly in their own interest, to refrain from contacting by any means any of the Owner's personnel or Representative on matters relating to this tender. Any attempt to canvass for selection of a Bidder, directly or indirectly, will lead to disqualification of such Bidder from the selection process.

### **9. Incurred Expenses**

The bidder shall bear all costs incurred in preparing and submitting their proposals, attending pre-bid conference, in making an oral presentation, providing a demonstration, or performing any other activities related to submitting a Proposal in response to this RFP. The Purchaser will in no case be responsible or liable for those costs regardless of the conduct or outcome of the bidding process.

### **10. Amendment of Bidding Documents**

- (i) The Purchaser may at its sole discretion amend the Bidding Documents at any time prior to the deadline for submission of bids. However, in case of substantial amendments or otherwise, the Bid submission date may be extended at the sole discretion of the Purchaser.
- (ii) Amendments will be provided in the form of Addendum / Corrigendum to the RFP Document and will be updated at the ARIES's website, e-procurement portal (CPP portal). The Purchaser will bear no responsibility or liability arising out of non-receipt of the same in time or otherwise. It is the responsibility of bidders to visit web site(s) regularly, as indicated in the RFP, for such revisions/amendments, if any.
- (iii) Such amendments, clarifications etc. shall be binding on Bidders and will be given due consideration by the Bidders while they submit their bids and should invariably enclose such documents as a part of the bid.

## 11. Confidentiality

- (i) This RFP and any other documents released, information provided, discussions, etc., as part of the selection process, are strictly confidential and should not be divulged to anyone who is not directly involved in preparation of the response. Additionally, all information within this proposal or gained during the RFP or other processes will be kept confidential by the Bidder. No information or publicity will be allowed to any third-party unless specific written authorization is obtained from the Owner.
- (ii) The Vendor, their Sub-Vendors and the Personnel of either of them shall not, either during the term or beyond, disclose any propriety or confidential information relating to the Project, the Works/ Services, of this Contract or ARIES's operations without the prior written consent of the Director, ARIES.

## 12. Local Conditions

- (i) It will be imperative on each Bidder to fully inform himself of all local conditions and factors which may have any effect on the execution of the Contract covered under this Tender/RFP Document and specifications. ARIES shall not entertain any request for clarifications from the Bidders, regarding such local conditions.
- (ii) It must be understood and agreed that such factors have properly been investigated and considered while submitting the proposals. No claim for financial adjustment to the Contract awarded under this Tender/RFP Document and specifications will be entertained by ARIES. Neither any change in the time schedule of the Contract nor any financial adjustments arising thereof shall be permitted by ARIES, which are based on the lack of such clear information or its effect on the cost of the Services/ Works to the Bidders.

## 13. Scope of Proposal

- (i) The scope of the proposal shall be on the basis of a single Bidder's responsibility (in this case primary bidder i.e. OEM/ OEM Authorized Partners/ System Integrators, completely covering all the products, solution and Services specified under the accompanying RFP documents.
- (ii) Bids not covering the entire scope of works may be treated as incomplete and hence will be rejected.
- (iii) Since proposal is the key to the evaluation and selection, the bidders have to ensure that the bid is prepared in line with instructions and the RFP. The bid/ proposal quality will be a reflection of the bidders' capabilities and interest in the project.

## 14. Deviations/ Exclusions

- (i) The bidder must read the RFP carefully and prepare the bid for submission. It is important to note that the technical deviations, if any, must be brought out clearly in the **FORM-9** ([**Attachment 10**]) which shall be examined by ARIES.
- (ii) If the deviation statement in **FORM-9** submitted by the bidder does not contain any item, then it shall be construed that the bidder has accepted all the terms

- and conditions stipulated in the RFP document and no request from the bidder, for any change, shall be accepted by ARIES at a later stage.
- (iii) ARIES expects that no deviation is taken by the Bidder from the Scope of Work envisaged. Bids with any non-compliance or deviation vis-à-vis the Scope of Work will not be accepted and respective Financial/Price/Commercial bids will not be opened.
  - (iv) Further, No commercial deviation, whatsoever, is permitted by the ARIES to the provisions relating to the following clauses:
    - (a) Governing law and Jurisdiction
    - (b) Settlement of Disputes and Arbitration
    - (c) Payments Terms to the Successful Bidder
    - (d) Liability/ Indemnity
    - (e) Confidentiality
    - (f) Limitation of Liability
    - (g) Penalties
    - (h) Taxes & Duties
    - (i) Defect Liability

### **15. Non-participation of ARIES employees/relatives**

The Bidder's Organization should not be owned or controlled by any Director or Employee (or Relatives) of ARIES, both present and those who have retired in the last one year. Please submit undertaking signed by authorized signatory in the Technical bid ([**Attachment 11**]).

### **16. Ethical Standard**

- (a) Bidders are expected to observe the highest standard of ethics during the execution of this Contract. In pursuit of this policy, the Purchaser will reject a proposal for award if it determines that the Bidder being considered for award has engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices, in competing for or in executing the Contract.
- (b) For the purposes of this provision, the terms set forth below are defined as follows:
  - (i) "Corrupt practice" is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the action in the procurement process or in Contract execution.
  - (ii) "Fraudulent practice" is any act or omission, including a misrepresentation of facts, that knowingly or recklessly misleads, or attempts to mislead to obtain a financial or other benefit.
  - (iii) "Collusive practice" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party.
  - (iv) "Coercive practice" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party.

- (v) “Obstructive practice” is deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Company investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation.

## **17. Submission of Bids**

### **17.1 Instructions for Online Bid Submission**

- (a) The bidders are required to submit soft copies of their bids electronically on the Central Public Procurement (CPP) Portal (<https://eprocure.gov.in/eprocure/app>), using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.
- (b) More information useful for submitting online bids on the CPP Portal may be obtained at (<https://eprocure.gov.in/eprocure/app>).

### **17.2 Registration**

- (a) Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (<https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online Bidder Enrolment” on the CPP Portal which is free of charge.
- (b) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- (c) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- (d) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/TCS/nCode/eMudhra etc.), with their profile.
- (e) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- (f) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

### **17.3 Searching for Tender Document**

- (a) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract,

Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

- (b) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum/ Addendum issued to the tender document.
- (c) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

#### 17.4 Preparation of Bids

- (a) Bidder should take into account any corrigendum/ Addendum published on the tender document before submitting their bids.
- (b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document need to be submitted. Any deviations from these may lead to rejection of the bid.
- (c) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR /DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- (d) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

**Note:** *My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.*

#### 17.5 Earnest Money Deposit (EMD)

Every Bidder must furnish along with the tender an **EMD of Rs. 1,75,000/- (One lakh Seventy Five Thousand rupees only)** in the form of Demand Draft, Fixed Deposit Receipt, or Bank Guarantee from any nationalized bank drawn in favor of "**Director, ARIES**" payable at **Nainital**. A tender without EMD will be rejected. However, bidder registered with Department of Micro, Small and Medium Enterprises as MSMEs and having valid NSIC Registration are

exemption for payment of EMD subject to submission of documentary evidence, Copies of registration certificate and other supporting document in the Technical bid. ([**Attachment-E1**])

At any stage during the tender process, if a Bidder found giving false declarations in the tender document and found misleading ARIES, the tender of the bidder will be rejected and the EMD will be forfeited. EMDs of unsuccessful bidders will be returned within 30 days of the award of Contract/Job. The EMD of successful bidder will be returned after executing the agreement and receiving the Performance Bank Guarantee (PBG). No Bidder will be paid any interest on the EMD.

### 17.6 Bid Validity

The bids should remain valid till **180 days** from the last date of submission of Bids.

### 17.7 Submission of Bid

- (a) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission date & time. Bidder will be responsible for any delay due to other issues.
- (b) Bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- (c) Bidder has to select the payment option as “online” to pay the Tender fee / EMD as applicable and enter details of the instrument.
- (d) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- (e) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. The price bid has been given in prescribed format with the tender document, the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the file, open it and complete the yellow colored (unprotected) cell with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it only online, without changing the file name/sheet name. If the price schedule file found to be modified by the bidder, the bid will be rejected.
- (f) The server time (which is displayed on the bidder’s dash board) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- (g) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The date entered

cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- (h) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- (i) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed as the bid No. and the date & time of submission of the bid with all other relevant details.
- (j) The Bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

#### **17.8 Assistance to Bidders**

- (a) Any queries relating to the tender documents and the terms and conditions contained therein should be addressed to the Tender inviting Authority for a tender or the relevant contract people indicated in the tender.
- (b) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24 x 7 CPP Portal Helpdesk. The contact number for the helpdesk is 180030702232.

#### **17.9 Physical Submission**

- (a) Apart from uploading e-tender on CPP online portal, Bidder has to submit the EMD at the office of The Director, ARIES (tender issuing authority), within due date of bid opening, without which their offers shall not be considered. None of the documents except for Bid Security (EMD) shall be accepted in physical form.
- (b) Any bid documents or its part in physical form (Hard Copy) will be rejected and returned unopened to the bidder.

#### **17.10 Compliance and Authority to sign**

The Bidder should comply all the terms & conditions given in all the sections of this RFP document. As a confirmation, an authorized representative of the Bidder, along his/her full name, office seal and address, should sign all pages of this tender document along with the enclosures.

#### **17.11 Rejection of Bids**

Canvassing by the bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeiture of EMD. Conditional or Incomplete/Unresponsive tenders will be rejected.



## **18. Modification & Withdrawal of Bids**

- (a) ARIES reserves the right to modify/add any clause. In case of any ambiguity, the interpretation given by ARIES is final and binding. The decision of ARIES is final and binding under those situations, if arise, that are not mentioned in the tender.
- (b) The bidder may modify or withdraw its bid after submission, prior to the deadline prescribed for bid submission. A Bidder wishing to withdraw its bid shall inform the Owner in writing prior to the deadline prescribed for bid submission.

## **19. Date & Time of Opening of Bids**

Offers shall be opened on the due date and time as notified, in the presence of the bidders or their authorized Representative (not more than two) who may be present. In case of failure of Internet link and also if the due date of opening/submission of bid documents is declared a holiday by the Government or Local Administration, it will automatically get shifted to the next working day, for which no prior intimation shall be given. The bid opening shall be continued on subsequent days in case the opening of all the bids is not completed on the day of opening. It may please be noted that the due date/time of opening can be altered/extended, if desired by the ARIES, without assigning any reason thereof. However, due intimation shall be given in such a case.

## **20. Bid Opening**

ARIES will open all the bids submitted online, in the presence of bidders' representatives who choose to attend the Bid opening as per the date specified in this RFP. Bid opening will be performed at 2 stages:

- i. **Stage-I** (Technical Bid Opening): The Technical bid will be opened electronically on specified date and time as given in the RFP.
- ii. **Stage-II** (Financial/Price Bid Opening): The Financial bid will be opened electronically of only those bidder(s) who have been Technically qualified.

## **21. Technical Evaluation Process**

### **21.1 Preliminary Scrutiny**

ARIES will examine the Technical bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order. The tenders that do not conform to the tender conditions and tenders from firms without EMD/any other fee, if applicable shall be rejected. Subsequent to the preliminary scrutiny and identification of qualified bidders, further evaluation of the bids will be done.

### **21.2 Evaluation of Technical Bids**

- (a) The evaluation committee formed by ARIES will first evaluate all pre-qualification bids to determine if they are responsive and meeting all the pre-

qualification requirements of the RFP. ARIES will prepare a list of bidders based on the compliance to the pre-qualification criteria. The tenders that do not conform to the tender conditions and tenders from firms without adequate capabilities as per pre-qualification criteria of the RFP shall be rejected. All eligible tenders will be considered for further evaluation. The decision of ARIES will be final in this regard.

- (b) The technical bid of the eligible bidders will be examined further by an evaluation committee, based on the technical points/clauses specified in **Section-III** and relevant clauses mentioned in other Sections of this RFP. The bidders with substantially responsive bids will be qualified in this stage of evaluation.

### **21.3 Proof-of-Concept (POC) Demonstration**

- (a) The eligible bidders has to make demonstration of Proof-of-Concept (POC) at ARIES premises to facilitate the evaluation committee in understanding the bidder's capabilities to execute the project. The Venue, date and time for demonstration will be communicated to the respective Bidders in advance. **Bidder shall ensure that the representative carries a valid photo ID and authorization letter from the bidder.**
- (b) The bidder's in their presentations shall demonstrate the POC on their capabilities in ERP system design, development, deployment, service & maintenance. They must include cases of their installations of the similar/near similar kind of integrated ERP solutions and/or relevant ERP modules in reputed institutions/organizations/industries/ in an environment similar to ARIES requirements. The demonstration should also focus on their offered software solution's features, approach and methodology, project plan, and other important components of the proposal.
- (c) Please note that the ARIES will not entertain process demonstrations in the form of simulations or recording. Participating bidders are expected to provide live demonstration of demo scripts through the use a live ERP environment. Necessary internet provisions to help the bidder to connect with their ERP environment shall be facilitated by the ARIES to the extent feasible.

## **22. Financial Bid Opening and Evaluation**

- (a) The Financial Bid of those Bidders who have been found to be technically qualified will be opened. The Financial bids of ineligible bidders will not be opened.
- (b) ARIES shall inform the date, place and time for opening of the Financial Bid.
- (c) All bidders can be present at the time of opening of the tender.
- (d) No separate intimation shall be communicated in this regard. The opening of the tenders shall only be attended by an authorized representative of the firm whose name, designation and address should be indicated in the offer of the firm. Tendering firm shall issue a letter of authority to such representative

indicating the tender No., date, and due on for the item. In no case unauthorized person shall be allowed to enter tender opening room.

- (e) Financial proposal shall be evaluated by the evaluation committee based on the commercial parameter and the Lowest (L1) bidder will be adjudicated for award of the Project.
- (f) While evaluating the Financial bid, all the offered prices will be checked for arithmetical errors and such errors if any, will be rectified on the following basis:
  - i. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected;
  - ii. If there is a discrepancy between words and figures, the amount in words will prevail;
- (g) Any conditional financial bid would be summarily rejected.
- (h) EMD of disqualified bidder will be returned within 30 days without any interest after opening of Financial bid.

### **23. Rights to the Content of Proposal**

All proposals and accompanying documentation of the Technical proposal will become the property of ARIES and will not be returned after opening of the technical proposals. ARIES shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

### **24. Non-Conforming Proposals**

A proposal may be construed as a non-conforming proposal and ineligible for consideration:

- i. If it does not comply with the requirements of this RFP.
- ii. If a proposal appears to be “canned” presentations of promotional materials that do not follow the format requested in this RFP or do not appear to address the particular requirements of the proposed solution, and any such bidders may also be disqualified

### **25. Cancellation of Tender**

Director, ARIES reserves the right to cancel the tender at any time or at any stage without assigning any reason.

### **26. Itemized Price**

Before issuing the order, ARIES at its sole discretion, ask the successful bidder for breakdown of unit rates. The successful bidder has to submit the breakup of cost for each component within 10 days from the date of request from ARIES.

## 27. Acceptance and rejection

Director, ARIES reserves the right to shortlist/reject any or all tenders and accept the whole or any part of the tender without assigning any reason. A tender that does not fulfil any of the conditions as per the schedules or with incomplete documents in any respect will be rejected summarily.

## 28. Payment Terms

Payments to the bidder, after successful completion of the target milestones (including specified project deliverables), would be made as under:-

Activity/Task	Deliverables/ Milestone	Timelines (in week)	Payment Milestone
Project Award & Contract signing between ARIES and successful Bidder; Submission of PBG		Project Start Date = T	15%
<ul style="list-style-type: none"> <li>Thorough SRS &amp; FRS Study</li> <li>Requirement gathering</li> <li>Approved work plan</li> <li>Resourcing schedule</li> </ul>	Finalized Project plan; Finalized Inception Report; Finalized Requirement report; Finalizing custom requirements	T+3	
<ul style="list-style-type: none"> <li>Kick-off</li> <li>User: Role based mapping and management</li> </ul>	Backend & frontend application setup; Database design; Dashboard design; Login page;	T+5	
Development & Deployment of the beta version of HRMM Modules	Beta version of HRMM module for test & evaluation; Approved Testing Methodology, Test Plan, Test Cases, UAT with Manuals, and Source Code	T+11	20%
Development & Deployment of the beta version of EPMM Modules	Beta version of EPMM module for test & evaluation; Approved Testing Methodology, Test Plan, Test Cases, UAT with Manuals, and Source Code	T+17	
Development & Deployment of the beta version of FAMM Modules	Beta version of FAMM module for test & evaluation; Approved Testing Methodology, Test Plan, Test Cases,	T+23	20%

	UAT with Manuals, and Source Code		
Development & Deployment of the beta version of SPMM Modules	Beta version of SPMM module for test & evaluation; Approved Testing Methodology, Test Plan, Test Cases, UAT with Manuals, and Source Code	T+29	
Development & Deployment of the beta version of Inter-linked Common Functional & Technical requirement specifications points as per Tables [5] and [6] of ANNEXURE-I	Beta version of Inter-linked Common Functional & Technical requirement specifications points for test & evaluation; Approved Testing Methodology, Test Plan, Test Cases, UAT with Manuals, and Source Code	T+35	15%
Data migration and successful integration of the entire modules including implementation of the Inter-linked Common Functional & Technical requirement specifications points (beta version).	Beta version of integrated ERP system at ARIES	T+41	
All Bug fixing, Quality Assurance, System Acceptance Testing, Completion of other pre-Go-Live activities, in		T+44	
Go-Live including submission of user-manual, source code, system manual and training manual and acceptance.	Full-fledged integrated ERP module deployed at ARIES server; Go-Live system	T+45	30%
Post Go-Live Stabilization works; Knowledge Management / Capacity Building and Training; Documentation & source code of the final integrated ERP system; Backup	Final version	T+48	

Solution; Final handing over the ERP system			
Total payment			100%

**It is hereby acknowledged that we have gone through all the clauses/points mentioned in the Section-II as well as all the terms & conditions mentioned herein and we agree to abide by them.**

**Date:**

**Place:**

Signature and Name of Authorized  
Representative of the Bidder  
along with official seal and address

## **SECTION III: Detailed Scope of Work (DSOW)**

## **1. Objective**

ARIES has conceptualized the project to deploy an integrated ERP solution, to automate its operations and integrate its processes. The project is envisaged to be executed by an eligible and competent OEM/ OEM Authorized ERP Implementation Partner/ OEM Authorized System Integrator of the ERP Product, on its own or as the lead bidder in a Consortium along with an eligible and competent Implementation Partner as per the RFP, with responsibility for all the aspects of the project listed in this RFP. The bidder is required to assess in detail the requirements of ARIES as listed in the RFP and supply a proven integrated ERP solution to meet the requirements of ARIES and implement them as per the specifications provided in the RFP. Scope of work also includes providing implementation services as well as post implementation Warranty services as per the RFP.

The Bidder/Contractor shall perform all such work and / or supply all such items, services not specifically mentioned in the scope of work but that can be reasonably inferred as being required for successfully implementing and completing Performance Acceptance Testing of the ERP Solution, as if such work and / or items were expressly mentioned in the scope of work. The scope of work under this specification shall include complete conformity with all the relevant sections of this document. Bidders are required to critically review the purpose and requirements of implementation and ensure inclusion of all goods & services (not mentioned specifically) for achieving the objective within the specified time frame for successful implementation of an integrated ERP Solution in ARIES.

## **2. Overview of scope of work**

This RFP envisages the following components of work are to be executed by the bidder in order to fulfil the objectives of the proposed integrated ERP system in ARIES:

- (a) Preparation of detailed implementation plan covering the complete lifecycle of the project, carrying out complete Project Management activities as per standard norms & practices and deployment of required resources on-site at ARIES premise.
- (b) Detailed Functional Requirement study, System Requirements Study and System Design, which also involve developing an understanding of ARIES existing work processes and requirements in detail for the proposed ERP solutions.
- (c) Supply, installation, implementation, configuration, customization, integration and testing, and training of integrated ERP system meeting the functional and technical requirements given in this RFP together with relevant database, licenses and other software in conformity to the latest industry standards.
- (d) Configuration, testing and deployment of ERP application on the central Server of ARIES, for hosting the ERP system in the on-premise location at ARIES, as per the RFP.
- (e) Configuration of all the end user computing infrastructure, comprising of hardware (Laptops, PCs, UPS, Printers, Biometric devices, etc.) and associated software(s).



- (f) Data Management services for all required data including that related to Materials, Machines and Employee master records, etc., as per the RFP.
- (g) Final Preparation/ Transition activities before Go-Live, including Data Migration of Legacy Data as mentioned in this Section.
- (h) Go-Live /Production phase Activities
- (i) Post Go-Live Support (Stabilization/Handholding).
- (j) Comprehensive warranty support of the entire ERP System including the Application with requisite Service Levels and Key performance as per RFP, for a period of One (01) years , after roll out, stabilization and acceptance by ARIES, i.e., after successful Enterprise Wide Go-Live of the complete solution.
- (k) Adherence to Implementation Plan and Project Governance Structure.
- (l) Documentation of the complete ERP system Project.
- (m) Professional level Training in ERP for ARIES Core Team Personnel.
- (n) User level Training in ERP for ARIES Personnel
- (o) Quality review & quality assurance through feedbacks, adoption, monitoring, etc. as per RFP and SRS document.
- (p) Any other activity for successful supply, installation, implementation, integration of the complete ERP solution as per the RFP and SRS.
- (q) The Bidder/Contractor shall provide all required equipment, tools and resources which may not be specifically stated herein, but are required to meet the intent of ensuring completeness, maintainability and reliability of the total system covered under this RFP.

### **3. Project Planning, Project Management and Resource Deployment**

- (a) The bidder shall prepare an Integrated Project Plan for the entire project that covers detailed tasks which are intended to be performed as part of the project.
- (b) The roles and responsibilities for the project team along with support arrangements that are expected from ARIES need to be jointly arrived at and have to be signed off between the bidder and ARIES.
- (c) The successful bidder needs to prepare and submit an Inception Report, which will serve as the foundation document for all activities related to the project. Additionally, the Inception report must cover the risks the bidder anticipates and the plans they propose towards mitigating those risks. For the purpose of Inception Report, the bidder will carry all necessary site surveys as per agreed plan to understand the specific requirements of the concerned offices/divisions at ARIES, Nainital. The successful bidder shall also check the desktop/ laptop/printer/biometric devices, etc. requirements/availability, electrical cabling, WAN/ LAN requirements/availability and other Networking infrastructure requirements/availability, etc., in the concerned Offices/location of ARIES. The acceptance of the Inception Report by the nominated officer at ARIES is necessary before proceeding to the next stage of the project.
- (d) A detailed Project Charter including the detailed Project Plan, indicating all activities with resources proposed/required, their roles and responsibilities, time schedule of deliverables, detailed quality assurance plan, etc., needs to be prepared at the start of the project and submitted to ARIES for approval. A

tentative project charter representing the Bidder's Project organization, implementation methodology and proposed Project Plan shall be submitted by the bidder as a part of the Technical bid documents ([**Attachment 12**]).

- (e) The project charter should also contain (but not be limited to) project objectives, scope, detailed project description, approach and methodology, all project activities, milestones, deliverables (contractual or otherwise), timelines, project organization, roles and responsibilities, project risks and mitigation plans, communication matrix, escalation mechanism, governance mechanism, dependencies, project templates, etc. The project charter should include a detailed program for installing and implementing the ERP system covered under this RFP. The program shall be in the form of a bar chart or any suitable format identifying key phases in various stages of the project.
  - (f) Project Team: The successful bidder will prepare and submit a detailed project structure along with resource deployment plan). Bidder will have to submit the resumes of all the personnel to be deployed on the project for prior approval of ARIES at the start of project. The project Team should be so designed that the Project runs to Plan and delivers ARIES project objectives.
  - (g) It is believed that the success of the solution offered by the selected bidder can only be achieved when the bidder's and ARIES personnel form a strong team that create synergy in problem solving, understanding the ARIES requirement, and help to better tap the work progress & activities, etc. ARIES shall make available its implementation team that will work closely with the bidder's project implementation team so as to ensure proper skill transfer to ARIES team. The bidder's personnel must ensure full co-operation, supportive, knowledge-sharing, and transparency approach with the ARIES team at ever.
  - (h) The bidder's Project Implementation Team as specified in this RFP shall comprise of members from the bidder's organization and those from its consortium partner (if bidding as a consortium) unless specified otherwise.
  - (i) ARIES requires the bidder to exhibit how effectively they will manage, control and contribute to the project. The bidder shall form a project team comprising the following minimum key positions and it should be submitted in the bid proposal:
    - Project Director
    - Project Managers
    - Senior Associates
    - Full Stack Developers
    - Quality Assurance (QA) and Business Analyst (BA) specialists
    - Technical Team Members
    - Functional Team Members
    - Help Desk personnel (as required)
    - Other project roles such as Training & Documentation, etc. (as required)
- The bidder shall submit details of the proposed resources for the project in the resource deployment plans of the Bidder and the Consortium Partner in the **FORM-10** ([**Attachment 13**]) of the RFP.
- (j) The bidder shall not change any member of the Project Team during the entire implementation of the project without prior written confirmation from ARIES.

However, in the unlikely event of a change being required/ inevitable, the procedure for replacement of personnel as given below shall be followed:-

- i. Any personnel withdrawn from Project Team shall be replaced with an equally qualified and competent substitute after necessary approval from ARIES.
  - ii. The replacement request shall come from bidder's Project Director for necessary approval of ARIES.
  - iii. Bidder will provide the detailed justification for the request.
  - iv. Final decision shall be taken by the designated competent authority of ARIES.
  - v. Bidder will ensure that the resource replacement and knowledge transfer shall not impact the quality and timeline of the project.
- (k) Solution Assurance by Quality Review Group: The ERP implementation at ARIES is to be monitored by a Quality Review Group for ensuring smooth and timely implementation as per the ARIES requirement. The Bidder shall provide details of the Quality Assurance Plan envisaged for the implementation of proposed ERP system in the project plan. The Quality Review Group shall be responsible for:-
- Communicating the project status & risk to top management
  - Establish Project Standards, Methodologies & Tools
  - Participate in Project Status review meetings
  - Prepare Quality Review Strategy & Plan
  - Review Blueprinting, Go live readiness, ERP system stabilization, etc.
- (l) Overview Training: Successful bidder will provide an ERP product overview training to ARIES key stakeholders such as Sr. Management, Project Manager, Functional Teams, and IT Team as per the RFP, to familiarize them on product modules, functionalities, nomenclature, etc. The exact schedule of such training shall be decided by ARIES in consultation with the selected bidder based on the plan submitted by the selected bidder.

#### 4. Functional Requirement Specifications

- (a) A high-level analysis of the processes of ARIES has been done and functional requirements have been identified. The Functional Requirement Specifications (FRS) as envisaged for this project are referred in the **ANNEXURE-I** of the RFP document. The bidder needs to go through all the points mentioned in the FRS carefully, and mandatorily submit its Compliance against all the point in the Technical Bid ([**Attachment 14**]), otherwise the Bid will be rejected.
- (b) **ERP Suite, Database, etc.:**
- i. The Bidder should propose all required modules/functions from a single ERP suite to meet ARIES requirements. In case the Bidder uses any third party bolt-on tools, the sole responsibility of integrating such tools up to full satisfaction of ARIES would be of the bidder. The bolt-on module, if any used should be of perpetual license and shall not be restricted based on modules/function and location.
  - ii. Bidder will ensure that the entire solution is seamlessly integrated and user will operate through a single sign-on.

- iii. The integrated ERP solution must handle all the tasks starting from data entry to querying, reporting, analysis, decision making, development, administration, viewing reports / queries leading to analysis and decision making, Work flow, approvals having role based access of all the processes.
  - iv. The offered ERP Solution should be cross functional and interoperable between the implemented modules.
  - v. Any special tools, software for implementation, Master Data Operation and Management tools for Employees and Materials, Data Migration, Application Management, Project Management, Testing and Quality assurance, etc., shall be part of the offered solution by the bidder.
  - vi. The Bidder needs to supply the Database which is compatible with MySQL and MS SQL. Bidder needs to provide the suitable version of the Database considering the complete solution, enterprise wide users and server architecture. The database should be of full use and perpetual to meet the ARIES Integrated ERP requirements.
  - vii. All the databases in the solution must be safeguarded with highest security standards, and should have security back-up and easily recoverable.
- (c) **Deployment/ Installation of ERP System:** Bidder shall be sole responsible for installation of complete integrated ERP System, and other related software and tools, offered as solution against the Functional specifications at assigned location at ARIES. For details on functional requirements, bidder may please refer to **ANNEXURE-I** of this RFP. The bidder is required to comply with all the mentioned functionalities (but not limited to) as mentioned in the FRS (**ANNEXURE-I**).
- (d) Although, FRS for the respective modules have been provided, the Contractor will be responsible to carry out an independent system study at ARIES to thoroughly understand the functional and operational processes, technical requirements.
- (e) As mentioned in the **ANNEXURE-I**, the requirements outlined are very broad and the Bidder cannot assume the requirements provided in this document are final. The successful Bidder shall make their own arrangements to deploy their representative at ARIES to collect detailed requirements and accordingly customize the ERP system within the stipulated time. Deployed ERP solution should also be in complete compliance with the detailed SRS document that will be shared with the successful Bidder.

## 5. Technical Architecture & Technologies

The technical architecture specified for implementation of ERP solution is as follows:

- i. The system is to be n-tier architecture, centralized installation servicing the entire organization.
- ii. The integrated ERP system shall be open and flexible web based customized on-premise solution to fully reconcile and automate the existing set-ups of

Human Resource activities, financial accounting, payrolls, procurements, and administrative processes of the institute.

- iii. The proposed solution should support appropriate operating systems, databases, etc.
- iv. It should allow secure entry and access to information at any time with accuracy and reliability.
- v. The solution can handle multiple workflows and approval processes to allow flexibility for tailoring to specific operational requirements.
- vi. The solution can be easily extended and integrated to incorporate new technologies, innovative built solutions, and third-party bolt-on solutions.

Bidder must submit the essential details on the technologies to be used in the ARIES integrated ERP system in the prescribed format mentioned in **ANNEXURE-II ([Attachment 15])** of the RFP.

## 6. Operational Assurance & Time Performance

- (a) Operational assurance shall be given by the Contractor and covered in the contract with Contractor. These include guaranteed uptime standards, response time, system reliability, etc.
- (b) System response times are dependent upon the hardware and network infrastructure deployed. The Contractor is expected to advise ARIES regarding the changes required, if any, in the systems environment strategy.
- (c) ARIES requires specific response times as well as specific availability and reliability from the ERP solution, and expects that the Bidder/Contractor should interact with ARIES team at every stage to achieve the required operational performance.
- (d) The solution should comply with the screen operations response times (end to end) as per the **Table** given below:

Sl.No	User Activity	Maximum permissible time
1.	Menu Navigation - To display the menu as per the defined user role and profile	< 3 sec
2.	Screen Opening - To display the selected data entry screen from the menu chosen	< 3 sec
3.	Field Navigation - To navigate between the data entry fields in the screen	<3 sec
4.	Look-up response time - To display items from list of values	< 3 sec
5.	Look-up response time - To display items from table	< 8 sec
6.	Screen navigation - Time taken to navigate from one screen (tab page) to another which does not involve processing in earlier screen	< 2 sec
7.	Transaction commit – Response time taken to commit a simple transaction	< 3 sec
8.	Query Retrieval Response Time – Simple query	< 10 sec

9.	Query Retrieval Response Time - medium complexity query	< 15 sec
10.	Query Retrieval Response Time - High complexity query	< 25 sec
11.	Reports Generation Response Time - Simple report	< 15 sec
12.	Reports Generation Response Time - Medium complexity report	< 45 sec
13.	Reports Generation Response Time - High complexity report	< 2 min

The test shall be conducted for ascertaining Response Time Performance as defined in the above table for all components of the solution individually and together. During this test, the bidder shall deploy performance measurement tools to establish adherence to desired Standards of Performance.

- (e) System reliability will more often be dependent on hardware, database, and communications availability. The Bidder will need to clarify whether they require or impose any particular communication hardware management techniques or other requirements so that the same may be taken care of by ARIES.

## 7. Software Tools

- (a) Software tools used in the ERP system development must be of latest versions that are currently supported by their originator, if relevant. Software tools must be compliant with generally accepted standards and should be able to accommodate ARIES plan for the future expansion of systems. ARIES also expects tools and automation to feature in the implementation so as to maximize the efficiency and quality of the implementation.
- (b) Bidder shall ensure that the entire source code for the ERP solution to be provided to ARIES without charge. The source code must be in the preferred form in which a programmer would be able to modify it, and any deliberately obfuscated source code is not allowed. Intermediate forms such as the output of a pre-processor or translator are not allowed.
- (c) The software tools used in the ERP should be in conformity of the Government norms.

## 8. Realization

The successful bidder shall do the configuration and customization based on the approved ARIES requirements. After completion of configuration / customization of the ERP solution, the successful bidder/contractor shall carry out a trial run with ARIES data, and demonstrate the processes to the ARIES user team. If the need arises and the result is not up to the expectation of ARIES, further reconfiguration will be done by the successful bidder in order to close any gap left in meeting the desired objectives. The successful bidder/ contractor will also identify/ configure the users of the system, the activities being carried out by them and the necessary authorization/ limit to access, etc. Some of the other key activities, but not limited to, will be as given below:-

- Integration of the detailed design across modules
- Testing of the configuration of Modules
- Identification of the fields that need to be captured for the Masters and mapping of the information with the legacy systems.

## **9. Configuration**

ARIES would like to use the essential features of the ERP Solution and the Contractor is expected to make the necessary “Configuration” entries in the ERP Solution to achieve the ARIES needs. The configuration includes, but not limited to, small routines using User exits and developing screen variants as needed by ARIES by setting fields attributes - to hide, display and make them mandatory fields, etc.

## **10. Customization**

ARIES intends to have full-fledged, integrated ERP Solution functionality as far as practically possible that fits well for automating the ARIES work processes. In this regard, the Contractor is required to undertake customization as per the requirements.

## **11. Interface management**

- (a) The bidder shall also do the development and implementation of different interfaces wherever and whenever necessary.
- (b) The offered ERP solution must efficiently enable all required interfaces and integration with any other existing legacy applications/systems at ARIES or to additional/standalone new applications, as required by ARIES. The Bidder/Contractor shall validate and confirm the need for any such developments/ interfaces that are required in order to meet the functionality of modules. Any integration or interoperability problem needs to be fixed by the solution provider/Bidder at its own cost.
- (c) Integration solution can be used to undertake any future integration between any applications. As such, the proposed ERP system should provide adequate interfacing mechanisms (both at the application and data level) with a view to integrate future applications of ARIES. ARIES does not want to build and maintain point to point integration.

## **12. Compliance to Standards**

- (a) The bidder shall ensure bilingual (English & Hindi) support and other relevant standard formats for display, Printing and transmitting of data.
- (b) The bidder must ensure that the ERP technology components adhere to flexibility, interoperability, usability, availability, manageability, security and integration standards.
- (c) The bidder shall ensure adherence to all relevant standards as defined and notified by the Central Government of India (GoI) from time to time.

### **13. Quality Assurance**

- (a) ERP solution needs to be tested during various phases of the project to ensure that the configured/developed solution meets ARIES requirements and is as per standard practice.
- (b) The actual testing methodology, tools and success parameters will be mutually decided by ARIES and the bidder before carrying out the tests.
- (c) The Quality Review Group proposed to be formed at ARIES shall comprise representatives of ARIES, the Bidder, and the Bidder's Consortium Partner (if any).
- (d) The bidder shall provide details of tests being carried out during the implementation. Details of the testing strategy, its approach and methodology should also be provided by the successful bidder. The bidder is responsible to identify and inform ARIES regarding testing requirements and impacts.
- (e) The successful bidder shall work in a manner to satisfy all the testing requirements and adhere to the testing strategy outlined. The bidder must ensure deployment of necessary resources and tools during the testing phases. The bidder shall take remedial actions based on outcome of the tests and the observations of the Quality Review Group.
- (f) The bidder shall create the test strategy document that defines the requirements and goals of ERP configuration, determine the tools and methods used to check that the system responds correctly, determine how and when the test will be performed and recommend how the approval process should occur. The test strategy document shall guide the project team through the implementation to ensure that planning and conducting testing activities in the various phases of ERP implementation are proper.

### **14. System Acceptance Testing**

- (a) The contractor will develop acceptance test procedures for ARIES approval. The purpose of this acceptance is to ensure conformance to the required process operations, response times, and integrity of the software after installation, and to eliminate any operational bugs. Acceptance has to commence before data migration activities take place. This will include, but not be limited to, the following:-
  - i. Fine tuning of the software, ensuring all required related software components are installed.
  - ii. All the acceptance tests should be carried out before Go-Live at site.
- (b) At the satisfactory conclusion of these acceptance tests, the implementation of the software shall be considered complete for migration and Go-live.
- (c) The bidder shall provide standard functionality test suites for testing all the modules, both in standalone and in an integrated fashion. For software the bidder shall prepare the test plan and shall get it approved by ARIES. Test Data for different scenario (Test Cases) will be prepared in consultation with the users concerned for testing the modules. The pre-commissioning tests shall be carried out to assess, but not limited to, the following: -
  - i. Conformance to the functional requirements,
  - ii. Performance of the system with reference to response time and accuracy,



- iii. User friendliness.
- iv. Simultaneously, the documentation will also be reviewed by the user to ensure its accuracy and clarity.

## **15. Supply, installation, configuration, testing & commissioning**

- (a) The contractor shall be responsible for supply, installation, configuration, Testing and commissioning of integrated ERP system in a central Servers provided by ARIES, as per the RFP/Contract Agreement, for the implementation and hosting of ERP system of ARIES.
- (b) The contractor shall suggest the required Server configuration for the ARIES integrated ERP system in the Technical Bid ([**Attachment 16**]). The recommended servers should be able to accommodate possible scaling up requirements in the future.
- (c) Configuration of all the end user computing infrastructure - comprising of hardware (laptops, PCs, Printers, UPS, Biometric devices, etc.) and associated software at various office buildings of ARIES, as per the requirements.
- (d) The contractor shall ensure that adequate skilled technical and qualified staff is available to configure and commission these end user computing infrastructure (hardware and software) across ARIES premise.

## **16. ARIES responsibility for Data Migration**

ARIES will provide the complete information about the existing database and shall provide the legacy data in the form it is available in ARIES. ARIES shall cleanse, rationalize and validate the data with Bidders assistance for migration. Data Entry, if required, shall be the ARIES's responsibility and the same shall be done with the Bidder's guidance and assistance using the data entry programs/ applications/ tools developed and deployed by the selected bidder.

## **17. Data Mapping and cleansing**

- (a) It is assumed that there would be significant difference between existing database table structures and database table structures of the ERP application supplied by the bidder. There must be mapping done between existing tables and proposed tables and data be made compatible for migration into new tables. A comprehensive data mapping exercise must be undertaken by the bidder before embarking on data migration.
- (b) In the event of any gaps in data migration, the bidder shall discuss with ARIES in finding out the best solution. The Bidder's responsibility shall be to ensure that data migration is complete in all aspects, within time so that the requirements of the implementation are fulfilled.

## **18. Requirements for Data Migration**

- (a) The contractor shall formulate the "Data Migration Strategy Document" which will also include quality assurance mechanism. This will be reviewed and

signed-off by ARIES Project Manager prior to commencement of data migration.

- (b) All the legacy data will need to be migrated as per the requirements.
- (c) The contractor shall convey to ARIES in advance all the mandatory data fields required for functioning of the proposed solution and which are not available in the legacy systems / spreadsheets that are required to be obtained by ARIES.
- (d) The bidder shall develop data entry programs / applications or deploy any data migration tools that may be required for the purpose of data migration in order to capture data available with / obtained from ARIES in non-electronic format.
- (e) ARIES and the bidder shall mutually conduct the acceptance testing and verify the completeness and accuracy of the data migrated from the legacy systems to the proposed solution.

## **19. Other Activities to be completed before Go-Live**

- (a) Authorization Matrix / User Roles & Responsibilities is to be completed, got approved from Director, ARIES and to be configured in the solution.
- (b) Ensure all trainings have been conducted satisfactorily (Functional and technical training).
- (c) Entire ERP solution is tested and verified. There should not be any pending issues or requirements (both functional and technical).
- (d) Complete IT and non-IT infrastructure got tested to ensure that ERP system is working seamlessly across all locations and there is no issue pending.
- (e) Review the usage and performance of the ERP system till it stabilizes.
- (f) Documentation of the issues/problems that come up and solutions thereof.
- (g) Final configuration/ integration, and testing.
- (h) Check the completion of the Data Migration and obtain sign off from ARIES.
- (i) All User Manuals are to be completed and got approved from ARIES.
- (j) System configuration and other documents as mentioned in this RFP are to be completed and got approved from ARIES.
- (k) All the software codes and relevant requirements as per RFP are verified and handed over to the ARIES Project Manager.
- (l) Bidder/Contractor shall submit the standard parameters for auditing and quality control of the ERP system and demonstrate their effectiveness to the Quality review group.
- (m) Third Party Audit: - The Purchaser may, at its own cost, decide to conduct third-party audit of the implemented ERP solution, including any third party audit w.r.t. security as per the guidelines of Central Government of India. The bidder will have to make necessary changes in the configuration and/or solution as per the recommendations of third-party auditor / the Purchaser without any additional cost to the Purchaser.

## **20. Post Go-Live Stabilization Period**

- (a) The contractor shall be responsible for Project implementation and correct & satisfactory functioning of the ERP system.

- (b) Bidder will rectify, reconfigure the ERP solution if any issue is identified by ARIES.
- (c) Bidder will carry out tasks related to bug fixing (if any) in the system.
- (d) Maintaining back-ups of the implemented system.
- (e) Resolving any base ERP system related issues.
- (f) Minor developments, improvements in the output and input formats, as required.
- (g) Bidder will update user manuals and other relevant documents and software codes if there is any change in the process or solution and re-submit the same to ARIES.
- (h) The Stabilization Tests shall be conducted by powering up and continuous operation of all the systems on a 24x7 basis to ascertain that all components of the solution are working in the desired fashion individually and together. During stabilization test, the bidder shall deploy performance measurement tools to establish adherence to desired standards of performance as per the RFP.
- (i) If the system is found to be lacking in meeting prescribed availability performance and response time performance, the Bidder shall at its cost and expense make such changes, modifications, and/or additions to the ERP Solution as may be necessary for fully conforming to the standards of performance as per the RFP. The Bidder shall notify the Purchaser upon completion of the necessary changes, modifications, and/or additions and shall request the Purchaser for repeat of the stabilization acceptance tests.
- (j) In case it is found that additional licenses of the database, software, or other tools supplied by the bidder are required to achieve the performance parameters as defined in this RFP, the contractor shall supply such license without any extra cost to the purchaser.
- (k) For performance below the standards of performance as mentioned in the RFP the contract may liable to be terminated. In such case, the Owner may recover the entire cost paid to the Bidder.

## **21. Knowledge Management / Capacity Building and Training**

- (a) ARIES believes that it needs to build in-house skills in ERP implementation that will enable ARIES to reduce the dependency on external skills. The implementation approach followed by the successful bidder/contractor has to be such that it ensures that there is significant knowledge transfer from its consulting team to the ARIES Core Team during the course of implementation. This coupled with the emphasis on the product and implementation training offered to user teams before starting the project ensures that the required platform for knowledge transfer is established.
- (b) ARIES understand that for a project of this magnitude, appropriate & well-designed training for the core implementation team is a critical success factor. Successful bidder shall prepare a training strategy document which will include but not be limited to training methodology, schedules and content, etc. A well-designed training strategy is vital for development of competency that would enable ARIES core project team to steer the ERP implementation program

throughout the institute. The contractor shall therefore prepare a plan for suitable training needs of ARIES project core team members and the end users that would help the core team members to understand the ERP system in detail and subsequently undertake the ERP implementation along with the bidder, or subsequently as per need, while the training to end users shall help them to use the ERP system comfortably and efficiently.

- (c) Adequate training material which includes training manuals, reference manuals, quick reference cards, etc., (on-line and hard copies) should be provided during the training sessions for each functional and technical area of the ERP solution.
- (d) The objective of the training is to enable the trainees to handle future maintenance including Configuration, ERP and system administration, database administration, intelligence, analytics, ERP system security functions and compliances, Master Data Maintenance, and other administrative works of the system and address functional and technical queries of the users.
- (e) Detailed technical training with necessary tools and documentation shall be given to the IT/Technical team of ARIES which shall be attached with the technical team of the selected bidder responsible for carrying out technical activities related to the ERP system programming, maintenance, database administration, system administration, ERP administration, security, operations and maintenance of ERP and operating system, backups, etc.
- (f) For smooth running of the system & day-to-day functioning it is of paramount importance that adequate transfer of knowledge to the core team members of ARIES takes place. Towards this, the contractor should mentor a group of core team members of ARIES who may be subsequently made responsible for doing any configuration change independently or under the guidance of the selected bidder. The contractor needs to take the responsibility of creating a post-go-live support strategy. The objective of this exercise is to ensure that ARIES builds in-house competencies to maintain the ERP solution in the long term without dependency on external consultants.

## **22. Documentation of the complete ERP system**

- (a) To ensure that the proposed systems conform to the specific provisions and general intent of the specification, the successful bidder/Contractor shall submit documentation describing the systems to ARIES for review and approval. Further the contractor shall also submit the drawings/documents for all the hardware & software required for site installation, testing and commissioning and thereafter operation of the system.
- (b) Documentation shall be supplied and maintained by the successful bidder during the complete contract period of the project. The successful bidder must ensure that complete documentation of the ERP system is provided with comprehensive user manuals and shall adhere to standard methodologies in the project life cycle.
- (c) The contractor shall prepare the technical manuals, operations manual, administrator's manual & end-user manuals and training documents as per jointly agreed templates. The contractor shall obtain approval of ARIES for the relevant document at each stage before proceeding for system development,

factory testing, site testing, training, etc. The schedule for submission/approval of each document shall be finalized during the process of discussion and approval of ARIES Project Manager and during Detailed Design. This schedule shall be in line to overall project schedule.

- (d) Each document shall be identified by a Contractor document number, the ARIES document number, and the ARIES purchase order number. Where a document is revised for any reason, each revision shall be indicated by a number, date, and description in a revision block along with an indication of official approval by the Contractor's project head. Each revision of a document shall highlight all changes made since the previous revision. At least Six (6) sets of hard copy along with Six (6) sets of softcopies, in DVD/CD/Other suitable Electronic media, of the finalized documents shall be submitted to purchaser. Any changes observed during field implementation shall be incorporated in the as-build drawing and required sets of the same shall be submitted to the ARIES Project manager.
- (e) The provided documents shall comply with the requirements mentioned in **ANNEXURE-I**. However, the documents to be supplied is not restricted to those mentioned in **ANNEXURE-I**. The bidder shall ensure that the following documents, as applicable must also be covered under the scope of this project:
- i. Product Documentation facilitating self-education for ARIES personnel.
  - ii. Factory/site test certificates of various equipment supplied.
  - iii. User manuals and Warranty Cards
  - iv. System administrator manuals- software utilities, diagnostic programs etc.
  - v. Technical manuals
  - vi. Installation guides
  - vii. Standard checklist for installation, maintenance, etc., if any.
  - viii. Training Documents and manuals
  - ix. Trouble Shooting Guide/ Handbook or Helpdesk which describes the various trouble shooting methods.
  - x. Inception report
  - xi. Communication Plan listing all stakeholders in the project, defining their roles and responsibilities
  - xii. Functional and technical design documents including configuration documents
  - xiii. Functional and Technical Specifications
  - xiv. Program module descriptions and Program flow descriptions;
  - xv. Data model descriptions, Database entity relationships, table formats, and data element descriptions;
  - xvi. ERP system's table structures
  - xvii. All Architecture documents, Design documents, and testing and deployment manuals etc.
  - xviii. Function names and file name in the source code if applicable, corresponding test cases numbers and section number in the document manuals.
  - xix. Configuration/ Customization / Development requirement reports including source code documentations
  - xx. Data Migration Strategy document

- xxi. Final Data Migration reports
  - xxii. Product and System installation guides including the configuration steps of the supplied infrastructure.
  - xxiii. Installation and maintenance manual
  - xxiv. Quality Assurance Plan stating the planned actions to ensure satisfactory delivery conforming to ARIES functional requirements of ERP system.
  - xxv. Interface Control Document, documenting the interface characteristics of modules and sub-modules.
  - xxvi. Test Plan containing information on the software test environment to be used for independent testing, the test cases to be performed, and the overall testing schedule. This includes, schedule, resources, tools, procedures, environment definition, test cases, and software test results.
  - xxvii. Documentation of all configuration settings, other activities, steps / stages involved in the implementation
  - xxviii. Installation certificates, Testing and Commissioning Reports/Certificates
  - xxix. Standard and customized Report layout formats and contents;
  - xxx. Screen layout formats and contents;
  - xxxi. Transaction entry procedures;
  - xxxii. Operating specifications and system flowcharts;
  - xxxiii. Batch job setup, processing, and recovery/restart procedures;
  - xxxiv. Error codes with full descriptions and recovery steps
  - xxxv. Module wise and complete ERP System wise Operations and Maintenance Manual providing instructions for installing the application, troubleshooting, interpreting message logs, and Frequently Asked Questions (FAQs).
  - xxxvi. All test reports
  - xxxvii. Testing manual (unit testing, integration testing etc.), test scripts, test case, test results and other change management related documents
  - xxxviii. System architecture document
  - xxxix. Project go-live checklist report
    - xl. Application security documents;
    - xli. Procedures for system shut down, start-up, backup and recovery.
    - xlii. Procedures for data archival and data restoration and generating reports from these data.
    - xliii. Module wise User Manuals providing detailed instructions in the form of a narrative on how to use the application. In addition, it shall describe how to access, submit inputs to, and interpret outputs from the application.
    - xliv. A data dictionary listing out all the data elements shall be prepared.
    - xlvi. Document explaining integration with Third Party System (as applicable)
    - xlvi. System Acceptance Report/documents
    - xlvi. Any other document during the entire course of the project.
- (f) Contractor is also required to provide context sensitive on-line help documentation.
- (g) The contractor shall maintain and update all documentation related to the ERP system including that for software artifacts and database with adequate traceability matrix and version control.

- (h) Source Code- The contractor shall provide all the source code of the application software developed /customized for the solution provided to ARIES. All source code shall be provided with all relevant information such as SRS, Design doc etc. with proper details and mappings.
- (i) ARIES will have the rights to duplicate the hardcopy and soft copy for the documents created and/or submitted by the successful bidder/contractor under the contract without any financial and legal implications.
- (j) All the documents, manuals, etc., for all deliverables shall be in English and in soft and hard copy. Six (6) sets of hard copies along with six (6) sets of softcopies in CD/DVD of each of the finalized documents shall be submitted to ARIES.

### **23. Backup Solution**

- (a) Backup Solution (Backup Server) would be a key system to ensure Data Security, Continuity and Availability for the overall solution and it should be implemented in High Availability mode with load balancing function. Backup Server should be implemented using redundancy.
- (b) It is expected from selected bidder to come up with a detailed solution proposal in Solution Design Document and ensure data security during implementation of complete solution. Following are the minimum and indicative list of tasks, including but not limited to, required to be carried out by the selected bidder:
  - i. Backup server should be configured and enabled to perform backup of key data on regular intervals from servers, storage and other systems.
  - ii. Type of Backup and its intervals (Backup Schedules) should be carefully planned by the selected bidder, should be got approved from ARIES and should be configured in Backup solution to automate the data backup process.
  - iii. Contractor should ensure that the archived data should be encrypted using industry leading encryption methods. Providing proper and safe management of Encryption keys would be the responsibility of selected bidder.
  - iv. Contractor should configure system to optimally utilize the space. Whenever feasible data compression methods should be utilized to use space optimally, though ARIES should be apprised without fail on restoration time that would be needed in case if compression is used.
  - v. The Backup Solution should be configured and enabled to restore backup data successfully in case if the database is corrupted.
- (c) Any equipment which is not supplied in scope of this project but required for system integration must be communicated to ARIES well in advance, so that such equipment will be ensured by ARIES as per the requirements shared by the selected bidder. Latest and proven technologies in the market shall be suggested by the bidder for the proposed solution.
- (d) For any such requirement as mentioned above, ARIES may decide to use the existing capacity or to upgrade the hardware as per scalability feature available in the equipment. Selected bidder need to configure system or equipment as per requirement of ARIES without any additional cost to ARIES.

- (e) All the logs generated shall be categorized in different category such as Audit Logs, Security Logs, System Logs, Debugging Logs, etc. The selected bidder shall provide its recommendation on the retention periods of these logs and the same shall be got approved from ARIES.
- (f) The server should be configured and enabled to safely fetch, store and retain the logs.
- (g) The server should be configured and enabled to ensure that logs will not be tampered in any case, even by the system administrator level of users.
- (h) Server should be configured to store logs in structured manner to ensure fast and easy logs search.

## 24. Overall Security, Confidentiality, and Performance

The overall solution must be designed to cover the following objectives:

- (a) **Confidentiality:** Information within solution should be confidential.
- (b) **Integrity:** Information within solution should be in its original or expected form.
- (c) **Availability:** Information within solution should be accessible to the authorized and legitimate users of ARIES.
- (d) **Functionality:** The offered solution must meet all the ARIES requirements mentioned in this RFP.
- (e) **Ease of Use:** Every information system/modules & sub-modules should be easy to use, and should require a minimum of time to learn.
- (f) **Scalability:** Bidder shall ensure that the offered solution can work smoothly in higher workloads when the number of user's grows.
- (g) **Compatibility:** Bidder shall ensure easy import / export features and integration with other applications (e.g. Tally in F&A module).
- (h) **Security:** Bidder shall ensure the capability of the ERP application to prevent one unauthorized person to be able to reach information and data. Different types of users can be at different levels of access rights.

## 25. Project Deliverables & Timelines

- (a) The implementation of ERP Solution has to be completed within 12 months (48 weeks) from the date of signing of contract.
- (b) The project will be planned in different phases which will be mutually decided between ARIES and Contractor. Bidders are encouraged to propose the phases and deliverables for the sake of comprehensiveness based on their experience of delivering similar projects which can enhance the quality of work.
- (c) It is expected that the project will move from one phase to the next only when the deliverables of that phase are accepted and approved by ARIES.
- (d) Each of the major milestone deliverables should be accompanied with a presentation on the deliverables by the bidder. The submission of deliverable will be deemed complete after the submission of the hard copy, soft copy of the deliverable and presentation by the bidder.
- (e) Bidders should note that all deliverables as part of ERP implementation, as per the RFP and those necessary for the successful completion of the project needs



to be provided, whether exclusively mentioned or not. If the Purchaser requests for any other reasonable documents / deliverables considering the project requirements, Bidder will have to provide the same.

**It is hereby acknowledged that we have gone through all the clauses/points mentioned in the Section-III as well as all the terms & conditions mentioned herein and we agree to abide by them.**

**Date:**

Signature and Name of Authorized  
Representative of the Bidder

**Place:**

along with official seal and address

## **SECTION IV: Conditions of Contract (COC)**

### **1. Contract Documents**

Subject to the order of precedence set forth in the Contract Agreement, all documents forming the Contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory. The term contract documents shall mean and include the following which shall be deemed to form an integral part of the Contract:

- (a) Invitation to Bid/ RFP including all other documents included under this tender document.
- (b) Contractor's Bid Proposal and the documents attached there to including the letters of clarifications thereto between the Contractor and ARIES prior to the Award of Contract except to the extent of repugnancy.
- (c) All the materials, literature, data and information of any sort given by the Contractor along with his bid, subject to the approval of ARIES.
- (d) Letter of Award and any agreed variations of the conditions of the documents and special terms and conditions of Contract, if any.
- (e) In the event of any ambiguity or conflict between the Contract Documents listed above, the agreement/ settlement reached later shall prevail over the earlier agreement/settlement, if any.

### **2. Contract Documents Governing Law, Disputes, and Jurisdiction**

The Contractor shall conform to and comply with all applicable Laws of the State or Central Government and / or any Legal Authority, bye-laws of ARIES and all other local authorities including without limitation to labour laws and tax laws. In case of any dispute arising between the contractor and ARIES during Bidding process, award of Contract, and during execution of the Contract, the matters shall be settled in the court of competent jurisdiction located within the local limits of Nainital District, Uttarakhand.

### **3. Consortium**

The bidding process is open to OEM/ OEM Authorized ERP Implementation Partners/ OEM Authorized System Integrators of ERP Products either on their own or by forming a consortium. However, for the execution of this RFP a consortium of maximum two members, i.e., OEM Authorized ERP Implementation Partner/ OEM Authorized System Integrator of the ERP Product is permitted as per the following conditions:

- (a) The OEM Authorized ERP Implementation Partner/ OEM Authorized System Integrator of the ERP Product should be the Lead Partner of the consortium.
- (b) Response to the bid has to be submitted only by the OEM Authorized ERP Implementation Partner/ OEM Authorized System Integrator of the ERP Product and it would be designated as the Bidder for the purpose of the Bid.
- (c) Response to the Bid must contain a written declaration by the competent authority of all the consortium members that :
  - (i) They have collectively agreed to respond to the Bid.

- (ii) They have nominated the named entity (name of OEM Authorized ERP Implementation Partner/ OEM Authorized System Integrator of the offered ERP Product) as the leader of the consortium and his nomination will be evidenced by submitting a Joint Deed of Agreement signed by legally authorized signatories of all the members of consortium.
- (d) The consortium leader is authorized to receive instructions/communications from ARIES, authorized to incur liabilities and deliver all the provisions of the contract on behalf of the consortium members.
- (e) All the members of the consortium shall be responsible and liable jointly and severally for the execution of the Scope of Work under Contract Agreement in accordance with the terms and conditions of the Consortium Agreement. However, the leader of the Consortium shall be solely responsible for the integration, interface, coordination and completeness of the entire Scope of Work including establishment of the Performance Guarantee under the Agreement.
- (f) It will be the responsibility of the OEM Authorized ERP Implementation Partner/ OEM Authorized System Integrator of the ERP Product (Lead Partner) to certify the work completed by the consortium partner.
- (g) The OEM Authorized ERP Implementation Partner/ OEM Authorized System Integrator of the ERP Product (Lead Partner) cannot submit different bids by forming consortium with any other Partner/Parties.
- (h) Payments shall be released only to the OEM Authorized ERP Implementation Partner/ OEM Authorized System Integrator of the ERP Product, being Lead Partner, against his invoices as per Price Schedule for the entire scope of the works of the project.
- (i) The bidder should provide a declaration from all the consortium members that they have full property right or requisite right to use all the intellectual property / tool they propose to supply or use in the course of the project.
- (j) The offer shall be signed by the OEM Authorized ERP Implementation Partner/ OEM Authorized System Integrator of the ERP Product, being Lead Partner, only,
- (k) A Joint Deed of Agreement in this regard is to be invariably submitted by the bidder in the Technical Bid [**Attachment 17**].

#### **4. Subcontracting**

- (a) The successful bidder would provide all the services through its own company or the consortium and in no case, the bidder shall subcontract or sublet any portion of the work without explicit written consent of ARIES. However, if subcontracting for specialized work/ services is required, the Successful Bidder will take prior permission from ARIES by giving details of work/ services to be subcontracted, subcontractor profile and past experience.
- (b) In any case, the successful bidder shall be solely responsible to ensure compliance of all obligations under the contract.
- (c) However, the above sub-clauses will not be applicable for the items to be sourced from the OEMs specified or permitted in the Bid in accordance with the RFP.

## **5. Agreement**

The successful Bidder shall sign an agreement with ARIES, primarily based on the terms & conditions of this RFP document. In addition, the agreement may have certain terms which are mutually agreed by ARIES and the successful bidder for smooth execution of service.

## **6. Performance bank guarantee (PBG)**

The successful Bidder must furnish a performance security deposit of 10% of total item value price in the form of a bank guarantee OR a fixed deposit receipt in favor of “Director, ARIES” from any nationalized bank. PBG should be valid up to the end of warranty period. No interest shall be paid on PBG.

## **7. Contractual Conditions**

### **7.1 Scope**

The details on the integrated ERP solution to be supplied are specified in **Section III: Detailed Scope of Work**. However, the requirements against the tasks outlined in the above-mentioned Section of this RFP are very broad and the Bidder cannot assume the requirements provided in this document are final. Unless otherwise stipulated in the Contract, the Scope of Work shall include all such items not specifically mentioned in the contract but that can be reasonably inferred from the contract as being required for attaining Delivery and Completion of the integrated ERP application software, in complete compliance with this RFP and SRS document, that will be shared with the successful Bidder, if necessary. The successful Bidder shall make their own arrangements to deploy their representative at ARIES to collect detailed requirements and accordingly customize the ERP system within the stipulated time.

### **7.2 No access and nondisclosure of data**

The Bidder should have no access to the data of ARIES that will be utilized and/or generated by the software solution provided by them. However, in the event of partial or full access of data during deployment/maintenance, the Bidder shall be in complete confidence with ARIES and the data should not be used for any personal, professional or advertisement purpose by the Bidder or their employees. The Bidder shall sign a Non-Disclosure Agreement (NDA) in this regard.

### **7.3 Effective Date of Contract**

The Effective date of Contract shall be the date of signing of Contract Agreement, subject to conditions stipulated hereunder:

- (a) Acceptance of Letter of Award (LoA) and date of signing of Contract agreement by the Successful Bidder
- (b) Submission of Contract Performance Bank Guarantee (PBG) for 10% of the total Contract Price

#### **7.4 Period of Contract & Warranty**

- (a) The successful bidder shall start working on this project immediately from the Effective Date of the Contract as specified in Clause 7.3 above.
- (b) The implementation of ERP Solution has to be completed within 12 months (48 weeks) from the date of signing of contract. As such the Bidder shall give a perpetual access to ARIES for using the software for the activities of ARIES. The successful Bidder shall also be responsible for the subsequent one-year comprehensive Warranty to the complete ERP solution provided, after roll out, stabilization and acceptance by ARIES, i.e., after successful Enterprise Wide Go-Live of the complete solution. Thus, the total period of contract shall be reckoned accordingly.
- (c) The above-mentioned one-year comprehensive Warranty shall also be utilized for full testing, bug-fixing, and customization if needed further. During the Warranty period, the Bidder will have to ensure the ERP software running smoothly without any technical glitches or without any security threats. However, making the software suitable if the software does not function well due to advancements in the contemporary technology shall necessarily come under the Warranty period.
- (d) Further, the Bidder should provide Annual Maintenance Contract (AMC) offer separately to the complete ERP package at a nominal/reasonable price for another five (05) years from the date of expiry of warranty of the ERP solution. ARIES may, at its discretion, may accept the AMC of the offered ERP solution. For the purpose of Financial Bid Evaluation, this component will not be included.

#### **7.5 Performance monitoring**

The successful Bidder shall have a mechanism to address the issues in the ERP software raised by the users of ARIES during the warranty period. Depending on the gravity of the issues, the Bidder shall either settle online or has to send a representative to ARIES for fixing up the issues. No cost shall be borne by ARIES in this regard. Non-performance of the Bidder in this regard shall be treated as a breach of contract and accordingly some penalty as deemed fit by ARIES shall be imposed on the Bidder. If required, the penalty may be recovered from the PBG. The same shall be applicable if the quality of the whole ERP solution or even one of its modules is very bad and it does not meet the requirements of ARIES or it is far from the satisfaction of users. Further, it is the responsibility of the Bidder to compensate ARIES as deemed fit by ARIES in the event of data losses or hardware damage due to poor implementation and deployment of the ERP software.

#### **7.6 User Feedback**

- (a) The successful Bidder is expected to build adequate mechanisms to get the feedback from different end users of the ERP Solution i.e. ARIES employees, during different stages of the project. These

users/stake holders for giving feedback will be identified by the Project Manager. The following is expected from the Contractor on these feedbacks:

- i. All the feedback will be discussed with the Project Manager, and based on his clearance, the same will be incorporated into the project.
- ii. If the feedbacks demands for any rework or if it has been given for correcting the inadequacy of quality of the work produced, additional effort incurred by the Contractor towards these reworks will be without any obligation to ARIES.
- iii. Contractor has to build in adequate mechanisms to control the risks of time over runs possibly due to effort required to rework bad quality deliverables.
- iv. Contractor has to indicate in the beginning and during the start of each phase how it plans to take feedback and the mechanisms to incorporate the feedbacks into the project plan and deliverables.
- v. Contractor will report to Project Manager how the feedbacks have been incorporated into the project deliverables and take his sign off.

## **8. Risk purchase**

- (a) In case the Bidder withdraws the offer submitted by him/ her after it is accepted by ARIES and fails to supply the Integrated ERP solution and services as per the Terms & Conditions of the Contract, or at any time repudiated the contract wholly or in part, ARIES shall be at liberty to cancel the Purchase Order and to recover from the Bidder the extra cost and the other loss incidentals to the breach of Contract on the part of the Bidder apart from other legal recourses. Prior to invoking Risk Purchase clause, notice period of thirty (30) days will be offered to the Bidder.
- (b) If the Contractor shall neglect to execute the works with due diligence and expedition or shall refuse or neglect to comply with any reasonable order given to him, in writing by ARIES representative in connection with the works or shall contravene the provisions of the Contract, ARIES may give notice in writing to the Contractor to make good the failure, neglect or contravention complained of.
- (c) Should the Contractor fail to comply with the notice within thirty (30) days from the date of service thereof, then and in such case ARIES shall be at liberty to employ other workmen and forthwith execute such part of the works as the Contractor may have neglected to do or if ARIES shall think fit, it shall be lawful for him, without prejudice to any other right he may have under the Contract, to take the works wholly or in part out of the Contractor's hands and re-contract with any other person or persons to complete the works or any part thereof and in that event ARIES shall have free use of all Contractor's provided resources that may have been at the time on the Site in connection with the works without being responsible to the Contractor for fair wear and tear thereof

and to the exclusion of any right of the Contractor over the same, and ARIES shall be entitled to retain and apply any balance which may otherwise be due on the Contract by him to the Contractor, or such part thereof as may be necessary, to the payment of the cost of executing the said part of the works or of completing the works as the case may be. If the cost of completing of works or executing part thereof as aforesaid shall exceed the balance due to the Contractor, Contractor shall pay such excess. Such payment of excess amount shall be independent of the penalties for delay in completion & penalty for delay in deployment of personnel which the Contractor shall have to pay if the completion of works is delayed. The Contract Performance Guarantee shall be valid for the full value and for the full period of the Contract including the Warranty period.

## **9. Force Majeure**

For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by government agencies. Force Majeure shall not include:

- Any event which is caused by the negligence or intentional action of a Party or such Party's employees, nor
- Any event which a diligent Party could reasonably have been expected to both (i) take into account at the time of the conclusion of this Contract, and (ii) avoid or overcome in the carrying out of its obligations hereunder.

The decision of the Director, ARIES with regard to the occurrence, continuation, period or extent of Force Majeure shall be final and binding on the successful bidder.

## **10. Penalties**

- (a) The Time Schedule stipulated in the Contract shall be deemed to be the essence of the Contract. In case the Contractor fails to achieve the time specified for completion of Implementation Phase i.e. Operational Acceptance of complete ERP Solution by ARIES, penalty will be levied to the Contractor for the extent of delays attributable, subject to Force Majeure, as defined in the Clause 9 above. The penalty shall be levied @ 0.50% (half percent) of the total Contract Prices per week of delay, or part thereof, subject to a maximum of 10% of the total Contract Prices.
- (b) In case Penalty reaches 10%, Director, ARIES reserves the right to terminate the contract.
- (c) If the reasons for delay is solely attributable to the Contractor, penalty shall be levied and extension of time may be granted with levy of penalty. However,



if the reason for delay is solely attributable to the Owner, adequate time extension shall be granted in accordance with Clause No. 11 of this Section.

- (d) If the decision regarding the reasons for the delay is required to be analysed and the same can only be determined after completion of the work or if the issue is likely to enter into dispute or requires in-depth study to fix the responsibility for the delay, then the provisional time extension may be granted to the Contractor reserving the right of the Owner for levy of penalty at a later date, if so determined.

### **11. Extension of Timelines**

If at any time during performance of the Contract, the successful bidder should encounter conditions including those reasonably covered under Force Majeure impeding timely completion of the Works, the successful bidder shall promptly notify ARIES in writing for the delay, its likely duration, and its cause. As soon as practicable after receipt of the successful bidder's notice, the Director, ARIES shall evaluate the situation and may at its discretion extend the successful bidder's time for Performance, in which case the extension shall be ratified through amendment of the Contract.

Except in case of Force Majeure, or where the delay in delivery of the Goods or completion of Services is caused due to any delay or default of the Owner, any extension granted under this clause shall not absolve the successful bidder from its liability to pay the penalty pursuant to Clause 10 of this Section. However, the Contractor shall at all times use its reasonable efforts to minimize any delay in the performance of its obligations under the Contract.

### **12. Assignment**

The Contractor shall not, without the express prior written consent of the Employer, assign to any third party the Contract or any part thereof, or any right, benefit, obligation or interest therein or there under, except that the Contractor shall be entitled to assign either absolutely or by way of charge any monies due and payable to it or that may become due and payable to it under the contract.

### **13. Suspension of the Scope of work**

Director, ARIES reserves the right to suspend and reinstate any part of the Works without invalidating the provisions of the Contract. Orders for suspension or reinstatement of the Works will be issued by the ARIES to the successful bidder in writing. The time of completion shall then be extended by a period to be mutually discussed and agreed.

### **14. Termination**

Director, ARIES, without prejudice to any other rights or remedies it may possess, may terminate the Contract forthwith in the following circumstances by giving a notice of termination and its reasons therefore to the Contractor.

- (a) If the Contractor becomes bankrupt or insolvent, has a receiving order issued against it, compounds with its creditors, or, if the Contractor is a corporation, a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if the Contractor takes or suffers any other analogous action in consequence of debt.
- (b) If the Contractor assigns or transfers the Contract or any right or interest therein in violation of the provision of Clause 11 (Assignment) of this Section.
- (c) If the contractor, in the judgement of the Employer has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- (d) If the Contractor has abandoned or repudiated the Contract as per agreed scope/ quoted prices after the award of Purchase Order.
- (e) Persistently fails to execute the Contract in accordance with the Contract or persistently neglects to carry out its obligations under the Contract without just cause.
- (f) Refuses or is unable to provide sufficient materials, services or labor to execute and complete the works/services in the manner specified in the contract under the Scope of Work and in accordance with the Project Deliverables and Timeline at rate of progress that give reasonable assurance to the Employer that the contractor can attain the Completion of the Work within the given Timeline for completion.

## **15. Consequences of Termination**

Upon Termination of the Contract, the Successful bidder shall:

- (a) Either immediately or upon such date as is specified in the notice of termination, a) cease all further work, except for such work as the Employer may specify in the notice of termination for the sole purpose of protecting that part of the Facilities already executed, or any work required to leave the Site in a clean and safe condition
- (b) Prepare and present a detailed exit plan to the authority of ARIES ("Exit Plan") within five (05) calendar days of termination notice receipt.
- (c) The Owner along with designated team will review the Exit plan. If approved, Successful bidder shall start working on the same immediately. If the plan is rejected, Successful bidder shall prepare alternate plan within three (03) calendar days. If the second plan is also rejected, Owner will provide a plan for Successful bidder and it should be adhered by the successful bidder in totality.
- (d) The Exit Plan should cover at least the following:-
  - i. Execute all documents that may be necessary to effectively transfer all the ownership, right, and title, including OEM warranties in respect of all the equipment, material, hardware and software supplied for the project in connection with the instant contract;
  - ii. Handover all developed codes/customization, related documentation and other Configurable Items, if any in his possession;
  - iii. Handover the list of all IT Assets, passwords, databases, etc. to ARIES.

- iv. Deliver to the Employer all drawings, specifications and other documents prepared by the Contractor or its Subcontractors as at the date of termination in connection with the Facilities.

## **16. Time-The essence of contract**

- (a) The time and the date of completion of the Contract as stipulated in the Contract Agreement; and so incorporated in the Letter of Intent (LoI) /Letter of Award (LoA), with modifications, if any; shall be deemed to be the essence of the Contract. The Contractor shall so organize his resources and perform his work as to complete it not later than the date agreed to.
- (b) The Contractor shall submit a detailed PERT network/bar chart within the time frame agreed consisting of adequate number of activities covering various key phases of the work such as design, procurement, manufacturing, shipment and field erection/installation activities as per the Project Work Plan mentioned in Contract Agreement. PERT network/bar chart shall also indicate the interface facilities to be provided by ARIES and the dates by which such facilities are needed. During the performance of the Contract, if in the opinion of the ARIES, proper progress is not maintained, suitable changes shall be made in the Contractor's operations to ensure proper progress without any cost implication to ARIES. The interface facilities to be provided by ARIES in accordance with the agreed PERT network/bar chart shall also be reviewed while reviewing the progress of the Contractor.
- (c) Based on the above agreed network/bar chart various reports shall be submitted by the Contractor as directed by the ARIES representative and/or as defined in the Scope of Work Section.
- (d) If the progress is found below par, ARIES reserves the right to get the work executed through any other agency at the risk & cost of contractor.

## **17. Site Regulations & Safety**

- (a) The Contractor shall comply with the provision of all laws including labour laws, rules, regulations and notifications issued there under from time to time. All safety and labour laws enforced by statutory agencies and by ARIES shall be applicable in the performance of this Contract and Contractor's Team shall abide by these laws.
- (b) The Contractor shall take all measures necessary or proper to protect the personnel, work and facilities and shall observe all reasonable safety rules and instructions. Contractor's Team shall adhere to all security requirement/regulations of the ARIES during the execution of the work.
- (c) The Contractor shall report as soon as possible any evidence, which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations.
- (d) ARIES representative will be indemnified for all the situations mentioned in this clause.

**18. Emergency Work**

- (a) If, by reason of an emergency arising in connection with and during the execution of the Contract, any protective or remedial work is necessary as a matter of urgency to prevent damage to the Facilities, the Contractor shall immediately carry out such work.
- (b) If the Contractor is unable or unwilling to do such work immediately, the Employer may do or cause such work to be done as the Employer may determine is necessary in order to prevent damage to the Facilities. In such event the employer shall, as soon as practicable after the occurrence of any such emergency, notify the contractor in writing of such emergency, the work done and the reasons therefore. If the work done or caused to be done by the Employer is work that the Contractor was liable to do at its own expense under the Contract, the reasonable costs incurred by the Employer in connection therewith shall be paid by the Contractor to the Employer. Otherwise, the cost of such remedial work shall be borne by the Employer.

**19. Conflict of Interest**

- (a) The bidder shall not engage, and shall cause their personnel not to engage, either directly or indirectly, in any business or professional activities which would conflict with the activities assigned to them under this Contract.
- (b) The Purchaser considers a conflict of interest to be a situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations, and that such conflict of interest may contribute to or constitute a prohibited corrupt practice.
- (c) If the successful bidder is found to be involved in a conflict of interest situation with regard to the present assignment, the Director, ARIES may choose to terminate this contract.

**20. Confidentiality after contract**

- (a) Both parties undertake to each other to keep confidential all information (written as well as oral) concerning the business and affairs of the other, which has been obtained or received as a result of the discussions leading up to or the entering of the contract.
- (b) After entering into the contract the Owner and the Successful Bidder shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract. Notwithstanding the above, the Successful Bidder may furnish to its Subcontractor such documents, data, and other information it receives from the Owner to the extent required for the Subcontractor to perform its work under the Contract, in which event the Successful Bidder shall obtain from such Subcontractor an

undertaking of confidentiality similar to that imposed on the Successful Bidder under this Clause.

- (c) The Successful bidder shall not use such documents, data, and other information received from the Owner for any purpose other than the design, procurement, or other work and services required for the performance of the Contract.

## **21. Liability/Indemnity**

- (a) The Contractor hereby agrees to indemnify the Owner, for all conditions and situations mentioned in this clause, in a form and manner acceptable to the Owner. The Successful Bidder agrees to indemnify the Owner and its officers, from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter-alia during and after the Contract period out of:
  - i. any negligence or wrongful act or omission by the Contractor or its agents or employees or any third party associated with Successful Bidder in connection with or incidental to this Contract; or
  - ii. any infringement of patent, trademark/ copyright or industrial design rights arising from the use of the supplied Goods and Services or any part thereof.
- (b) The Contractor shall also indemnify the Owner against any privilege, claim or assertion made by third party with respect to right or interest in, ownership, mortgage or disposal of any asset, property, movable or immovable as mentioned in any Intellectual Property Rights, licenses and permits
- (c) Without limiting the generality of the provisions of this clause, Contractor shall fully indemnify, hold harmless and defend the Owner Indemnified Persons from and against any and all suits, proceedings, actions, claims, demands, liabilities and damages which the Owner Indemnified Persons may hereafter suffer, or pay by reason of any demands, claims, suits or proceedings arising out of claims of infringement of any domestic or foreign patent rights, copyrights or other intellectual property, proprietary or confidentiality rights with respect to any Goods, Services, information, design or process supplied or used by the Successful Bidder in performing the bidder's obligations or in any way incorporated in or related to the Project. If in any such suit, action, claim or proceedings, a temporary restraint order or preliminary injunction is granted, he shall make every reasonable effort, by giving a satisfactory bond or otherwise, to secure the suspension of the injunction or restraint order. If, in any such suit, action, claim or proceedings, the Goods or Services, or any part thereof or comprised therein, is held to constitute an infringement and its use is permanently enjoined, the Successful Bidder shall promptly make every reasonable effort to secure a license for the Owner, at no cost to the Owner, authorizing continued use of the infringing work. If the Successful Bidder is unable to secure such license within a reasonable time, the Successful Bidder shall, at its own expense, and without impairing the specifications and standards, either replace the affected work, or part, or process thereof with

non-infringing work or part or process, or modify the same so that it becomes non-infringing.

- (d) If any proceedings are brought or any claim is made against the Owner arising out of the matters referred here under, the Owner shall promptly give the Successful Bidder a notice thereof, and the Successful Bidder may at its own expense and in the Owner's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.
- (e) If the Successful Bidder fails to notify the Owner within thirty (30) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Owner shall be free to conduct the same on its own behalf. The Owner shall, at the Successful Bidder's request, afford all available assistance to the Successful Bidder in conducting such proceedings or claim, and shall be reimbursed by the Successful Bidder for all reasonable expenses incurred in so doing.

## **22. Defect Liability**

- (a) The successful bidder shall warrant that the offered integrated ERP solution or any part thereof shall be free from defects in the design, architecture, engineering, development, material, implementation, testing, workmanship, etc. of the ERP solution supplied and of the complete work executed.
- (b) The Defect Liability Period for ERP Solution shall be for a period of 12 months from the date of Operational Acceptance of integrated ERP Solution. If during the Defect Liability Period any defect be found in the design, architecture, development, material, implementation, testing, workmanship, etc. of the ERP Solution supplied and of the complete work executed by the Contractor, the Contractor shall promptly, in consultation and agreement with the ARIES Project Manager and at the cost of the Contractor, repair, replace or otherwise make good such defect as well as any damage to the ARIES caused by such defect.
- (c) If the repair, replacement or making good is of such a character that it may affect the efficiency of the Solution or any part thereof, ARIES may give to the successful bidder a notice requiring that tests of the defective part of the Solution shall be made by the successful bidder immediately upon completion of such remedial work, whereupon the successful bidder shall carry out such tests. If such an element fails the tests, the successful bidder shall carry out further repair, replacement or making good (as the case may be) until that part of the Solution passes such tests. The tests shall be agreed upon by the Owner and the successful bidder. If the successful bidder does not commence the rectification either by repair or replacement of such defects within the timelines under the Contract, ARIES may, at its option, rectify the defects at the successful bidder's expense. ARIES shall, in such case, deduct from payment due to the successful bidder the expenses incurred by the ARIES for remedy of such defects without prejudice to the other rights of ARIES under the Contract.
- (d) If the Solution or any part thereof cannot be used by reason of such defect and / or making good of such defect, the Defect Liability Period of the offered ERP

Solution or such part, as the case may be, shall be extended by a period equal to the period during which the Solution or such part cannot be used by ARIES because of any of the aforesaid reasons.

### **23. Documents to be the Property of the Owner**

All plans, specifications, designs, reports, other documents and software submitted by the successful bidder under this Contract shall become and remain the property of the Owner, and the successful bidder shall, not later than upon termination or expiration of this Contract, deliver all such documents to the Owner, together with a detailed inventory thereof.

**It is hereby acknowledged that we have gone through all the clauses/points mentioned in the Section-IV as well as all the terms & conditions mentioned herein and we agree to abide by them.**

**Date:**

**Place:**

Signature and Name of Authorized  
Representative of the Bidder  
along with official seal and address

## **SECTION V: Essential Forms**



**FORM-1**

**Original Equipment Manufacturer (OEM)'s  
Authorization & Support Form**  
[Refer Point. 2 of Section-II]  
(TO BE SUBMITTED AS A PART OF TECHNICAL BID)

To  
The Director  
Aryabhatta Research Institute of observational sciences (ARIES),  
Manora Peak, Tallital Sub PO,  
Nainital 263001, Uttarakhand, INDIA

**Sub: Implementation of Integrated ERP solution in ARIES****Tender Ref. No.** \_\_\_\_\_**Tender ID:** \_\_\_\_\_

Dear Sir,

We, who are established and reputed manufacturers/ producers of \_\_\_\_\_, having factories/ development facilities at \_\_\_\_\_ (address of factory/facility) with presence in India since last 10 years, do hereby authorize M/s. \_\_\_\_\_ (Name and address of Bidder/Partner) to submit their Bid, as the Bidder/Consortium Partner, with our products/solutions as listed below for ARIES Integrated ERP Solution (please mention the applicable Solution) in their bid and enter into the contract agreement with ARIES in case of award, against ARIES's above referred RFP and Tender:

1. ERP Product / Solution/ Module details
  - a)
  - b)
2. ERP Product/Solution/ Module details
  - a)
  - b)

We hereby extend our warranty and support for the solution, products and services offered by the above firm against this Bid invitation. We would be responsible for expeditiously providing all spares and maintenance support and for providing replacements, repairs, updates, patches, security updates, bug fixes, etc., for our aforesaid products as required in the instant tender/RFP for the entire period of contract between ARIES and M/s. \_\_\_\_\_ (Name and address of Bidder) and throughout the period of warranty and support as required in the subject RFP at ARIES.

We confirm that our above mentioned products/solutions/modules meet all the technical & functional requirements as specified in the RFP and the products/solutions/modules quoted in the bid submitted by M/s. \_\_\_\_\_ (Name and address of Bidder) are of latest version / specification, are not at end of life cycle, are not at end of support, are not due for end of sale.

We duly authorize M/s. \_\_\_\_\_ (Name and address of Bidder) in fulfilling all Installations, Testing, Commissioning, Technical Support and Maintenance obligations, etc., required under the contract for our offered product.

We also assure you that we \_\_\_\_\_ (Name and address of the OEM) indemnify AIES against any third party claims of infringement of patents, trademarks arising from the use of the above products (software/ hardware/ other) for the entire period of contract under the above referred RFP.

We hereby declare that we are not insolvent, in receivership, bankrupt or being wound, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended and we are not the subject of legal proceedings for any of the foregoing.

Yours faithfully,

Name of the Authorized Signatory of OEM: \_\_\_\_\_

In the capacity of: \_\_\_\_\_

Signature & Seal \_\_\_\_\_

Date:

Place:

**Note:**

- This letter of authority/form should be on the letterhead of the OEM and should be signed by an authorized person of the OEM who is the competent authority.
- This form has to be provided by the OEM's for each of their products proposed by the bidder/consortium in its bid against the RFP.
- It is expected that the bidder shall submit Form-1 in the format as given above. However, changes in the language of Form-1 "Original Equipment Manufacturer (OEM)'s Authorization and Support Form" may be considered if the same is submitted without diluting the overall intent and requirements as asked for in this Form.

**FORM-2**

**Financial Capacity of the Bidder/ ERP OEM**  
 [Refer Point. 2 of Section-II]  
 (TO BE SUBMITTED AS A PART OF TECHNICAL BID)

To  
 The Director  
 Aryabhatta Research Institute of observational sciences (ARIES),  
 Manora Peak, Tallital Sub PO,  
 Nainital 263001, Uttarakhand, INDIA

**Sub: Implementation of Integrated ERP solution in ARIES****Tender Ref. No.** \_\_\_\_\_**Tender ID:** \_\_\_\_\_

Dear Sir,

**Certificate From The Statutory Auditor/ Chartered Accountant of the  
 Bidder/ERP OEM (\*)**

Based on the Audited Annual Accounts of M/s \_\_\_\_\_ (name of the Bidder/ERP OEM) this is to certify that M/s \_\_\_\_\_ (name of the Bidder/ERP OEM) has Annual Turnover for FY 2017-18 (FY18), FY 2018-19 (FY19) and FY 2019-20 (FY20) as given in the table below:

S.No	Particulars	Enclosed Documents (**)			
		FY18	FY19	FY20	
1.	Annual Turnover				
2.	Average Annual Turnover				
3.	Out of the Average Annual turnover mentioned above, Annual Turnover from ERP solution/its modules selling & implementation Services is				

(\*) The Bidder shall enclose with its Proposal, certificate(s) from Bidder's/ERP OEM's Statutory Auditors/ CA stating Bidder's/ERP OEM's Annual Turnovers as per Bidder's/ERP OEM's audited accounts for FY18, FY19 and FY20.

(\*\*) Please enclose copies of Audited Balance sheets, Auditor's Reports along with Schedules and Notes of the Audited Books of Accounts for respective Years.

Name and Designation of Signatory of Statutory Auditors/ CA of Bidder/ERP OEM:-

Seal & Signature of Statutory Auditors/ CA of Bidder/ERP OEM:-

Name & Address of the audit firm:-

Seal of the audit firm:-

Date:-

Name and Designation of Authorized Signatory of Bidder:-

Seal & Signature of Authorized Signatory of Bidder:-

Name of Firm/Company of Bidder:-

Address:-

Date:-

Name and Designation of Authorized Signatory of ERP OEM:-

Seal & Signature of Authorized Signatory of ERP OEM:-

Name of Firm/Company of ERP OEM:-

Address:-

Date:-

**FORM-3****Certificate of Net Worth of the Bidder/ ERP OEM**

[Refer Point. 2 of Section-II]

(TO BE SUBMITTED AS A PART OF TECHNICAL BID)

To  
 The Director  
 Aryabhatta Research Institute of observational sciences (ARIES),  
 Manora Peak, Tallital Sub PO,  
 Nainital 263001, Uttarakhand, INDIA

**Sub: Implementation of Integrated ERP solution in ARIES****Tender Ref. No.** \_\_\_\_\_**Tender ID:** \_\_\_\_\_

Dear Sir,

**Certificate From The Statutory Auditor/ Chartered Accountant of the  
 Bidder/ERP OEM (\*)**

Based on the Audited Annual Accounts of M/s \_\_\_\_\_ (name of the Bidder/ERP OEM) this is to certify that M/s \_\_\_\_\_ (name of the Bidder/ERP OEM) has positive net worth for FY 2017-18 (FY18), FY 2018-19 (FY19) and FY 2019-20 (FY20) as given in the table below:

Particulars	Years		
	FY18	FY19	FY20
<b>Net Worth Calculation</b>			
Share Capital			
Reserve and Surplus including accumulated Profit and Loss			
<b>Sub Total</b>			
Less-Fictitious Assets			
<b>Net Worth</b>			

(\*) The Bidder shall enclose with its Proposal, certificate(s) from Bidder's/ERP OEM's Statutory Auditors/ CA stating Bidder's/ERP OEM's Net Worth as per Bidder's/ERP OEM's audited accounts for FY18, FY19 and FY20.

(\*\*) Please enclose copies of Audited Balance sheets for respective Years.

Name and Designation of Signatory of Statutory Auditors/ CA of Bidder/ERP OEM:-

Seal & Signature of Statutory Auditors/ CA of Bidder/ERP OEM:-

Name & Address of the audit firm:-

Seal of the audit firm:-  
Date:-

Name and Designation of Authorized Signatory of Bidder:-  
Seal & Signature of Authorized Signatory of Bidder:-  
Name of Firm/Company of Bidder:-  
Address:-  
Date:-

Name and Designation of Authorized Signatory of ERP OEM:-  
Seal & Signature of Authorized Signatory of ERP OEM:-  
Name of Firm/Company of ERP OEM:-  
Address:-  
Date:-

**FORM-4****Certificate for any Direct Contract Agreement of the Bidder with ARIES  
not having been terminated in last five (5) years**

[Refer Point. 2 of Section-II]

(TO BE SUBMITTED AS A PART OF TECHNICAL BID)

To

The Director

Aryabhatta Research Institute of observational sciences (ARIES),

Manora Peak, Tallital Sub PO,

Nainital 263001, Uttarakhand, INDIA

**Sub: Implementation of Integrated ERP solution in ARIES****Tender Ref. No.** \_\_\_\_\_**Tender ID:** \_\_\_\_\_

Dear Sir,

**Certificate**

I / We .....(Name of the Bidder) hereby confirm that any Contract awarded directly or as a partner to a consortium, with ARIES has not been terminated in last five (5) years from date of submission of bids against this RFP.

Yours faithfully,

(Signature &amp; Seal of the Authorized Signatory of Bidder)

Name and Designation of Authorized Signatory:

Name of Firm/Company:

Place:

Date:

**FORM-5****Self-Certificate for not being Under Declaration of Ineligibility for  
Corrupt or Fraudulent Practices or Blacklisted or Debarred**

[Refer Point. 2 of Section-II]

(TO BE SUBMITTED AS A PART OF TECHNICAL BID)

To

The Director

Aryabhatta Research Institute of observational sciences (ARIES),

Manora Peak, Tallital Sub PO,

Nainital 263001, Uttarakhand, INDIA

**Sub: Implementation of Integrated ERP solution in ARIES****Tender Ref. No.** \_\_\_\_\_**Tender ID:** \_\_\_\_\_

Dear Sir,

**Certificate**

I / We ..... hereby confirm that our firm has not been under declaration of ineligibility for corrupt or fraudulent practices or blacklisted or debarred in last five (05) years by any Department / Agency / PSU/ Organization of the Government of India or any Central or State Government in India for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices.

Yours faithfully,

(Signature &amp; Seal of the Authorized Signatory of Bidder)

Name and Designation of Authorized Signatory:

Name of Firm/Company:

Place:

Date:



**FORM-6****Human Capital Strength - Resource Strength of the Bidder**

[Refer Point. 2 of Section-II]

(TO BE SUBMITTED AS A PART OF TECHNICAL BID)

To  
The Director  
Aryabhatta Research Institute of observational sciences (ARIES),  
Manora Peak, Tallital Sub PO,  
Nainital 263001, Uttarakhand, INDIA

**Sub: Implementation of Integrated ERP solution in ARIES****Tender Ref. No.** \_\_\_\_\_**Tender ID:** \_\_\_\_\_

Dear Sir,

**Certificate from Bidder's HR Department for minimum number of full-time resources on the payroll of the company**

I, \_\_\_\_\_ certify that I am \_\_\_\_\_ of M/s \_\_\_\_\_ (name of the Bidder firm/company) under the laws of \_\_\_\_\_ and that we have \_\_\_\_\_ (number) of full-time ERP professionals on our payroll in India.

It is further to certify that we have \_\_\_\_\_ (number) of OEM certified professionals on our payroll for the proposed Integrated ERP Solution/Modules offered in our bid.

Yours faithfully,

(Signature &amp; Seal of the Authorized Signatory of Bidder)

Name and Designation of Authorized Signatory:

Name of Firm/Company:

Place:

Date:

**FORM-7****Details of Projects Implemented**

[Refer Point. 2 of Section-II]

*(Please provide five (05) references for past projects in India that include products and services similar to those proposed in the present scope of work.)*

(TO BE SUBMITTED AS A PART OF TECHNICAL BID)

To

The Director

Aryabhatta Research Institute of observational sciences (ARIES),

Manora Peak, Tallital Sub PO,

Nainital 263001, Uttarakhand, INDIA

**Sub: Implementation of Integrated ERP solution in ARIES****Tender Ref. No.** \_\_\_\_\_**Tender ID:** \_\_\_\_\_*Reference # 1 (\*)***GENERAL BACKGROUND**

Name of Client: \_\_\_\_\_

Project Manager/Contact: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Software Program/Version: \_\_\_\_\_

Summary of Project: \_\_\_\_\_

Number of Employees: \_\_\_\_\_ Size of Operating Budget: \_\_\_\_\_

**PROJECT SCOPE**

Please indicate (by checking box) functionality installed:

☐ Human Resource ☐ Accounts ☐ Finance ☐ Administration ☐ Payroll ☐ Asset  
☐ Store/Inventory ☐ Purchase ☐ Project/ Grant ☐ Infrastructure ☐ Any Others  
(please specify) \_\_\_\_\_

**TECHNOLOGY INFORMATION**

Hosted? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, hosting provider \_\_\_\_\_

**IMPLEMENTATION INFORMATION**

Project Duration: \_\_\_\_\_

Initial Go-Live: \_\_\_\_\_

Describe Role on Project: \_\_\_\_\_

Project Challenges: \_\_\_\_\_

Major Accomplishments: \_\_\_\_\_

(Signature & Seal of the Authorized Signatory of Bidder)

Name and Designation of Authorized Signatory:

Name of Firm/Company:

Place:

Date:

**(\*)** The Bidder shall enclose required five (05) such references in the format prescribed in **FORM-7**.

**FORM-8****Format for Submitting Pre-Bid Queries**

[Refer Point. 6 &amp; 7 of Section-II]

(TO BE SUBMITTED WELL BEFORE THE LAST DATE SPECIFIED FOR  
SUBMISSION OF PRE-BID QUERY)

To

The Director

Aryabhatta Research Institute of observational sciences (ARIES),

Manora Peak, Tallital Sub PO,

Nainital 263001, Uttarakhand, INDIA

**Sub: Implementation of Integrated ERP solution in ARIES****Tender Ref. No.** \_\_\_\_\_**Tender ID:** \_\_\_\_\_

S.No	Point/Clause No. & Section in the RFP document	Page No. of the RFP document	Point/Clause description	Query/Clarification sought in respect of the Point/Clause

**Note:** *This format should be duly filled and enclosed with a covering letter signed by the authorized signatory of the prospective Bidder.*

(Signature &amp; Seal of the Authorized Signatory of Bidder)

Name and Designation of Authorized Signatory:

Name of Firm/Company:

Place:

Date:

**FORM-9****Technical Deviation Sheet**

[Refer Point. 14 of Section-II]

(TO BE SUBMITTED AS A PART OF TECHNICAL BID)

To  
 The Director  
 Aryabhatta Research Institute of observational sciences (ARIES),  
 Manora Peak, Tallital Sub PO,  
 Nainital 263001, Uttarakhand, INDIA

**Sub: Implementation of Integrated ERP solution in ARIES****Tender Ref. No.** \_\_\_\_\_**Tender ID:** \_\_\_\_\_

S.No	Point/Clause No. & Section in the RFP document	Page No. of the RFP document	Point/Clause description	Statement of Deviation And Variations	Change in price (specify as Increase/Decrease / No Change)

(Signature &amp; Seal of the Authorized Signatory of Bidder)

Name and Designation of Authorized Signatory:

Name of Firm/Company:

Place:

Date:

**FORM-10**

**Resource/Personnel Deployment Plan**  
 [Refer Point. 3 of Section-III]  
 (TO BE SUBMITTED AS A PART OF TECHNICAL BID)

To  
 The Director  
 Aryabhatta Research Institute of observational sciencES (ARIES),  
 Manora Peak, Tallital Sub PO,  
 Nainital 263001, Uttarakhand, INDIA

**Sub: Implementation of Integrated ERP solution in ARIES****Tender Ref. No.** \_\_\_\_\_**Tender ID:** \_\_\_\_\_

Dear Sir,

The details of Resource/Personnel Deployment Plan to complete this assignment as per the RFP requirements within the time lines given therein are given in tables below:-

Sr.No	Proposed Position/ Resource	Activities for which Resource has been proposed	On-Site / Off-Site deployment	Total man days proposed to be spent on the assignment	week-1	week-2	...	week-N
1.	<i>e.g.</i> Project Manager							
2.								
....								

We have verified and certify that the above mentioned resources proposed are adequately qualified and experienced to meet the bid requirements.

Yours faithfully,

(Signature &amp; Seal of the Authorized Signatory of Bidder)

Name and Designation of Authorized Signatory:

Name of Firm/Company:

Place:

Date:

## **SECTION VI: ANNEXURES**

**ANNEXURE-I****Functional Requirement Specifications (FRS) of ERP Solution**

[Refer Point. 4 of Section-III]

(TO BE SUBMITTED IN THE TECHNICAL BID)

To  
 The Director  
 Aryabhatta Research Institute of observational sciences (ARIES),  
 Manora Peak, Tallital Sub PO,  
 Nainital 263001, Uttarakhand, INDIA

**Sub: Implementation of Integrated ERP solution in ARIES****Tender Ref. No.** \_\_\_\_\_**Tender ID:** \_\_\_\_\_**Note for Bidders:**

- i. Bidders are requested to fill the Bidder's Compliance column for all the functional requirement points, and the bidders may include the supporting documents against some/all functional points.
- ii. Against any Functional Requirement points, where under Bidder's Compliance column, the Bidder submits **No response i.e. leave it blank** then it shall be treated that the Bidder is NOT COMPLYING to that point.

**[1] Functional Requirement of HRMM**

Human Resource Management Module			Bidder's Compliance (Agree/Disagree)
	Sr.No	Functionalities	
A. Institutional Management			
	1.	Provides Web portal communication to all the employees and students of ARIES	
	2.	System should support multiple employee types (regular, short-term, on-deputation, casual, etc.)	



3.	Provides employee searches by: Employee Code, Last Name & First Name, Designation, Department, Location, Status, Reporting officer etc.	
4.	Maintain Employee tier(s) - active & retiree	
5.	Ability to update the status of employee such as Probation/ Confirmed/ Resigned/ Terminated/ Suspended/ Deputation/ Retired/ Reemployed.	
6.	Ability to View, Edit, Add, Status (Serving/Retired) Employees and students.	
7.	Ability to categorize the employees based on the nature of job (Admin/ Research Fellow / Academic/ others)	
8.	Ability to track Employee movements between branches/ departments/ grades/designations	
9.	Ability to transfer the staff across different departments and sections.	
10.	Ability to capture the reporting hierarchy of an employee.	
11.	Ability to assign an agency to contract employee	
12.	System should allow for auto population of fields on different forms with data from HR or other Master Database, when appropriate	
13.	Automatic activation or de-activation of user accounts based on changes in HR system	
14.	Ability to maintain various declaration details of the employee	
15.	Ability to store employee actions against order numbers and dates.	
<b>B. Recruitment, Joining &amp; Relieving Processes</b>		
1.	Ability to raise the Manpower Requisition with detailed justification in the system	
2.	Ability to initiate the Recruitment process for a vacancy.	
3.	Ability to create the selection committee based on the job vacancy	
4.	Ability to capture selection and screening committee recommendations	

5.	Facility to define the specifications of the vacancy in terms of qualifications, work experience, location considerations, skills/competencies required, additional certifications / professional qualifications, etc.	
6.	Ability to arrive at vacancies to be reserved for SC / ST / OBC / Physically disabled categories, etc.	
7.	Should support workflow based recruitment process involving approvals at various -stages of recruitment process	
8.	Ability to capture vacancy details like No. of posts, grade, permanent/ temporary/ contract/ outsource etc. details of pay scale, probationary period etc.	
9.	Ability to differentiate the recruitment process as employee recruitment vs. research fellow/research scholar's recruitment	
10.	Ability to handle Newspaper Advt. for the Job/Vacancy	
11.	Ability to connect the online application link (at the ARIES website) and to the central applicant data base	
12.	System should have ability to maintain the Applicant database	
13.	Ability to identify each Applicant/Candidate by unique number.	
14.	Ability to update the status of Candidate such as Applied/Screened/Appeared for Interview/ Selected / Rejected / Waiting / Offer letter sent/Offer accepted/ Offer not accepted.	
15.	Ability to conduct first level of screening in the system by matching against key words of educational, skill requirements mentioned in the indent	
16.	System should facilitate to shortlist candidate among the applicants who respond to advertisement on the basis of age, qualification, experience, user-defined criteria, etc.	
17.	Ability to schedule Interviews/ tests of the shortlisted candidates and enter its results / comments in the system	

18.	Ability to generate Interview Call Letter for the shortlisted candidates.	
19.	System should facilitate for automation of replying letters at different stages of shortlists/interviews e.g. regrets, invitations	
20.	Ability to generate Appointment/Offer Letter	
21.	Ability to change the Offer letter (template) to alter the terms and condition for particular employee	
22.	Ability to update and maintain the recruitment tracker on employees joining / not joining after appointment letter is issued	
23.	Ability to capture the reporting date for a candidate	
24.	Record of verification of original documents for the employees (newly joined & existing employees)	
25.	Ability to maintain the Vigilance clearance report of individuals	
26.	System should facilitate for configuring, hiring approvals and transferring employees to Master module once hired	
27.	<p>Ability to track, calculate and trend for various categories</p> <ul style="list-style-type: none"> <li>• Recruitment cost incurred/employee</li> <li>• Time taken for filling up a vacancy i.e. from Newspaper Advt. to appointment letter</li> <li>• No. of days taken to respond to an applicant etc.</li> </ul>	
28.	<p>Should have facility to keep a track on the status of recruitment activities.</p> <ul style="list-style-type: none"> <li>• No of candidates appeared in written tests.</li> <li>• Ratio in which candidates are called for interviews.</li> <li>• No of candidates shortlisted for interview</li> <li>• No of candidates appeared in interviews</li> <li>• Screening</li> </ul>	

		<ul style="list-style-type: none"> <li>• Interviews</li> <li>• Selection (Panel Formation)</li> <li>• Test / Interview Evaluation Parameters (Written test / PI)</li> <li>• Test / Interview Evaluation results</li> <li>• Cutoff percentage for selection of all categories</li> <li>• No of candidates selected on merit wise / category wise</li> <li>• List of selected candidates</li> <li>• Final Evaluation results</li> <li>• Pay package details</li> <li>• Acceptance of offer</li> <li>• Appointment</li> <li>• Medical test</li> <li>• Document verification, etc.</li> </ul>	
	29.	Ability to handle and maintain temporary/contract/short-term posts as per requirements	
	30.	Ability to capture information of the Joining of the employee and transfer the necessary data to the system.	
	31.	Ability to generate unique Employee Code/ID	
	32.	Ability to apply and submit resignation online in the system	
	33.	Ability to record date of submission of resignation letter by an employee	
	34.	Should generate acceptance letter for resignation	
	35.	Ability to define various type of Retirements such as Superannuation Retirement, Voluntary Retirement Scheme (VRS), Compulsory Retirement	
	36.	Ability to define the age limit, years of service for each retirement type, class and nature of job.	
	37.	Ability to define various type of benefits such as Monthly pension, Death cum Retirement Gratuity (DCRG), Commutation (Optional), Leave encashment, Family pension, General Provident Fund and Contributory Provident Fund , Contributory Medical Scheme, Leave Encashment for each	

		retirement type, TA on retirement, etc. whichever are applicable	
	38.	Ability to define online separation process as per VRS guidelines	
	39.	Ability to route the VRS application through competent approvals	
	40.	Ability to accept / reject VRS applications by the competent authority and send intimation to the concerned employees	
	41.	Ability to generate Dues Report for the employee and show any outstanding amount in any category / department from the system	
	42.	Should be able to support check for no dues status of material issued to employees for final clearance	
	43.	Ability to generate No Dues Certificate / Clearance to the employee before full and final processing-integrated with Payroll & Disciplinary Action.	
	44.	Ability to integrate with Payroll and FAMM module in any mode of separation	
	45.	Ability to initiate the process / provide approvals for the disbursement of death related benefits by competent authority in case the mode of separation is death (Integrate with Employee master, payroll)	

### **C. Personnel Management**

	1.	System should be able to record and store employee personally identifiable information like date of joining, retirement date, photograph, CV, blood group, marital status, nationality, religion, castes, disability & type of disability, domicile, gender, permanent and present address, skills, hobbies, etc. of the employee.	
	2.	Ability to maintain common employee database with professional information like Present Post and Posts hold in past, pay-scales, Tax data, Pension data, etc.	
	3.	System should be able to record and store employee Educational Qualifications (University, School, Diploma, etc.), Skills, Work experiences, key competencies and job levels.	

4.	Ability to maintain languages known with details of speak, read and write separately, mother tongue of individual employees.	
5.	Ability to maintain as on date employment history starting from joining the organization like promotions, achievement, awards, trainings, punishment, etc.	
6.	Ability to maintain the category & departments of the Employee – Admin, Scientist, Engineer, PDF, Research Scholar, Technical Supporting Staff, Scientific Supporting Staff, Accounts & Administrative Staff, Library Staff, Trainee, Temporary worker, etc.	
7.	Ability to capture and maintain the details like tenure of Probation, Deputation, Contractual duration, etc.	
8.	Maintains the individual Employees details like Passport, Visa, Vehicle/Driving License, Adhaar Card, Domicile, Voter ID, PAN, Permanent Retirement Account Number (PRAN), Bank Account details, etc.	
9.	For every employee, the system should maintain the records like Nominee details (NPS, GPF, CPF, Gratuity, etc.), LIC details, Loan details, etc.	
10.	Should capture details of property (Movable & Immovable) owned by employees for the purpose of filing IT returns	
11.	Ability to capture relevant copy of documents in digital format and linked with the employee data integrated with document management system.	
12.	Ability to review On-line request for updating / changes. Date gets updated after proper approval using workflow.	
13.	While at service all administrative task should be carried out like deputation, resignation, promotion, NOC issue, etc.	
14.	Ability to capture and maintain dependent family and/or beneficiary information of the Employee including	

		but not limited to, relationship, address, date of birth, birth certificate, photograph, phone number, number of children, religion/ category (SC-ST-OBC-UR-Other state), Disability & type of disability, etc. on the system	
	15.	Calculate tentative effective date for all enrollees, including dependents and newborns.	
	16.	Handles the following task of employees: <ul style="list-style-type: none"> <li>• Retirements</li> <li>• Promotions</li> <li>• Probation and Confirmation</li> <li>• Seniority List</li> <li>• Government Reservation Compliance</li> <li>• Leave Management</li> <li>• Welfare Services</li> <li>• Handling of loans, etc.</li> </ul>	
	17.	Provide maintenance of Roster system (create, edit and display rosters and roster points) for: <ul style="list-style-type: none"> <li>• Recruitment, promotion, transfers of employees in accordance with the reservation policy.</li> <li>• House/Quarter allotments</li> </ul>	
	18.	System to keep record of legal issues and cases for each employee	
	19.	The System should have ability to store and maintain the information/status for below in the prescribed format : <ul style="list-style-type: none"> <li>• Promotion &amp; increment related cases</li> <li>• Leave related cases.</li> <li>• Higher pay scale related cases.</li> <li>• Cases related to services conditions.</li> <li>• Contractual matters.</li> <li>• Arbitration matters.</li> <li>• Disputes.</li> <li>• Recruitment related cases.</li> <li>• Writ petitions of various nature before the Hon'ble High Court and Hon'ble Supreme court of India with appeals.</li> </ul>	

		<ul style="list-style-type: none"> <li>• Court cases on any other matters</li> </ul>	
	20.	Facility to maintain database of empaneled lawyers / arbitrators and their fees structure	
	21.	Facility to maintain lawyers communications along with gist of the orders and email to the stakeholders (copy to competent authority)	
	22.	Facility to maintain compliance of the orders of different courts with respect to dates of hearing of a particular case or implementation of decisions and also reminders or notifications to the concerned authority on the case timelines	
	23..	History of disciplinary actions against the employee including date of charge, nature of charge, amount of financial loss to organization, date of punishment and nature of punishment. This must include Vigilance/ CBI/ Criminal proceedings.	
	24.	Should be able to list down:- <ul style="list-style-type: none"> <li>• Types of Disciplinary Action</li> <li>• Disciplinary Action Category</li> <li>• Disciplinary Action Reason</li> <li>• Disciplinary Action Steps</li> <li>• Employee Wise Disciplinary Action Report</li> <li>• Disciplinary Action Report</li> <li>• Number of Disciplinary Actions Report</li> <li>• List of Enquiry Officers</li> <li>• List of Presenting Officers</li> <li>• List of Disciplinary Cases with details</li> </ul>	
	25.	Ability to handle the following: <ul style="list-style-type: none"> <li>• Permission for Outside employment</li> <li>• NOC for obtaining / renewal of passport</li> <li>• Permission granted for going abroad</li> <li>• Employee wise declarations</li> <li>• Ability to apply for permission for applying to other organization/exams and route the process through competent approvals</li> </ul>	
	26.	System to manage permanent as well as contract employees	
	27.	System to generate statutory forms for Pension and other settlements	



28.	Full transfer history of the employee including the past and current location, nature of transfer (self-initiated / company initiated / against circular), tenure/Deputation, date of joining and date of relieving at different locations, etc.	
29.	System should support certain free fields per employee to support capture of additional employee information	
30.	Ability to raise reminder for life certificate and other certificates to be submitted by the pensioner once in a financial year.	
31.	Ability to upload the death certificate of the employee by the competent authority for disbursement of death related benefits (Integrate with payroll)	
32.	Ability to upload application by competent authority for terminal benefits in case of death and route the same through competent approvals (Integrate with payroll)	

#### **D. Performance Appraisal & Promotions**

1.	System to have employee appraisal and evaluation functionality (along with rules and policy guidelines)	
2.	Ability to capture all details of the Performance Appraisal Forms in the system	
3.	Ability to check whether the employees have crossed the expected benchmark score in their evaluation results by the evaluation committee	
4.	Ability to enable workflows between Employees, his/her Reporting Officer, Reviewing Officer, Accepting Authority, Internal & External screening committees, Evaluators, etc. in a step by step fashion	
5.	System to provide facility to design Employee Appraisals/ Questions / Questionnaire.	
6.	Support to generate reminder letters/e-mail to the employees/ appraising authorities in case of non-submission of appraisal reports etc.	

7.	Ability to archive appraisal ratings and feedback of the Employees in the system	
8.	Ability to link promotion eligibility based on performance ratings and disciplinary actions for employees	
9.	Ability to maintain the results of the employee's performance evaluation/ appraisal ratings, scores, comments/suggestions, and feedback in the system	
10.	<p>For low performing employees</p> <ul style="list-style-type: none"> <li>• Ability to generate memo letters / mails by the competent authority for the employee in those cases where then performance ratings have been decided to be conveyed</li> <li>• Provision to store date of communication and functionality to track it.</li> <li>• Ability to store date of receipt of representation and reminder to process within the stipulated time frame as per the Government norms (e.g. 30 days)</li> </ul>	
11.	System to keep track of Employee targets/ commitments/ reminders	
12.	System should be able to record and track Employee hierarchy information including Reporting Officer, Supervisor, and Delegates.	
13.	Policy for Salary revision, Increments, Promotions be maintained	
14.	Ability to generate a list of employees due for promotion (based on tenure of service and applicable Central Govt. rules which can get updated time to time)	
15.	System to provide facility for approval for pay fixation on promotion	
<b>E. Leave Management / Attendance</b>		
1.	<p>Define and maintain a variety of leave types and associated application rules. The various types of leaves that the employee can apply are - Earned Leave (EL), Half Pay Leave (HPL), Commuted Leave, Casual Leave, Leave Not Due, Maternity Leave, Sabbatical Leave, Extraordinary Leave, Special Leave, etc.</p>	

2.	Support for Manual and on-line Leave application processing	
3.	Leave Integration with Payroll	
4.	Leave amendments and adjustments by designated authority	
5.	System to maintain leave ledger	
6.	Retain all leave history (approved, rejected, adjusted) based on user defined criteria	
7.	System should support to track absence history.	
8.	System should support to track multiple absence accruals (vacation, sick, personal days, etc.)	
9.	Ability to capture employee in-time and out-time	
10.	System facilitate to Integrate biometric devices and data within the application	
11.	Ability to enter and modify attendance data of employees directly in the system when the biometric attendance systems are not operating	
12.	System to generate the monthly attendance/ absence sheet integrated with biometric devices	
13.	System capable of generating late coming and early going report, their adjustment as per ARIES policies	
14.	Ability to manage leave quota management, and leave encashment	
15.	System to generate Compensatory-Off balancing and their adjustment as per the ARIES policies	
16.	System should support to Configure multiple time and attendance rule sets to accommodate different employee types.	
17.	Automate the multi- level and multi- step leave approval workflow of the employee and send mail intimations of approval / rejection	
18.	System should support to allow employees to schedule and cancel leaves/absences via self- service interface.	

19.	System should facilitate Email notifications for approvals of absence requests.	
20.	System should support to track leave start and end dates.	
21.	System should support for leave carry forward and tracking.	
22.	System should support to configure leave plans/working day criteria calculation based on employee parameters like seniority, employee type, and other characteristics.	
23.	System should be able to track leave categories (e.g. Maternity, Parental, Study Leave ...etc.)	
24.	Ability to scan / capture details of medical, or other certificates with relevant Leave Record of the employee	
25.	Ability to record time stamp of records entered and prevent back dated entries	
26.	Ability to apply and approve leave from self-service portal	
27.	Ability to configure full day / half day leaves	
28.	Ability to maintain list of Gazetted and Restricted holidays (GH & RH)	
29.	Ability to configure the number of carry forward days for each leaves type.	
30.	Ability to include or exclude weekend days as well as holidays for certain leave type	
31.	Ability to capture grace period for each leave type	
<b>F. Leave Encashment</b>		
1.	Ability to configure necessary rules for leave encashment in the system for different categories of employees	
2.	Ability to raise Leave Encashment Application in the system and this should flow by workflow to concerned HR personnel	
3.	Ability of the approved applications to flow online to F&A section for suitable disbursement	
<b>G. Availing LTC, Tours and Claims</b>		

1.	System to provide provision and checks for the employees to be granted LTC as per the rules	
2.	Ability to auto verify names of dependents (from employee master)	
3.	Ability to check and verify eligibility criteria of dependents and prepare eligibility list online	
4.	Ability to validate the mode of travel with the employee's eligibility on the same based on his grade / seniority etc.	
5.	Ability to route the application form through the concerned approving authorities as a workflow	
6.	System to allow payments (Both Advance and Final) towards LTC/ tour either outside or with Payroll and paid as taxable/ nontaxable as per Tax rules	
7.	Travel & Expense: Employees to fill details of expenses carried out during a travel, upload of receipts, computation of travel allowances and approvals. Integration with corporate card if issued in future, needs to be done.	
8.	Ability to send the verification forms to F&A section on a workflow after due approvals (may be multi-level if required)	
9.	Ability to verify the submission and enter remarks / comments and approve /reject the settlement form	
10.	Ability to apply for various type of reimbursement such as leave travel claim (LTC), and general reimbursement like travel allowance (TA), Foreign Travel allowance, dearness allowance (DA), general/contributory provident fund	
11.	Ability to pay traveling allowance for outstation candidates who are called for an interview or exam	
<b>H. Loans and Advances</b>		
1.	Ability to setup loan eligibility against different employee grades	
2.	Ability to apply for different type of loans and advances	
3.	Ability to check the availability of fund in yearly budget for applied loan type. Loans	

		are processed on first come first serve basis. If the fund is not available the loan is carried forward to next year. Loans can be cancelled	
	4.	Ability to generate a sanction note and its approval online in the system	
	5.	Ability to intimate F&A section on remittance of instalments after due processing	
	6.	Ability to introduce workflow based approval system for different types of loan	
	7.	Ability to process applications and necessary approvals for loans in the system	
	8.	Ability to define maximum amount for each type of loan	
	9.	Ability to define the number of loans can be taken for a given period or during the entire tenure for each loan type	
	10.	Ability to capture the following details, interest Amount, Lead time for first installment for each loan.	
	11.	Ability to capture the loan details such as Employee personal Information, Loan amount, Percentage of interest, and Start date of deduction.	
	12.	Ability to instruct the payroll to deduct the loan installment amount from the salary	
	13.	If the employee wishes to pay the balance amount then the system should have the provision to capture the details and update the payroll.	
	14.	If the employee is withdrawing money from CPF/GPF fund then the system must have the ability to update the CPF/GPF balance.	
	15.	Ability to calculate the interest for CPF/GPF contributions.	
<b>I. Increments</b>			
	1.	Ability to maintain and update the scale of pay for different categories of employees	
	2.	Ability to generate list of employees due for increment (preferable one month earlier)	

	3.	Ability to calculate the increments as per the scale of pay for employees	
	4.	Ability to send auto alert/e-mail to the concerned departments on change of pay-scale of the employee	
	5.	Ability to generate increment letters for employees from the system, if needed	
<b>J. Medical claim &amp; Medical Reimbursement</b>			
	1.	Ability to maintain and update a master of approved hospitals / health clinics/Insurer, etc. and the Health Cards of the employee and his/her dependents	
	2.	Ability to capture the information about the credit hospital like Code, name, address, PAN, bank account number, bank name, branch name, etc.	
	3.	System must have a provision to claim medical reimbursement for both serving (Including students) and retired employee	
	4.	Permission for medical treatment as per rules	
	5.	Ability to raise a Form to intimate the authority regarding the admission in the approved hospital	
	6.	Ability to intimate by the personnel to the concerned office, if related patient is admitted to the non-identified / not permitted hospital within prescribed time limit	
	7.	Sanction of medical advance as per rules	
	8.	Ability to fill up online medical reimbursement form	
	9.	Ability to automate the medical reimbursement process as per the institute provisions	
	10.	If the claimed amount is in excess to the eligible amount, then the system must have the ability to instruct the payroll to deduct the excess amount from the salary in installments/ or in bulk	
	11.	Ability to maintain history of all medical reimbursements for a particular employee	
	12.	Ability to store / capture details of fitness certificate, medical certificate etc.	
	13.	Ability to send alert to the retired person to produce medical certificate	

	14.	Ability to integrate with the payroll module and F&A modules	
<b>K. Accommodation/ House Allotments</b>			
	1.	Ability to categorize quarters into different types like Type-I, Type-II, Type-III, Type-IV, and Type-V	
	2.	Ability to assign the applicable license fees against each quarter types.	
	3.	The system should have the ability to maintain the status of all the residential quarter with the availability status.	
	4.	Ability to define rules and eligibility criteria for the allotment of quarters to the employees.	
	5.	Ability to post notice/advertisement for collecting the application for the vacant quarters	
	6.	Ability to raise request for accommodation	
	7.	The system should have the provision to trigger the approval workflow, when an employee applies for a quarter at the self-service portal.	
	8.	The system should have the ability to trigger the approval workflow to the concerned authorities when the booking of quarters for any third party personnel or outsider is made.	
	9.	Ability to constitute House Allotment committee members, to schedule their meeting, prepare and upload their meeting minutes	
	10.	Ability to allot quarters for the employee based on the request raised by employee and the recommendation from the House Allotment Committee	
	11.	The system must have the ability to instruct the payroll to stop HRA during the period of availing the accommodation.	
	12.	Ability to instruct the payroll to deduct water charges, electricity charges, license fees, etc. from the employee salary	
	13.	Ability to cancel the accommodation based on the employee request or based on some disciplinary action.	



14.	Ability to capture information about the reason of the cancellation	
15.	On cancellation of accommodation, system must have the ability to instruct the payroll not to deduct HRA, water and electricity charges etc. from the employee salary	
16.	Ability to maintain roster register in house allotment as per Government norms	
17.	Ability to generate report showing the employee who are over staying in the quarters after the cancellation of accommodation	
18.	Ability to generate report showing the rent detail that need to be deducted from the employee salary	
<b>L. Other self-services</b>		
1.	Self-service enrollment with appropriate workflow/security to produce notifications, warnings and approval path.	
2.	Employee should be able to access their own records, perform necessary functions and raise requests for above-mentioned phases using self-service portal: <ul style="list-style-type: none"> <li>• Apply Leaves</li> <li>• Viewing salary slips</li> <li>• View leave balance</li> <li>• Viewing Form 16</li> <li>• Entering travel claims</li> <li>• Confidential Report Updation</li> <li>• Employee time and attendance entry</li> <li>• Benefits enrolment</li> <li>• View Service Book</li> <li>• View standard Rules &amp; Regulations</li> </ul>	
3.	System to generate Service Book for employees, downloaded as pdf on request to view with all necessary updates	

4.	Ability to provide tax declaration and investment declaration form in electronic format. The individual employee will be required to fill and submit the form with necessary attachments through self-service portal so as to automatically updating salary record and tax calculation by the system in every financial year	
5.	Ability to support tour advance and expense settlement through an self-service based approval process.	
6.	Ability to update any reimbursement information in payroll once expense is approved.	
7.	System to provide facility of making payments of other benefits Like Telephone bills reimbursement with Payroll	
8.	Employees able to access own records online and raise requests for name change, NOC, address change, leaves with necessary workflow approvals.	
9.	Self Service enablement of entire appraisal process	
10.	Provide an online, web- based interface for self- service that integrates with all other modules	

## [2] Functional Requirement of EPMM

Employee's Payroll Management Module		Bidder's Compliance (Agree/Disagree)
Sr.No	Functionalities	
<b>A. Payroll management</b>		
1.	Provides Budget Head selection fields and salary budget utilization sheet	
2.	Allow for integration with HRMM and FAMM procedures	
3.	Ability to define pay structures at various levels and types (such as regular/permanent employees, contract employees, consultants, students, trainees, etc.)	

4.	Each pay scale should capture the starting Basic amount, yearly increment, and maximum amount for that scale	
5.	Calculation of Gross salary (Basic pay, DA, HRA, TA), Net Salary, TDS (salary), NPS contribution, GPF contribution, GPF recovery, Group Salary Link Insurance Scheme (GSLI), advances holding, House Building Advance (HBA), special allowances, Employees' State Insurance Corporation (ESIC), deductions from sources like – house license, electricity charges, water charges, telephone charges, donations, etc. on a monthly and annual basis for Individual employees.	
6.	Some components of the salary depend on others. So there should be a provision to define the relationships between various salary components. For example, DA, HRA, etc. are components of the salary that dependent on Basic.	
7.	Calculation sheets/Ledgers for Bonus, Gratuity, PF, Arrears, Loans, Advances, HRA, etc.	
8.	Should be able to generate information on loans and advances taken by employee	
9.	Should be able to calculate the interest and recovery schedule on loans and advances of employee	
10.	Should have facility to track Group Salary Link Insurance Scheme (GSLI), Group Personnel Accident Insurance Policy (GPAIP) with details like – premium, coverage opted, renewal due on, accidents and its claim, claims settled for, etc.	
11.	Payroll computation based on tax computation, deductions, adjustments etc.	

12.	Ability to support calculation of different allowances based on user-defined criteria.	
13.	System to calculate statutory deduction for each employee based on deduction rules.	
14.	Integrate with different types of loan account for deducting EMI / Installment	
15.	Automatic update payroll calculation rules whenever an employee's grade changes	
16.	Handle multiple pay commission guidelines e.g. 6th pay and 7th pay commission for different set of employees	
17.	Ability to introduce changes in pay structure (Change in pay commission / adoption of a different pay structure)	
18.	Ability to maintain all pay related rules (user definable) for automatic maintenance/ updating of data.	
19.	All standard and statutory payroll related reports	
20.	Capture employee's bank account number and bank details	
21.	Ability to support withholding of any amount recoverable from employee against salary, Gratuity and other dues payable to employee	
22.	Daily wage employees payroll management	
23.	System should be able to generate monthly regular pay-slips that can be viewed, e-mailed, exported in different formats as per the user's requirement.	
24.	System should be able to provide employees access to pay slips and statements	
25.	Should have facility to process Medical/ LTC / TA claims	
26.	Provision to obtain separate sheets for Arrears, Medical, Reimbursement, LTC, etc.	
27.	System should ensure that while calculation of the salary-slip, the date	

		of Increments for the employees have been taken into account.	
	28.	System should be able to configure effective- date payroll start/end for new hires and terminations to enable proration of salaries, allowances & deductions.	
	29.	Ability to export the payroll to an excel sheet and data as per bank requirements	
	30.	Provision for disbursement of salary either through bank or by cash/cheque	
	31.	Cash / Cheque / Bank Transfer Statements for both Regular, Reimbursement Payments & Supplementary Payments.	
	32.	Ability to prepare the NPS Deduction sheet in the format to be uploaded on the NSDL's website	
	33.	Ability to manage records of employees as per the requirements of the NPS	
	34.	Ability to auto schedule the payment for NPS employee wise	
	35.	Ability to maintain the PRAN Status of each employee.	
	36.	Status like Salary in process, on hold, executed, etc. will be managed.	
	37.	Ability to have a data upload facility to upload and maintain historical payroll data of employees	
	38.	The system should allow capture of salary structures grade/level wise	
	39.	The system should be able to capture entitlements for reimbursements (car, mobile, etc)	
	40.	Provision to handle pensions for employees under Superannuation or VRS schemes	
	41.	Provision for disbursement of monthly pension to the pensioner after retirement process is complete.	
	42.	Provision for disbursement of family pension to the pensioner's family after employee passes away.	

43.	Provision to define ad-hoc payments to all employees. Such as pay arrear, bonus etc.	
44.	Provision for disbursement of arrears and advances either through bank or by cash/cheque	
45.	Provision to handle any leave encashment.	
46.	Should have facility for leave encashment at the time of retirement / separation	
47.	Ability to integrate with leave, disciplinary cases module for calculation of retirement benefits	
48.	Stop salary process – process of intimating the bank, not to credit salary for a specified employee, as per the need.	
49.	Ability to send alert to the employee while stopping or repaying the stopped salary, or when salary has been transferred to their bank account	
50.	For Contract Employee payment, system must have a ability to pay the payment to the agency and not to the contract employee	
51.	<p>The system should forecast cash out flow towards salary on account of following:</p> <ul style="list-style-type: none"> <li>• Increase in DA Rates</li> <li>• Revision of salary structure</li> <li>• Revision of pay slabs</li> <li>• Increase of number of employees</li> <li>• Increase of employer contribution towards PF, insurance, gratuity</li> <li>• Revision of pension structure</li> <li>• Increase of number of pensioners</li> </ul>	
52.	ERP should have functionalities to generate scenarios & projections etc. regarding financial burden/implications based on variation in pay components.	

**[3] Functional Requirement of FAMM**

Finance & Accounts Management Module			Bidder's Compliance (Agree/Disagree)
	Sr.No	Functionalities	
A. General Requirements			
	1.	Should include and maintain the individual Budgets heads and their selection like Salary, Arrears, Gratuity, Pension/ NPS, Leave encashment, PF, Travel Allowances, Child Education allowances, Medical reimbursement, Insurance, etc.	
	2.	Ability to report receipts & payments at various levels	
	3.	Ability to generate an output of all accounting entries for a user specified period (daily/weekly/ Monthly etc.).	
	4.	System should record the Dates of the event, accounting, preparation of the voucher, authorization of the voucher, changes, if any	
	5.	Ability of the system with Interface with third party software's / tools.	
	6.	Integration of system with our Tally software shall be made to retain the existing financial system.	
	7.	Annotate transactions with comments.	
	8.	Provision to review/approve/reject/ post all type of transactions	
B. General Ledger			
	1.	Handle multiple General Ledger Accounts - Regular, Tax, etc. or Schedules.	
	2.	Ability to create & maintain Ledger Account codes	
	3.	Capability for each General Ledger to support and be fully integrated with sales, purchase, stock and management accounting ledgers and cashbook	
	4.	Ability to segregate ledger accounts such as Receipts, Payments, Asset, Liabilities etc.	
	5.	Ability to maintain approval hierarchy and competent authority approval before the release of payment.	

6.	System should be able to carry forward balances to next year of general ledger, accounts payable, accounts receivable etc.	
7.	Closing balance of the financial year is carried forward as opening balance to the next financial year automatically.	
8.	Ability to process one document (deposit, check, wire, etc.) against multiple general ledger accounts.	
<b>C. Accounts payable, payments, etc.</b>		
1.	Ability to fully integrate the Accounts payables system with other financial sub modules like general ledger, cash book, accounts receivable, fixed asset, purchasing, inventory, projects etc.	
2.	Ability to provide different types of transaction processing like supplier Invoice, Advances, Adjustments, Payments etc.	
3.	Ability to create Vendors/Suppliers master record along with functionality to capture various mandatory details such as PAN, TIN, Bank Details, GST details, etc.	
4.	Facilitate of centralized payment for all the purchases made for different projects from the same vendor.	
5.	Ability to support multiple approval hierarchy for Payment Processing as per the Delegation of Authority of the institute.	
6.	The system must have an imaging option. Should be able to know all outstanding payables regardless of ability to process.	
7.	Capability to make payment with invoices automatically using user- definable rules such as: <ul style="list-style-type: none"> <li>• By oldest invoice</li> <li>• By specific invoice</li> </ul>	
8.	Capability to provide function for handling the complete loan process for loan given and loan taken e.g. calculation of repayment schedule, Instalments due, Interest calculation, payment of instalment and interest, capability calculation and posting into books and reversal and vice versa.	



	9.	Ability to record all payment types (e.g., cash, check receipts).	
	10.	Provision to create deposit challan for the receipts (Cash, Cheques and DDs).	
	11.	Ability to accept any type of cash receipt including: utility payments, accounts receivable, other miscellaneous payments, licenses, fees, taxes, etc.	
<b>D. Recurring Payment</b>			
	1.	The system shall provide the ability to handle Recurring Invoices and payments.	
	2.	Capability to generate recurring payment voucher	
	3.	Capability to capture the recurring payment information: - <ul style="list-style-type: none"> <li>• Name of the vendor</li> <li>• Invoice number</li> <li>• Recurring number</li> <li>• Accounting information</li> <li>• Start and end payment date</li> <li>• Frequency of payment indicator to identify the frequency of the recurring payment (e.g.: - weekly, monthly, quarterly, biannually, annually)</li> </ul>	
	4.	Capability to allow recurring payment to be deleted or edited within its period of payment	
<b>E. Cash, Cheque, and Bank Management/Reconciliation</b>			
	1.	Ability to create following Cash / bank transactions like Cash receipt, Cash Advance, Employee reimbursement, Misc. payment, Office expenses etc.	
	2.	Handle multiple deposit accounts.	
	3.	Generates Direct Electronic Bank transfer files & Covering Letter for Banks.	
	4.	Capability to link with payment gateway	
	5.	Stores the soft copy format also available in Excel/CSV or any format specified by different banks	

6.	Ability to maintain Cash register/Cash book and Bank register for selected cash/Bank for user defined period.	
7.	Capability to provide daily balances from the Cash Book	
8.	The system will maintain records of all Cheques	
9.	Provide reports for cleared, outstanding, and voided Cheques.	
10.	Ability to handle transaction like Cash to Bank, Bank to Cash, Bank to Bank with both side entry confirmation.	
11.	Ability to Control and monitor Earnest Money Deposit/ Bank Guarantee for the various contracts	
12.	Ability to interface with banks electronically for the purpose of payments & bank reconciliation (weekly, monthly, quarterly, half-yearly, and annual basis)	
13.	Ability to provide different types of Investments/Borrowings transactions: Loans, Cash Credit, Overdraft, Fund Based Limits, Non-fund based limits (LCs, Bank Guarantees, etc.)	
14.	Ability to maintain records of the Bank Guarantees received.	
15.	Ability to capture funding requirements for new projects.	
16.	The system shall provide the ability to generate a list of outstanding checks. Identify outstanding checks by: <ul style="list-style-type: none"> <li>• Financial Transaction Number</li> <li>• Account Number</li> <li>• Amount</li> <li>• Date</li> <li>• Vendor</li> <li>• Fund</li> </ul>	
17.	When we are voiding checks, the system shall provide (user defined configurable) configurability to code transactions to identify, but not be limited to, the following: <ul style="list-style-type: none"> <li>• Check status</li> </ul>	

		<ul style="list-style-type: none"> <li>• Check history</li> <li>• Paid checks</li> <li>• Forgery</li> <li>• Duplicates</li> <li>• Over-aged</li> <li>• Stop payment (lost)</li> <li>• Stop payment (not received)</li> <li>• Stop payment (stolen)</li> <li>• Stop payment (wrong payee)</li> <li>• Stop payment (wrong amount)</li> </ul>	
	18.	Capability to make payment in foreign currency: - <ul style="list-style-type: none"> <li>• Specify the bank account to which the payment is made from</li> <li>• Specify whether it is possible to use the payment method to pay in foreign currency</li> <li>• Specify currencies per payment</li> </ul>	
	19.	Ability to create multiple bank account numbers for each bank code.	
	20.	Ability to search bank items by bank code/account, date range, item type (adjustments, deposits or both), and status (cleared/not cleared/all).	
	21.	Should be support for reports of Petty Cash Management / Revolving fund	
	22.	Provision for automatic reconciliation of bank statements. At challan level for Receipts and at Cheque level for Payments.	
	23.	Provision for Manual reconciliation of bank statements	
	24.	Provision to create voucher for bank charges and interest	
	25.	Provision to generate report on unmatched transactions	
<b>F. Taxation - General</b>			
	1.	Ability to maintain various types of taxes requirements such as VAT, CST, Service	

		Tax, GST, or any other tax provision included by the Central Government.	
	2.	Ability to maintain the period for which specific tax rate is applicable	
	3.	Ability to maintain various tax rates applicable for specified type of tax	
	4.	Ability to generate report on various tax paid, in specified formats, if any - with period, amount, item rate.	
	5.	Ability to generate tax returns in the format prescribed by the tax authorities	
	6.	Provides TDS calculation – Total earning, Exemption, Deductions, Income from other sources, Investments, Taxable income, Income tax, Surcharge, Health and educational Cess, TDS on other Income reported, TDS deducted, Balance tax deductible, etc.	
	7.	Provision to calculate TDS on processing the payroll	
	8.	Provision to allow employees to give tax exemption declarations under various heads like 80C etc.	
	9.	Ability to Define tax rules to determine employees tax liability as per changes in statutory legislation for actual tax liability of employee	
	10.	Ability to adjust the tax declaration and view the tax payable	
	11.	Ability to adjust the Tax declaration within the specified time period (Time period need to be parameterized)	
	12.	Provision to take an employee's tax declaration into consideration, check it against the eligible limit for that head, as specified by the Government, and include the exemption while calculating the Tax.	
	13.	Ability for TDS projection	
	14.	Ability for generation and reconciliation of TDS certificates (Monthly /Quarterly/ Yearly)	
	15.	Ability of system to comply with the e-TDS / e-filing requirements	
	16.	Ability of the system to generate and automate the TDS return process	

	17.	Ability to balance VAT/GST credit to VAT/GST Payable A/c automatically.	
	18.	Ability for creation of Challans – Bifurcations, Payment mode, Cheque No., Challan type, Bank details, transfer voucher, etc.	
	19.	Ability for generation of Certificates – Generate Form 16, ITR annexures, etc. for the selected assessment year	
	20.	Supports preparation of balance sheets, income & expenditure statement, cash flows, etc.	
<b>G. Taxation – Employee base</b>			
	1.	Ability to Define tax rules to determine employees tax liability as per changes by the Central Govt. for actual tax liability of employee	
	2.	Ability to deduct, income tax and professional tax for the employees and post graduate students also.	
	3.	Facility to provide investment declaration form in electronic format. The employee will be required to fill and submit the form electronically so as to update salary record and tax calculation automatically by the system.	
	4.	The system should ensure support for major statutory reports / Forms and certificates of taxes.	
	5.	The system should Record employees' perquisites and other information relevant in computing their tax liability as tax components.	
	6.	The system should Complete calculation and deduction of tax automatically / user defined	
	7.	The system should Project the tax liability of each employee for the period within a tax calendar based on the employee declaration of savings etc. and providing tax planners to the employee.	
	8.	Provision to Manually adjust taxable earnings (in case of income from other sources, investments etc.)	
	9.	The system should handle Exemptions and Rebates as per the Income Tax Rules	

	10.	Tax deductions with exemptions, arrears and generation of related reports and challans	
<b>H. Budget, Funds &amp; Grants</b>			
	1.	System should allow for creation of attractive and simple layouts for data entry.	
	2.	Should allow for creation of different layouts for different Account Heads.	
	3.	Should allow for different layouts for Account heads with different expenditure drivers.	
	4.	Should allow for different layouts for different versions of Budget like Budget Estimates (BE), Revised Estimates (RE), etc. can be made.	
	5.	Ability of in-built Budget Preparation & Control	
	6.	Ability to maintain budget centers to manage & control budgets	
	7.	System should allow for attaching Notes/documents for planning of individual Account heads at budget centers	
	8.	Ability to update budget account automatically after utilization	
	9.	Capability to design different budget formats and financial reports	
	10.	System should have workflow for Budget approvals at multiple levels	
	11.	Ability to flag budget if they exceed actual amounts utilized by specific percentage or amounts	
	12.	System should have Budget Release Functionality	
	13.	Provide Budget alarming system for monitoring the expenditure in the respective budget heads	
	14.	System should allow for Status Tracking to have a visual the status of the overall budget planning exercise at individual task level	
	15.	In Status Tracking Facility, multiple status' are available like "New", "In Process", "For Approval", "Completed", "Released".	
	16.	System should establish and maintain statistical amounts for a budget	

17.	System should maintain multiple versions of budgets	
18.	Budget, once entered in the system be revised and system maintain revised versions for future reference. System track of all the changes made to the budget like date of change the authorized person who changed it, what changes were made with reason codes.	
19.	The system should provide the system should record a narrative reason for change with each record.	
20.	System should restrict access based on user or user-group profile at differing points in the budget cycle.	
21.	Budgetary control mechanism should exist at the stage of Indent Creation, Purchase Order creation and Vendor Invoice/Payment processing. Detailed tracking of Indent vis a vis budget should be possible.	
22.	System should allow Approval of indents /PO's should be allowed when budget is available.	
23.	Ability to produce report of changes and revisions for all of budget services, including, but not limited to: <ul style="list-style-type: none"> <li>• Returns</li> <li>• Transfers</li> <li>• Amendments</li> <li>• Supplements</li> <li>• Enter and Carry Forward</li> </ul>	
24.	Ability to store and handle the following data on prior, current, and future budget periods. Additional data may be required. <ul style="list-style-type: none"> <li>• 10 years of historical data</li> <li>• Current Year data</li> <li>• 5 year Forecasted data</li> </ul>	
25.	Ability to manage Funds & track expenses incurred against it	
26.	System should be able to record TDS receivable on Fixed Deposit (FD)	

	27.	Alerts for important events (i.e. renewal of FD, etc.) through Email.	
	28.	Ability to manage Grants & track expenses incurred against it	
<b>I. Travel &amp; Expenses / Pay-roll integration</b>			
	1.	Ability to manage employee advances, Travel bookings, Travel payment	
	2.	Ability to handle workflow for pre-travel approvals & travel related payments	
	3.	Ability to provide detailed report on Employee travels for In progress, Overdue & paid trips	
	4.	Ability to Integrate HRMM and EPMM modules with accounting	
	5.	Ability to provide detailed report on payroll processed on various user criteria such as Employee ID, Departments etc.	
<b>J. Data &amp; Reports related to Accounts &amp; Finance</b>			
	1.	Ability to generate financial statements at the various defined levels of the entities, individually as well as consolidated.	
	2.	Ability to record, manage and report Accounting Data for all Project-related Transactions	
	3.	Ability to print / publish reports; and save them as viewable files in PDF, TXT, DOC, MS-Excel, CSV, and XML formats.	
	4.	Ability to define users to whom the report needs to be sent. The output format can be paper or electronic – via email / internet / intranet etc.	
	5.	Availability of all standard financial reports like Balance sheet, schedules of balance sheet etc.	
	6.	Ability to generate all statutory reports	
	7.	Ability to generate the Receipts by user-defined criteria, including but not limited to: <ul style="list-style-type: none"> <li>• Account Number</li> <li>• Invoice Number</li> <li>• Customer Number</li> <li>• PO Number</li> <li>• Specific Project Description</li> </ul>	



8.	<p>Capability to:</p> <ul style="list-style-type: none"> <li>• Select reports</li> <li>• Edit reports (create/change/display)</li> <li>• Export reports to different systems</li> <li>• Download data to spreadsheets (e.g. Excel)</li> <li>• Generate reports one at a time, multiple reports at a time, ad hoc and regular reports together</li> <li>• Generate reports at on-line basis</li> <li>• Generate reports in background</li> <li>• Generate reports via batch</li> <li>• Allow creation of user-defined reports without need for technical skills</li> <li>• Perform calculations (e.g. totalling, percentage)</li> <li>• Schedule for specific dates, the generation of these evaluations on a regular basis</li> <li>• Restrict report selection based on security of database, organization structure</li> </ul>	
9.	Ability to record manual receipts, vouchers, etc.	
10.	Analytical, summary and standard reports that provide an accurate picture of the accounts payable including invoice, tax, payment amount	
11.	Ability to provide for all TDS related reporting	
12.	Payments due as on a date or range of dates as per user requirement	
13.	Ability to provide Vendor/Supplier Listing along with other vendor details as may be required	
14.	Provision for adjustment of Advance payment	

	15.	Ability of the system to generate a comprehensive asset register (as per standard accounting practice)	
	16.	GST/taxes related reports should be generated as per the defined format	
	17.	Supports generation of different forms like Form 16, 16A, 26AS, 24Q, 26Q, etc.	

#### [4] Functional Requirement of SPM

Store & Purchase Management Module			Bidder's Compliance (Agree/Disagree)
	Sr.No	Functionalities	
A. Classification of Assets			
	1.	Maintains the records of movable assets like Furniture & Fixtures, Office Equipment, Other Equipment and Machinery	
	2.	Capture various details like Ownership, Cost Details (Construction / Purchase / Transfer), Depreciation, etc. for the Assets	
B. Asset Transactions			
	1.	Records of Purchase of new Assets	
	2.	Maintains the Asset Register	
	3.	Provide a supplier/PO listing of assets by supplier or by purchase order	
	4.	Asset acquisitions, Transfers and all movements can be initiated and tracked	
	5.	The following data are required to identify, specify, track, and report assets by location characteristics, including: <ul style="list-style-type: none"><li>• Person</li><li>• Building</li><li>• Room Number</li><li>• Location</li><li>• Other Unique Identifier(s)</li></ul>	
	6.	Ability to update the Bill of Materials for all the assets	

<b>C. Products, Services &amp; categories</b>			
	1.	Ability to classify materials into group & subgroup as per the requirement such as Inventory, Direct Issue, Raw materials, Spares, Stationeries, Tools, etc.	
	2.	System should be able to maintain Material code, description, type (Electrical, Electronics, Mechanical, etc) and Category (Consumables and Non Consumables)	
	3.	Ability to have centralized item master across the organization for all categories of items (Raw materials, Consumables, Spares, Tools, Components, Semi-Finished Items, Finished Items, Service Items, Work Items etc.)	
	4.	Ability to capture critical material relevant information such as material specification, key characteristics, health hazardous etc.	
	5.	Ability to capture whether the item is imported or indigenous	
	6.	Ability of the system to capture minimum, maximum and re-order level for the inventory.	
	7.	Ability of System to define and handle items having different unit of measurement (UOM)	
	8.	Ability of System for searching item based on its characteristics.	
	9.	Ability to link each item of an indent to equipment / project, department wise	
	10.	Facility to enter details of the vendor/supplier profile like Name, address, work location, items / service supplied, business history, contact details, distribution channel, payment profile, bank details, registration details etc.	
	11.	Facility to classify vendor on criteria like indigenous / foreign, PSU / Non-PSU, Defense, Pvt. Sector, Small Scale Industry within state or outside state etc.	
	12.	Facility to classify vendor based on products supplied	

13.	Ability to blacklist, block / unblock a vendor for further processing of any transaction. Also, ability to capture reasons for blocking / unblocking of vendor	
14.	System ability to support catalogue management (Catalogues from various vendors provided in soft form should be able to be uploaded in ERP)	
15.	Maintain information about the condition of the items (e.g., good, idle, obsolete, broken, etc.)	
16.	System tracks items purchased with various funding sources (i.e. grants, funds, or other cost objects).	
17.	System should be able to classify items into Consumable and Non-consumable.	
18.	System should be able to have the storage hierarchy such as location – Bin –Racks – Shelves - Zones mapped in the system.	
19.	System should be able to link each and every item image, photos, and/or drawing with its item code for physical identification.	
20.	Ability to capture, maintain and track shelf life of perishable items	
21.	Ability to identify services as per the works	
22.	Ability to assign name corresponding to service code	
23.	Ability to enter unit of measure of goods/ service	
24.	Ability to maintain unique service item codes	
25.	Ability to assign / edit / modify description of the service / item(activity) of service	
26.	Ability to check existence of rate contract for individual services or service groups	
27.	Provision for traceability of materials	
28.	Ability to maintain and run the Stores Ledger detailing the opening and closing stock, receipts, issues, price and quantity	
29.	Ability to do Stock Verification based on perpetual / cycle / physical counting or any other defined method and periodicity	

	30.	Ability to perform perpetual inventory verification by group wise, location wise, item wise etc.	
	31.	Ability to record receiving information: receiving staff, shipping carrier with tracking number, date and time received, complete/partial, and comments/notes.	
	32.	Ability to allows images to be attached to inventory items in the system.	
	33.	Ability to accommodate items with zero Rupees value and/or zero quantity.	
<b>D. Indent/Requisition, Tendering, Quotations, Contracting, etc.</b>			
	1.	Facility to each department/ specific users to raise the Indent	
	2.	System should support raising Indents as per following priority:- <ul style="list-style-type: none"> <li>• “O” – Operational</li> <li>• “N” – Normal</li> <li>• “U” - Urgent</li> </ul>	
	3.	Configure workflow to route the Indent/ requisition via various levels of online approvals and budget sanctioning	
	4.	For Proprietary Indents, ability to capture details of Proprietary certificates	
	5.	Ability to rework and resubmit the indent for approval after necessary modifications	
	6.	Ability for the concerned purchaser to scrutinize the indent online and enter remarks if required	
	7.	Ability to generate a unique indent number.	
	8.	Ability to support multiple UOM (Unit of material) for items for inventory and for placing Indents, and releasing of purchase order	
	9.	Enable stakeholders to approve Indent, approve with changes or reject the Indent.	
	10.	System should have the provision for the indent to undergo various status changes like created, submitted, approved, closed, rejected and cancelled.	
	11.	Allows online Indent/ requisition approval at multiple (sequential and/or	

		hierarchical) levels with capacity to "trace" current location.	
	12.	Ability to use multiple criteria to evaluate Indent/ requisition work flow (approvals and insufficient funds).	
	13.	Ability to block/hold the Indent if there is no sufficient fund available	
	14.	System should be able to track status of indent/ demand.	
	15.	System should have a provision to edit the indents that are rejected.	
	16.	System should have the provision to notify the appropriate persons for the indents waiting for approval.	
	17.	System should have the provision to notify the indenter and all approvers when an indent is approved.	
	18.	System should have the provision to capture the remarks by different approvers.	
	19.	System should have the provision to set up Approval Authority for indent based on the indent value.	
	20.	Ability to store and maintain the user-defined/ standard templates for creating different types of Indent, Expression of Interest (EoI), Request For Proposal (RFP)/ Tender Document, contract documents, etc. Also provides version control on all these documents and attachments therein.	
	21.	Ability to collect requirements from various departments and procure strategically for common and similar items	
	22.	System to enable generation of Notice Inviting Tender (NIT)	
	23.	System should have ability to record the pre-bid discussions held during Pre-bid conference and record the necessary amendments to be made.	
	24.	System should be able to amend bid documents and keep track of the versions and approvals of the same from competent authority as per delegation of powers	

25.	Ability of system to track bid validity dates for various bids and take necessary actions if extensions are required	
26.	System should be able to initiate the re-tendering process with respect to original tender if necessitated.	
27.	Ability to choose the mode and type of tendering.	
28.	System to support the following types of tendering:- <ul style="list-style-type: none"> <li>• Open</li> <li>• Limited</li> <li>• Single/PAC (Proprietary Article Certificate)</li> </ul>	
29.	System should allow single tendering on the grounds of urgency or operational or technical requirements after capturing the reasons for single tender enquiry (STE) and selection of a particular firm is recorded and approved by competent financial authority prior to single tendering.	
30.	Ability to execute cash purchase (direct purchase) in case of emergency on the basis of approved local purchase indent	
31.	Ability to configure a committee for a specific department unit to generate local purchase Indent	
32.	Ability to support purchase department budgeting activities	
33.	Ability to capture monthly, quarterly, half-yearly, and annual requirement plan	
34.	Ability to specify whether 'Sample' is to be submitted with offer or after placement of order and attach 'sample approval criteria' to the indent.	
35.	System to grant user the flexibility to select the suitable stages for processing the tendering process (two bid type): <ul style="list-style-type: none"> <li>• Techno Evaluation stage</li> <li>• Price bid evaluation stage</li> </ul>	
36.	Ability of system to generate Bid opening statement with details of quoted prices,	

		EMD and conditions to contract etc and provide access to only authorized persons	
	37.	System should create and monitor the two bid tendering process: In case of ARIES the Technical evaluation is normally carried out by a Technical Evaluation Committee (TEC). TEC report, once finalized is sent to Competent Financial Authority (CFA) for acceptance.	
	38.	System to capture Names and details of TEC members.	
	39.	System to configure workflows for obtaining approval of TEC committee members	
	40.	System to support formation of various committees for opening and evaluation to be done at various stages of tendering (e.g. Tender opening Committee, TEC etc.)	
	41.	System to enable identification of committees by a unique number that will be associated with the respective activities of a particular task.	
	42.	System to maintain the entire MOM's, notes, communication, etc. for specific task be maintained and managed by the system in repository.	
	43.	System not to allow feeding of commercial quotes whose technical bids are rejected by the TEC committee.	
	44.	System to configure workflow for approval of evaluation report as per users' requirement	
	45.	System to support validation of the received bids with respect to the tender due dates.	
	46.	System to prepare bid opening statement along with the details of the EMD, the bidder and the price quoted.	
	47.	System to prepare the comparative statement of the bid.	
	48.	System to enable pre-pone or extend bid opening dates along with generation of intimation letters to vendors to be supported by the system.	
	49.	System to track waiver of EMD requirements in Vendor Database for	



		each vendor/class of vendor along with the reasons thereof for waiver.	
	50.	System to enable capturing of performance guarantees in the system	
	51.	System to generate the alerts prior to a specified period before expiry of the performance guarantee	
	52.	System to capture the commercial evaluation details as per criteria and provide analysis on factors such as:- <ul style="list-style-type: none"> <li>• Duties and Taxes</li> <li>• Delivery Period</li> <li>• All Inclusive Cost on Delivery etc.</li> </ul>	
	53.	Provision to capture taxes like GST, Service tax, Customs duties, Insurance charges, Packing charges, etc.	
	54.	Provision to capture tax exemption details that are applicable for Custom duty, Excise duty etc.	
	55.	System to prevent bids from black listed vendors from being processed.	
	56.	System to maintain the EMD amount and performance guarantees, to be defined and managed in the system.	
	57.	System to generate a list of EMD's to be released to unsuccessful bidders based on information by the finance team.	
	58.	System to calculate and display Overall L1 and Item wise L1	
	59.	System to compare between Indian Vendors and foreign Vendors by taking into account Cost, insurance, and freight (CIF) value / Custom Duty (CD) exemption	
	60.	Provide the capability to track milestone dates mentioned in the Tender document, contracts, etc.	
	61.	Option to include Delivery Schedules and Quality Specs with support for manual entry and special text within the Requisitions	
	62.	Facility to send multiple tenders against single requisition	

63.	System should automatically generate cost comparison statements highlighting all of these: Prices (including break up of taxes), Lead times of delivery, Credit Terms, Other terms and conditions.	
64.	Ability to generate requisitions automatically for items replenished frequently like Consumables, based on re-order level	
65.	Ability to check the availability of free or reserved stock available at different storage locations while creating requisitions	
66.	System should be able to issue Non-availability certificate (NAC) against demands for which item is not available in the stock.	
67.	Ability to send requirement details, documents like drawings and request for specifications along with RFQ	
68.	Ability to enter quotations in the system against RFQ, including taxes	
69.	System to allow deletion/ re-tendering of Ordered Items/tendered items lines.	
70.	System to allow amendments of orders having financial and non-financial implications.	
71.	Maintains a prospective bidder's list.	
72.	Ability to approve bids of the recommended vendor in the system and add reason for approvals and bid rejections	
73.	Ability to create a PO in the system after quotation approval/ bid evaluation.	
74.	Provide the integration with Govt. e-Marketing (GeM) and Govt. e-Procurement System i.e. Central Public Procurement (CPP) Portal	
75.	Route all GeM shopping carts / requisitions through an approval workflow.	
76.	Integration of E-Tendering website i.e. CPP Portal for upload of tender documents, and track the tender process /phases.	

77.	System should have all the standard formats, guidelines and terms and condition of tenders for floating/loading it to the CPP portal	
78.	System should generate tender document on the click of a button from available template and forms information held within. System should also support generation of tender document offline using desktop office tools	
79.	System shall define the hierarchy for approval of Tender so generated and forward the document and record their comments with time stamp. System should also support digital signing of the comments	
80.	Upon approval, system shall generate final tender doc, get it signed digitally by appropriate authority and forward the documents along with tender calendar, base attributes, etc. to e-tender system for uploading to the CPP portal	
<b>E. Purchase Order (PO)/Contracts and Payments against Invoice</b>		
1.	Ability of the system to capture PO information like PO number & date, Item details like code, description, UOM, rate, quantity, Delivery schedule, applicable taxes, BG, other terms etc.	
2.	System should segregate PO based on the category of procurement such as Cash Purchase, Direct Purchase, and Local Purchase.	
3.	System to handle the Cash purchases, Local Purchase to meet immediate requirements of items required in small quantities and up to certain value limits within the prescribed cash purchase powers of the CFA.	
4.	Ability to directly create PO's with different number series based on purchase type or categories such as location / material type / department etc.	
5.	Ability to create PO templates.	
6.	Attach supporting documentation and notes to a PO.	

7.	The system shall provide the ability to perform mass editing of POs based on user defined criteria	
8.	Ability to create single PO in the system from multiple requisitions or multiple PO against single requisition.	
9.	Ability to specify payment terms in the PO.	
10.	Allow payment terms to be displayed and tracked with purchase orders	
11.	Allow delivery date terms to be displayed and calculated with purchase orders	
12.	Ability of the system to print PO in a user defined format on pre-printed stationery	
13.	Ability to link PO with all previous transaction / documents of the system	
14.	The system shall provide the ability to reopen closed POs within the current fiscal year.	
15.	Ability to inquire on a purchase order status by PO number, requisition number or invoice number, and good receipt	
16.	Ability to process changes to purchase orders without having to re-enter purchasing information.	
17.	Ability of the system to update budget utilization automatically at PO release	
18.	Create the necessary accounting adjustments automatically from a PO change/amendment.	
19.	Ability of the system to generate and sending soft copy of PO in PDF format to supplier via e-mail.	
20.	Ability of the system to send reminders to suppliers through e-mail in case of delay in receipt of goods.	
21.	Ability of the system to receive advance intimation from supplier for receipt of goods with transportation details.	
22.	Ability to automatically track and categorize line items on PO.	
23.	Ability to search for an issued PO by number, requisition number, cost, vendor/supplier name or number.	

24.	Ability to view balance quantity and payments made against PO in PO screen of the system	
25.	Allows for multiple budgetary accounts to be applied to each PO line item.	
26.	Allows to initiate and track payment of received PO line items.	
27.	Ability to cancel individual PO line items.	
28.	Ability to re-order individual PO line items.	
29.	Ability to record and track changes made to issued PO line items.	
30.	Ability to select a different account number distribution for each line item on the PO.	
31.	Ability to modify the PO line items with the new accounts/fiscal years.	
32.	Ability to update outstanding PO line items with account numbers in the new fiscal year.	
33.	Provide complete online reporting of POs issued and goods received.	
34.	Send an email to the requestor when the item is received when receiver is different than requestor.	
35.	Attach receiving notes to the PO.	
36.	Provide standard reports and inquiry screens for POs in process.	
37.	Provide standard reports and inquiry screens for POs out/goods not received.	
38.	Provide standard reports and inquiry screens for POs out/goods received/invoice not received.	
39.	Provide standard reports and inquiry screens for POs invoiced but not receipted and not paid.	
40.	Track PO items received.	
41.	Automatically update Accounts Payable with the receipt of goods, including the associated PO number.	
42.	Provides for the receipt of goods and services to be recorded online by purchase order number.	
43.	Ability to record receiver's name/ID on receipts.	

	44.	Ability to track the recording of goods returned to the vendor.	
	45.	Provides a three-way match of the receipt of goods, the purchase order and the invoice.	
	46.	Provides a two-way match of the purchase order and the invoice.	
	47.	Ability to validate three/two way match based on user defined criteria.	
	48.	Ability to search or report on changes to goods receipts based on user defined criteria.	
	49.	Provide the ability to send notifications, via email, to persons within the approval workflow process, in a customizable process based on user defined criteria.	
	50.	Support a bar coded tracking system from incoming delivery point to end user.	
	51.	Ability to capture the details in the contract like contract validity dates, location of Delivery, Material code with description and quantity, agreed upon rates including breakup of taxes, payment terms, other terms and conditions, VAT, GST.	
	52.	Ability to maintain the standard templates for the creation of Contracts or Letter of Award etc.	
	53.	Ability to define and configure the work flow for approval of amendments to the contract terms.	
	54.	Ability to generate the changed Contract once the amendments are made.	
	55.	Ability to store scanned/ soft copy of each external/ internal correspondence against a contract for issue handling and progress review.	
	56.	<p>The system shall allow for the ability to perform invoice entry with the following capabilities, including but not limited to:</p> <ul style="list-style-type: none"> <li>• Multiple levels of invoice approval - Workflow</li> <li>• Ability to manage required supporting documentation in</li> </ul>	

		electronic format (e.g., vendor invoice; claim forms)	
	57.	The system shall provide the ability to process multiple invoices against the same purchase order (PO).	
	58.	The system shall provide the ability to process one invoice against multiple purchase orders	
	59.	The system shall provide the ability to perform Electronic Fund Transfer (EFT), and deposits to vendor bank accounts.	
	60.	The system shall provide the ability to prevent duplicate payments by matching, at a minimum, supplier/vendor and invoice number.	
	61.	The system shall provide the ability to process invoice payments for different charges that are not mentioned in the PO amount.	
	62.	The system shall provide the ability to automatically select payments based on due date and discount date.	
	63.	The system shall provide the ability to list invoices by date range.	
	64.	The system shall provide the ability to list invoices by accounts payables' receiving date.	
	65.	The system shall provide the ability to produce a single claim/payment register at year end for both the prior and new fiscal year.	
	66.	The system shall provide the ability to put invoices on hold and release for later payment.	
	67.	The system shall provide the ability to annotate transactions with comments.	
	68.	While processing payment against each Invoice, the following data shall be stored: <ul style="list-style-type: none"> <li>• Payment date &amp; time</li> <li>• Mode of Payment</li> <li>• Payment number (in alphanumeric form)</li> <li>• Payee name and address</li> </ul>	

		<ul style="list-style-type: none"> <li>• Invoice number/description</li> <li>• Invoice amount without taxes</li> <li>• Taxes</li> <li>• Net amount (numeric and written)</li> <li>• Purchase order (PO) number and date</li> <li>• Paying Authority</li> <li>• Comments to the Vendor, if any</li> </ul>	
	69.	Ability to have an integrated Document Management System where you can view all related documents within the Purchasing module (Requisition, PO, Invoice, Quality checks, payments).	
	70.	Provision to pay through Letter of Credit (LOC) and wire transfer for purchasing from foreign suppliers.	
	71.	Provision to capture the details related to application for irrevocable documentary credit (Letter of Credit)	
<b>F. Services procurement / Work Order</b>			
	1.	Ability of the system to support work orders for any job with material, without material, manpower supply, civil works etc.	
	2.	Ability of the system to capture terms of issuing material to contractor on chargeable basis, non-chargeable basis etc.	
	3.	Ability of the system to support recurring bill.	
	4.	Ability to check in the system remaining amount outstanding in the contract before making payment	
	5.	Ability of the system to generate necessary tax certificates	
	6.	Ability to generate work completion note in the system by indenter to certify quantity and quality	
	7.	Ability to capture key information in the service purchase orders like type of service (security, consultancy, transportation, job etc.), rate of services, applicable taxes, financial agreement etc.	



<b>G. Goods Receipt &amp; Movement</b>			
	1.	Ability to create an Inward and Inspection note before creation of Goods Receipt (GR). Inward will contain details such as PO number, date of receipt and other consignment information.	
	2.	Ability of the system to create of GR from inward and inspection note.	
	3.	Ability to have a single GR form to handle multiple types of GR like Store receipt, Direct consumption, etc.	
	4.	Ability of the system to generate GR number automatically or manual link with Inward.	
	5.	Ability of the system to receive partial consignment / delivery from PO	
	6.	Ability of the system to show remaining PO quantity when creating GR	
	7.	Ability of the system to receive goods in a measurement unit different from the measurement unit in which the order was placed.	
	8.	Ability to define & control GR against purchase order	
	9.	Ability of the system to show list of test certificates required to pass quality check.	
	10.	Ability of the system to capture the QC check results.	
	11.	Ability of the system to capture quantity rejected by QC against the GR	
	12.	Ability of the system to automatically generate a rejection / shortage note and rejection / shortage letter in case of rejection / shortage	
	13.	Ability of the system to generate a Debit Note to be sent to the vendors for all rejections / shortage. The Debit Note should be linked to the Rejection / shortage note in the system.	
	14.	Ability of the system to highlight pending overdue & non-overdue purchase orders and pending quantity	
	15.	Ability to generate instructions/labels for the storing of items in the Stores including bar codes	

16.	The ability to provide views of inventory balances, in-transit, and on-order across all Stores and for individual Stores.	
17.	System should be able to provide gate Entry & Exit monitoring process for the material & vehicle movements linking with Supply Order or others. It includes capturing of date, time, transportation type, carrier details, dimensions, weights etc.	
18.	System should capture From place, To place for the goods that are transported	
19.	It should also capture by whom it is moved, Date of movement, receiving person, date, mode of transport and vehicle number	
20.	System should have the provision to create gate pass for the items to be dispatched e.g. for repair, replacement	
21.	System should be able to maintain System generated Gate Pass no, Date, Item Code, Item description, Supplier, Location, Address and Remarks.	

#### **H. Stores management**

1.	Ability of the system to select any valuation method i.e. FIFO, LIFO, or weighted average method for valuation of stock	
2.	Reporting of Overstock and Under Stock Exceptions	
3.	Ability to support issue of material having shelf life on FIFO basis	
4.	Ability to support issue of Materials by Store Staff	
5.	System should be able to transfer of items from Central store to divisional/departmental stores, if required.	
6.	System should be able to view and track real time stock position.	
7.	System should be able to issue and monitor inventory items on loan to other departments and thereafter return of the item after usage.	
8.	Ability to track hazardous/environmental materials.	

<b>I. Key Management</b>			
	1.	Ability to identify which keys each key holder has and the doors they can open.	
	2.	Ability to track issuing keys to people.	
	3.	Ability to create key records or reports, and tracking lost or damaged keys and related responsibility.	
	4.	Ability to track keys by department, function or other user determined groupings.	
	5.	Ability to managing master keys, sub-master keys and change keys.	
	6.	Ability to log quantities of keys created, issued, lost, and destroyed.	
<b>J. Disposal of Dead Stock</b>			
	1.	Department wise submission of details	
	2.	Tendering by Stores & Purchase department	
	3.	Disposal of Dead Stock	
<b>K. Work Requisition</b>			
	1.	Ability to create, maintain and review the section-wise work requisitions	
	2.	Ability to raise maintenance Work requisitions after receiving feedback from operations about faults. The Work requisitions should be capable of auctioning/ triggering electronic notification to the concerned technical staff	
	3.	Facility to copy tasks with material and resource requirements to the work order from standard procedures Facility to attach notes, equipment drawings / documents, standard operating guidelines for each task in a work order	
	4.	Ability to classify Work requisitions / Work Order by user defined variables. For example safety, modification, new work, rework, breakdown, preventive etc. It should be possible to report by each of these classifications.	
	5.	Ability to assign a priority among work requisitions.	
	6.	Ability to view details of any outstanding Work Requisitions on a specific job or	

		related piece of equipment in order to avoid duplicating work requisitions.	
	7.	Ability to record the status of a Work requisitions via user defined variables e.g. Awaiting approval etc.	
	8.	Ability to inform requestor via e-mail or otherwise upon approval / rejection of Work requisitions.	
	9.	Ability to establish targets against a Work Request. These targets could be time, financial and/or quality based. The ability to report on these targets should also exist.	
	10.	Ability to define critical dates against a Work Request. e.g. Required By date.	
	11.	Ability to approve, maintain, complete and close Work Request.	
	12.	Ability to link a Work Order to a financial account code.	
	13.	Ability to create multiple Work Order tasks against a Work Order.	
	14.	Ability to define work requirements (plan/ labor/ equipment/tools/spares/ other) against the Work Order.	
	15.	Ability to make changes to a Work Order	
	16.	The ability to approve work orders on-line via workflow is required. This could be performed by different incumbents within the organization, depending on work order size/cost, priority, mode and Delegated Financial Authority levels etc. If a work order is not approved within a specified time it should be forwarded to the next appropriate person.	
	17.	Ability to maintain, complete and close Work Orders online.	
	18.	Ability to adjust all elements of the Work Order including : • Materials • Resources • Tools • Timings	
	19.	Ability to create and issue an emergency Work Order	
	20.	Ability to attach documents to a Work Order including detailed work instructions, safety requirements and checklists, drawings etc. Upon issue of a Work Order, it should be optional as to	

		whether attachments are printed automatically or at the discretion of the user.	
	21.	Ability to notify relevant personnel or issue a warning/alarm, if a Work Order has not been completed after certain period of time.	
	22.	Ability to record the consumption and return of materials that were issued against the individual work order	
	23.	Ability to report on Work Orders that have been delayed due to:- • Materials not being available in time for the maintenance work; • Insufficient internal / external labor resources; • Lack of permit being issued; • Other user defined fields.	
	24.	Ability to record status of a Work Order such as approved, not approved, wait on materials, wait on contractors, wait on labor, etc.	
	25.	Ability to allow authorized employees to enter text in a free format against the Work Order. These comments should be able to be forwarded to concerned authority.	

#### **L. Other Requirements**

	1.	List of Vendor wise / Material wise orders	
	2.	Material wise, Department wise consumption report	
	3.	Status report to department w.r.t their orders	
	4.	Comparison of price bids with history prices	
	5.	Alerts if the Asset Numbers, Batch or Serial Numbers is not in order	
	6.	Vendor Performance Analysis Rating & Reports (on the basis of quality of item / services offered, quantities supplied, delivery / timely completion performance and cost /price)	
	7.	Register for Inward, Inspection, receipt, Issue etc. on user defined period.	
	8.	Facility to provide slow moving and nonmoving items report	
	9.	Rate variance report from Receipts	
	10.	Data Porting / Data Entry Suite	

11.	Provides an online item catalog and search capability.	
12.	Ability to load internal materials in order to create internal catalog	

### **[5] Inter-linked and Common Functional requirements**

<b>Sr.No</b>	<b>Functionalities</b>	<b>Bidder's Compliance (Agree/Disagree)</b>
<b>A. General</b>		
1.	Ability to initiate and track the approval process.	
2.	Ability to assign different levels of approval for the same user.	
3.	Provide workflow functionality in all system modules.	
4.	Reminders/ Notification to the employee for change or requirement of any additional data through mails/ SMS/ self-service etc.	
5.	Ability to allow temporary status changes of users (e.g., unavailable due to vacation time).	
6.	Ability to re- route workflow assignments based on availability triggered by unavailable status.	
7.	Ability to re- route workflow assignments based on availability triggered by system administrator- defined periods of no response.	
8.	Ability to maintain various Sections/Division/Sub-sections of the institute	
9.	Ability to define various roles based on the nature of responsibility.	
10.	Ability to assign employee to their Sections/Division/Sub-sections	
11.	Ability to attach document or add notes wherever needed	
12.	Ability to view the list of alerts received by the employee	
13.	Ability to view the list of records submitted by the employee based on the process	
14.	System should have provision to store order / circular / notification which	

		effected and organizational change for an employee and related reports should be developed	
	15.	System should have functionality to search orders / circular / notification through name, keyword, date, number and archive /discard any order/circular/notification	
	16.	Ability to seek confirmation after every change made in the structure, changes to be made permanent only on authentication by the controller of the authorized person — Multi stage process	
	17.	Ability to change/restore/rollback changes to a previous (given) dates and report inconsistencies	
<b>B. File movement (Inward-Outward)</b>			
	1.	The system shall replicate the Present physical file handling in the same manner as followed and electronic files shall give the same look and feel of Physical file with right-hand side of the file holding the “Correspondence” & left-hand side of the file holding the “Note-Sheets”.	
	2.	The system shall have a facility to create/open a new electronic file as well as a Part File, which can be merged with the main file at a later stage.	
	3.	The system shall have a facility to save the file in the desired folder in the system as per the user rights.	
	4.	Numbering for the file should be auto-generated as per the department format and should allow for restarting the numbering at beginning of every fiscal year.	
	5.	The system should mandatorily capture information like File Subject, Department etc. while creating the file.	
	6.	The system shall generate a Barcode number on successful creation of a file. This barcode can be pasted into a physical file for tracking, in case physical file is also used.	
	7.	The system shall allow adding documents to the electronic file directly from the scanner or internal/external drive or email.	

8.	Any type of documents like Images, text files, PDF files, MS Office files like Word, Excel, CSV, PowerPoint presentations, etc. can be added to the electronic file in the Correspondence side.	
9.	The documents which are added to the files also can be individually indexed/ tagged for easy search.	
10.	The system should have a facility to search a file based on multiple parameters like file number, file subject etc.	
11.	System should allow categorization of files like subject files, special files, administrative files, project files etc.	
12.	System shall have an in-built text editor for entering the notes. The editor should have basic functionalities such as highlighting a part of note, underlining, making bold, creating paragraphs, having bullet numbering, creating tables etc.	
13.	The note editor should support adding notes in English & Hindi.	
14.	The system shall have a draft folder to save Office Notes that are created by officer, which can be edited/appended/reviewed before making it the final note in the file.	
15.	The system shall provide list of “Standard Noting” templates like “Put up for approval”, which can be used by officers.	
16.	The system shall provide facility to sign the document using “Digital Signature”.	
17.	The system shall allow appending the scanned signature of officers (for whom digital signature is not available) on the notes, based on the authentication at the time of adding the notes to note-sheet.	
18.	The system shall provide security on notes so that Noting/comments once written signed and forwarded shall not be amendable/editable by any user including originator.	
19.	The system shall provide facility of securing the notes or making a noting confidential and allow only selected authorized officers to view the secured notes.	



20.	The system shall have the workflow capability to route the file for approval electronically. The routing can be either serial or parallel routing.	
21.	The system will allow attaching other related files in the workflow for easy reference, while in workflow.	
22.	The system shall have facility to “Recall” the file from other users.	
23.	If need be, the system shall allow transferring of file from a User’s Inbox to another user by authorized officers.	
24.	Once the workflow is initiated, the system will automatically intimate the respective users by email for their action once the file is in their inbox.	
25.	The system shall allow fixing the timelines for completing of task by each user. The system will intimate the user by email on reaching the threshold time for completing the task. The system will allow defining escalation actions, if the task is not completed in time like email, automatically moving the file to alternate officer etc.	
26.	The system shall allow the officer to keep a file “On-Hold” by specifying the reason for hold.	
27.	The system shall provide a facility to track the file by authorized users at any point of time.	
28.	The system shall allow maintaining information & tracking of Physical Files also if need be.	
29.	The system shall provide facility to print out the noting for filing in paper folder as record if needed.	
30.	Maintenance of e-Registers – personal, divisional, and departmental	
31.	The system should provide Smart search interfaces for quick access correspondences & files	
32.	The system should provide BARCODE Integration to enhance responsiveness and accessibility	
33.	The system shall provide all required reports around file movement and tracking.	

<b>C. Letter &amp; Correspondence Management</b>			
	1.	The system shall have a facility to directly capture the physical/hard copy letters received by the department in the system. It should enable capturing basic information like Date of Receipt, Subject of letter, who has sent the letter, Date on letter etc. before exporting to the Letter/Correspondence Management System.	
	2.	The system shall have a facility to add emails directly to the Letter Management System	
	3.	The system should allow Auto-Numbering of the letters registered, which can be easily tracked at any point in time.	
	4.	The system shall have a facility to route the correspondences Letter to the user whom it is addressed to.	
	5.	The System shall allow the recipient of the letter to view the same and do annotations.	
	6.	<p>The system shall allow the recipient to take different actions on the letter like</p> <ul style="list-style-type: none"> <li>• Filing the Letter to an existing/New electronic File</li> <li>• Forwarding the same to other users for action</li> <li>• Forwarding the same to multiple users together for action.</li> </ul>	
	7.	The system shall have a facility to prepare responses and attach with the correspondences Letter workflow if a response is to be given to the letter.	
	8.	The system shall have a facility to track a correspondence at any point in time.	
	9.	The system shall provide advanced search facility for searching a correspondence /Letter based on multiple criteria like dates, subject, pending with, completed by, pending since etc.	
	10.	The system should have inbuilt inbox for receiving correspondence	
	11.	Capability of maintenance of e-registers for individuals, divisions, and departments	

	12.	The system should have digital signature integration	
	13.	The system should have BARCODE integration for file and correspondences (DAK) tracking	
	14.	The system should have provision to capture user details and timestamp along with every note	
<b>D. Reports</b>			
	1.	Data filtering by various attributes can be used to limit the report to only desired information	
	2.	Ability to provide predefined reports	
	3.	Custom data fields can be added to predefined report templates	
	4.	Charts and graphs can be added to the predefined report templates	
	5.	Report output can also be displayed in graphic and or chart format	
	6.	System must have ability for appropriate users to create and print reports on their dashboard.	
	7.	Report shall be prepared by any day of the week by individual, department, user-defined.	
	8.	The ability to format reports (e.g., headings, fonts, bolding, underlines, currency signs).	
	9.	The ability to include headers, footers, pagination, etc.	
	10.	The ability to produce reports that can be edited in Word, Excel or in the report writer itself.	
	11.	Ability to export queries and reports to standard MS formats (Excel, Word, CSV, etc.) and PDF	
	12.	System will provide the ability to search for specific values within a report	
	13.	System will support simple and complex search and reporting functionality, using user defined criteria.	
	14.	Ability for multiple users to access the same document/reports simultaneously	
	15.	Ability to have access to data and report based on user authorizations.	
	16.	Ability to provide standard report templates	

	17.	Ability to create custom reports using wizard	
	18.	Ability to print reports directly through networked printer	
	19.	System supports a graphical display of a wide variety of charts and graphs.	
<b>E. Constituting Various Committees &amp; Meetings</b>			
	1.	The system should have the capability to constitute the committee with its members and convener details.	
	2.	The system should have the capability to capture various details of the committee such as term of reference, tenure, committee members etc.	
	3.	The system should have the capability to define the role of each committee member.	
	4.	The system should have the capability to define the committee members from the internal departments as well as external users along with required details.	
	5.	The system should have the capability to define the message template for sending the notification to respective committee members.	
	6.	The system should have the capability to create and save the templates for different type of notification messages.	
	7.	The system should have the capability to define the approval process for committee constituted.	
	8.	The system should have the capability to attach the required documents with various committees constituted.	
	9.	The system should have the capability to circulate the Office Memoranda with the respective committee members/stakeholders having details about the committee.	
	10.	The system should have the capability to define the meeting details such as Agenda, date, time, venue, priority etc. along with the required documents.	
	11.	The system should have the capability to define the Meeting invitation templates for sending the notifications to all the committee members.	

	12.	The system should provide the calendar view having details about the meeting schedule on weekly/monthly basis.	
	13.	The system should provide the capability to submit the response about their availability for the meeting scheduled.	
	14.	The system should have the capability to capture the Minutes of Meeting.	
	15.	The system should have the capability to assign the actionable to the respective committee members based on meeting decisions.	
	16.	The system should provide the capability to define the deadlines of submitting the response for defined actionable.	
	17.	The system should provide the capability to designing the template for circulating the Minutes of Meeting (MOM).	
	18.	The system should provide the capability to send the MOM notification through email.	
	19.	The system should allow allocating responsibilities and making online status updates	
	20.	The system should allow maintaining attendance records and drafting agendas, reports, and minutes of meetings	

### **[6] Other Technical Functional requirements**

	<b>Sr.No</b>	<b>Functionalities</b>	<b>Bidder's Compliance (Agree/Disagree)</b>
<b>A. General</b>			
	1.	Solution should support both English and Hindi formats	
	2.	Should support any operating system like Windows, Linux, Unix	
	3.	The interface design of the application should be simplified enough that end user can easily understand all the working. i.e. user friendly interface design.	
	4.	All components of the proposed solution to be interoperable and seamlessly integrated.	

5.	The ERP solution should be supplied with the source codes of the solution, and these codes should be the part of deliverables without any preconditions.	
6.	Customize personalized views based on user defined criteria without impact to system functionality or support processes.	
7.	Ability to create ad hoc reports, generate reports at various levels, facility to download reports in various formats like image/Excel/CSV/DOC/PDF/text/XML/ etc., and send reports electronically.	
8.	System will support uploading/downloading in common formats (MS, Adobe, etc.)	
9.	System should have mail service integration. Ability to send email notification wherever needed	
10.	The system shall allow adding documents to the electronic file directly from the scanner or internal/external drive or email.	
11.	Bulk data upload/ change should be possible	
12.	Solution to provide integrated user management	
13.	Ability to provide access level security for Entry forms at Field level - allow, Read only, Hide	
14.	Ability to configure the number of permissible log-in attempts	
15.	The system will create user roles and access rights based on user-defined criteria (role based access control)	
16.	Ability to provide multiple roles to single user and bulk user maintenance and access management options	
17.	Solution to provide access level security for data at transactional level.	
18.	Ability to delegate roles and permissions in case an employee is absent and his work (approvals / rejections in a workflow environment) needs to be carried out	
19.	Ability to revoke roles and permissions after the original employee joins back who	

		role was delegated to an alternate supervisor	
	20.	Accepts the user-defined templates for leave, tender, travel/tours, etc.	
	21.	System should have inbuilt features like workflows, file tracking, and knowledge repository.	
	22.	The system should be format agnostic and should allow storage of any digital data like images, Office Files, engineering drawings, PDF, PDF/A, photographs, video & audio files etc.	
	23.	System should allow creation of custom indexing field/tags for different documents at Folder & File level	
	24.	System shall provide the standard file hierarchy structure of folders and sub-folders to allow users and groups of users to manage and organize their documents.	
	25.	The departmental officials should be able to index folders, files, letters and documents on user-defined indexes like department, Letter No, file no, year, etc.	
	26.	The system's in-built viewer should have the capability to perform annotations such as highlight, sticky note, underline, hide certain text etc. on the documents image with user name, date and time of putting annotations.	
	27.	System should have facility to set notifications (eg. Notifying change of version of a file to all stakeholders) & Alarms (eg. Delay in Approval) by email.	
	28.	System should have comprehensive & easy to set access rights controls at Folders & File level as well as Groups and users with inheritance	
	29.	The system should allow defining multiple levels of access rights (Delete/ Edit/ View/ Print/ Copy or Download) to officers based on their profile.	
	30.	The System should maintain audit-trail of all activities being done in the system, documents etc. by users as well as administrators.	

31.	Provides system audit-trail tracking by user defined parameters.	
32.	System to maintain logs of all the transactions and audit-trails.	
33.	System should support to Create Additional custom fields in each modules for storing additional data, as per the requirements.	
34.	The database should run with multiple nodes to provide high level of availability and load sharing.	
35.	Ability to produce customizable error messages.	
36.	Ability for multiple windows to be open at the same time.	
37.	Ability to support full functional operation on Laptops, and Desktops	
38.	System permits multimedia file attachments (word files, graphic images, audio or video clips) to records as work orders.	
<b>B. Security Requirements and features</b>		
1.	All the necessary procedures / infrastructure/ technology / personnel should be established to ensure that the Security in the ARIES ERP System is not compromised.	
2.	The solution should have integrated security features that are configurable by the <i>Master user</i> or <i>System Administrator</i> to control access to the application, functional modules, transactions, and data.	
3.	The solution should require the use of unique user IDs and passwords for authentication purposes and, Biometric and other devices as applicable.	
4.	The application should allow for the following: (a) The enforcement of password standards (b) The establishment of a specified period for password expiration (c) The prohibition of recent password reuse	



5.	Only the <i>Master user</i> or designated authority should be able to define functional access rights and data access rights to the users. He should be able to restrict access to sensitive data elements by named user, groups of users, or functional role.	
6.	The systems should permit the <i>Master user</i> to assign multiple levels of approval to a single user.	
7.	System should be auditable as per requirements from time to time.	
8.	System should have audit logging capability to record access activity, including the following: (a) All log-in/log-out attempts by the individual users (b) User-submitted transactions (c) Initiated processes (d) System override events, and direct additions, changes, or deletions of data	
9.	System should have the provision for Dashboard to view and analyze the log details.	
10.	System should provide the ability to query the audit log by type of access, date and time stamp range, user ID, and IP address.	
11.	All the information assets (information and information systems) should be classified and security should be defined according to criticality of the information asset.	
12.	System should ensure proper protection against malicious software. This would include implementation of an effective anti-virus solution, scanning viruses at regular intervals or on certain triggers.	
13.	Should have a disaster recovery plan and robust backup procedures.	
14.	Provide security at the following levels: Department; Division; Role or Group; User ID; Screen; Menu; Report; Database	

		Table; Object; Record; Field; Job Function; Transaction Type, etc.	
	15.	Ability for the system administrator to determine which fields are visible to users.	
	16.	Provide role- based security.	
	17.	Provide document- based security.	
	18.	Provide functional security to control what processes can be performed by certain users.	
	19.	Ability to log users off the system after an administrator- defined period of inactivity.	
	20.	Data Encryption - The login passwords of all the users and the suppliers are to be encrypted at the database level.	
	21.	Secure Administrator Access- To prevent an administrator from misusing his access privileges, the system shall have dual level password verification before allowing an administrator access to confidential module. The first password is to be provided by the administrator himself and the second password is to be provided by the highest authority of the institute, or his designated official.	

**C. Documentation Requirement (General List)**

	1.	All Architecture documents, operating specifications, and system flowcharts	
	2.	Database entity relationships, table formats, and data element descriptions; and Program module descriptions	
	3.	Quality Assurance Plan stating the planned actions to ensure satisfactory delivery conforming to functional and technical requirements of ERP system.	
	4.	Interface Control Document, documenting the interface characteristics of the modules.	
	5.	Test Plan containing information on the software test environment to be used for independent testing, the test cases to be performed, and the overall testing schedule. This includes, schedule, resources, tools, procedures, environment definition, test cases, and software test	

		results. The test plan document should have the information about the methodology, tools etc. The solution provider i.e. supplier has to provide the tools that are proposed to be used in the testing.	
	6.	Trouble Shooting Guide/ Handbook for Helpdesk which describes the various trouble shooting methods.	
	7.	Operations Manual providing instructions for installing the application, troubleshooting, interpreting message logs, error codes with full descriptions and recovery steps, user screen and reports layouts and contents, application security and Frequently Asked Questions (FAQs).	
	8.	User Manual (online or downloadable content) providing detailed instructions in the form of a narrative on how to use the application. In addition, it shall describe how to access, submit inputs to, and interpret outputs from the application.	
	9.	ERP Applications Training Manual Module wise	
	10.	A data dictionary listing out all the data elements shall be prepared.	
	11.	The Administrator shall maintain all documentation related to the ERP system including software artefacts and database with adequate traceability matrix and version control.	
	12.	All the documents mentioned in <b>Point /Clause 22 of Section-III</b> of this RFP.	
<b>D. Software essentials</b>			
	1.	Entire source code for the ERP solution to be provided to ARIES without charge. The source code must be in the preferred form in which a programmer would be able to modify it. Deliberately obfuscated source code is not allowed. Intermediate forms such as the output of a pre-processor or translator are not allowed.	
	2.	Only the latest versions of software application, and integration tools, wherever applicable, shall be used.	

	3.	The software license must allow modifications and derived works.	
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Yours faithfully,

(Signature & Seal of the Authorized Signatory of Bidder)

Name and Designation of Authorized Signatory:

Name of Firm/Company:

Place:

Date:

**ANNEXURE-II****Technologies to be used in ARIES ERP Solution**

[Refer Point. 5 of Section-III]

(TO BE SUBMITTED IN THE TECHNICAL BID)

To  
The Director  
Aryabhatta Research Institute of observational sciences (ARIES),  
Manora Peak, Tallital Sub PO,  
Nainital 263001, Uttarakhand, INDIA

**Sub: Implementation of Integrated ERP solution in ARIES****Tender Ref. No.** \_\_\_\_\_**Tender ID:** \_\_\_\_\_

Below are lists of technologies that will be used in the development of ARIES ERP package:

(a) **Framework** (tick as appropriate):

- ☐ ADempiere
- ☐ Apache Ofbiz
- ☐ AvERP
- ☐ CAO-Faktura
- ☐ Compiere
- ☐ Dolibarr
- ☐ ERPNext
- ☐ Flectra
- ☐ JHipster
- ☐ Limbas
- ☐ Lx-Office
- ☐ Lx-Office
- ☐ Metasfresh
- ☐ Odoo
- ☐ OpenERP
- ☐ Opentaps
- ☐ Spring
- ☐ SQL-Ledger
- ☐ Tryton
- ☐ WebERP
- ☐ xTuple
- ☐ Any others, please specify: \_\_\_\_\_

(b) **Back-end** (tick as appropriate):

- ☐ Delphi
- ☐ Java
- ☐ Python
- ☐ PHP
- ☐ Perl
- ☐ Any others, please specify: \_\_\_\_\_

(c) **Front-end** (tick as appropriate):

- ☐ Angular
- ☐ Bootstrap
- ☐ JQuery
- ☐ React
- ☐ Vue
- ☐ Any others, please specify: \_\_\_\_\_

(d) **Database** (tick as appropriate):

- ☐ Cassandra
- ☐ DB2
- ☐ MariaDB
- ☐ MongoDB
- ☐ MS SQL
- ☐ MySQL
- ☐ Oracle
- ☐ PostgreSQL
- ☐ SAPDB
- ☐ Spark
- ☐ Sybase
- ☐ Any others, please specify: \_\_\_\_\_

(e) **Supported Data formats** (tick as appropriate):

- ☐ CSV
- ☐ DATEV
- ☐ EDI
- ☐ HTML
- ☐ PDF
- ☐ PS
- ☐ TXT
- ☐ XML
- ☐ Any others, please specify: \_\_\_\_\_

(f) **Supported Web browser** (tick as appropriate):

- ☐ Internet Explorer
- ☐ Google Chrome
- ☐ Mozilla Firefox
- ☐ Opera
- ☐ Netscape
- ☐ Safari
- ☐ Any others, please specify: \_\_\_\_\_

(g) **Supported Operating System** (tick as appropriate):

- ☐ Windows 7 and higher
- ☐ Linux
- ☐ Unix
- ☐ Any others, please specify: \_\_\_\_\_

Yours faithfully,

(Signature & Seal of the Authorized Signatory of Bidder)

Name and Designation of Authorized Signatory:

Name of Firm/Company:

Place:

Date:

## ANNEXURE-III

1	<div> <div>Validate</div> <div>Print</div> <div>Help</div> </div>		<div>Item Rate BoQ</div>	
4	Tender Inviting Authority: <Aryabhata Research Institute of Observational (ARIES), Manora Peak, Nainital>			
5	Name of Work: < Design, development, delivery, installation & commissioning, and training of an integrated ERP system at ARIES with suitable customization as per the requirements >			
6	Contract No: 05942270815, 05942270723, 05942270729			
8	<div> <div>Name of the Bidder/ Bidding Firm</div> <div>/ Company :</div> </div>			
<div>PRICE SCHEDULE</div> <div>(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 )</div>				
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10	NUMBER #	TEXT #	NUMBER #	NUMBER #
11	Sl. No.	Item Description	Quantity	Units
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