SCOPES OF WORK

1. **General Scope:** The ERP will be a single unified business information system for HPPCL’s Resource Management and the solution should be a completely integrated available-of-the-shelf ERP product. The System should have the required depth, breadth and flexibility to provide on-line information access to all the designated users who will operate the respective business processes. The main system and database will be residing in the Data center in the Head Quarter, Shimla. The general scope of the proposed ERP based IIS is as follows:

   A. Plans & Schedules

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

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

      a) Supply and configuration of all the ERP Application software, RDBMS software and other software as required.
      b) Supply, configuration and implementation of the ERP based IIS at all locations.
      c) Design & preparation of test script, test data, trial run and arranging acceptance testing of all modules.
      d) Business intelligence tools are important provisions, the organization looks for along with ERP.

   C. Integration

      a) System Integration at Chakkar Building, Uttam Bhawan, Renuka, Sainj, Shongtong, Sawara Kuddu, KASHANG, Sundar Nagar, Tidong, Chirgaon Majhgaon with the Head Quarter, Shimla and coming up sites.
      b) Provision has to be made for integration of SCADA.
      c) This system will integrate all the requirements of the organization, from the core functions, to communication needs such as email, to security needs, to collaboration needs, to interfacing with external business partners. At the core of this is a software system to cater to the main business processes of the Corporations. The Corporation is inviting tenders for the deployment of a solution based on ERP for the main portions of the application. The tender is also for the supply of the necessary modules of ERP and other related software (such as a Database management system and Middle tier Server Software along with licenses thereof).
      d) A Blueprint is to be first prepared. Present scope is a broad outline of the business processes and the components that need to be computerized.
      e) This organization when equipped with SCADA system, data gathered in SCADA system shall have to be accessed by ERP and provide MIS support.
f) The ERP system shall have seamless interfaces for integrating with future GIS, e-Tendering implementation needs of the HPPCL.

D. Go live and Roll Out

a) Go-Live run of all modules at Head Quarter, Shimla with real-time data
b) Roll out of the System to the Chakkar Building, Uttam Bhawan, Renuka, Sainj, Shongtong, Sawara Kuddu, KASHANG, Sundar Nagar, Tidong and Chirgaon Majhgaon and coming up sites.
c) Stabilization of the System at all the locations.

E. Training and Operation Manual

a) Prepare and supply User/Operation Manual for smooth and trouble free operation in the system
b) Impart User training at all levels at all sites as per HPPCL’s requirement to make them self-dependant.

F. Technical Support

a) Annual Technical Support for the ERP System for a period of 2 (two) years after delivery of licenses.

2. ERP License requirement:

2.1 The supplier needs to supply the ERP licenses for the following functional areas of HPPCL.

A Prime functions

1. Finance and Accountings
2. Purchasing and Inventory Management
3. Engineering Process Management
4. Project Management
5. Human Resource Management
6. Environment, Health & Safety
7. Government Compliances
8. Operations & Maintenance Management
9. Billing

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

1. Dash Board Functionality at different level of administration & MIS
2. Document Management System
3. Workflow Management
4. Enterprise Portal
The functionality requirements for each of the modules are given at Technical Specifications, Schedule of Supply (Section VI) which is indicative. However, vendor should include the detailed requirements for each of the module during business process mapping at the time of implementation.

**ERP implementation scope**

Currently, the scope of ERP implementation will be for the following functional areas:

1. Finance and Accountings
2. Purchasing and Inventory Management
3. Engineering Process Management
4. Project Management
5. Human Resource Management
6. Environment, Health & Safety
7. Government Compliances

The implementation for the following functional areas will be taken up in the second phase through a separate tender after 2/3 years:

1. Operations & Maintenance Management
2. Billing

*But employer may at his discretion extend the contract if mutually agreed.*

**3. Geographical Spread:** The ERP shall cover the following geographical spread of HPPCL’s office locations-

1. HIMFED Head Quarter at Shimla
2. Chakkar Building, Uttam Bhawan, Renuka, Sainj, Shongtong, Sawara Kuddu, KASHANG and Sundar Nagar and coming up sites.

**4. Number of Users:**

4.1 Estimated number of users of the ERP system at HPPCL’s Head Quarter, Chakkar Building, Uttam Bhawan, Renuka, Sainj, Shongtong, Sawara Kuddu, KASHANG and Sundar Nagar has been assessed at 300 ERP named user licenses and 500 ESS licenses currently. The vendor is requested to quote for 300 ERP named user licenses and 500 ESS licenses currently along with provision of payroll functionality for 1000 users. It shall be the decision of HPPCL to distribute the user licenses within the organization covering HPPCL’s Head Quarter, Chakkar Building, Uttam Bhawan, Renuka, Sainj, Shongtong, Sawara Kuddu, KASHANG and Sundar Nagar and coming up sites. There should not be any restriction in use of functions/modules in each named user license. All the ERP licenses supplied shall be unrestricted and fully functional. HPPCL shall exercise extent of AUTHORIZATION to be allowed to individual users. The users may be conveniently grouped by the to exercise TRANSACTIONS on ERP System or takeout reports/views from different Sub Systems of the ERP or avail MIS/DSS support from ERP or such other appropriate classification. The ERP licenses at above shall be general and not categorized under any module. Purchaser shall have right to conveniently distribute these licenses across the modules at HQs or Field Offices / Units as per need.
4.2 HPPCL may procure additional licenses above this current 300 named ERP user licenses upto 400 named ERP user licenses in slabs of 100 named ERP users in the 2nd and 3rd year at the same price. The prices should be valid for a period of 3 years.

4.3 The vendor shall provide details of number of proposed named user ERP licenses, latest RDBMS & Development License based on details provided in Clause 4.1.

4.4 The vendor is requested to provide price for additional ERP named user licenses in slabs of 100 users.

5. **System Requirements:** The system will, essentially be characterized by the following features:

5.1 **User Interface:** The interfaces should be user friendly and with Graphic User Interface (GUI) with web access as the system will be at Head Quarter, Chakkar Building, Uttam Bhawan, Renuka, Sainj, Shongtong, Sawara Kuddu, KASHANG and Sundar Nagar office and project office and project sites. There should be sufficient edit and validation checks in the system. It should provide safeguards to prevent damage to data from operator errors, simultaneous updating, and module unavailability or system failures. The system should provide consistent screen and modules. It should provide on-line error reporting and use a menu-based system with facilities to bypass menus. The system should provide drill down facility to next level of details and so on.

5.2 **Single Point Data entry/Data capture:** The system should be based on Single Unified data model and capable of capturing data, already entered into the computer so as to ensure integrity of data.

5.3 **Data Access and Security:** The system should have proper security and maintenance facility which limits access to the system and its various functions to the users delegated with appropriate authority. It should provide log in, both by user and by terminal. The System should provide the date and time of all transaction with details of creation, read, change/update, delete or print. Access should be restricted at different levels of data file, program, module, screen, record, field database table, row or column. Suitable firewall against unauthorized uses, interceptions, misuses by outside parties shall be provided.

5.4 **Data Archival:** The system should be able to archive data based on user specified parameters (i.e. data range) and restore archival data for on-line use as and when required.

5.5 **Open Architecture:** The system should be open to allow interoperability with general-purpose software and have the facility to export/import data files from other applications. The system should be compatible to major operating systems (UNIX/LINUX/Windows) and hardware platform (SUN/IBM/HP Servers).
5.6 **Dash Board Function:** Data collection rules for Management Dashboard Function (Executive Information System) should be dynamic and flexible. It should be capable of being refreshed on schedule or on periodic basis.

5.7 **Performance Optimization:** The system should support functionally distributed computing from a centralized environment, allowing distributed functions across different locations. It should include integrated tools for monitoring system performance such as response time, CPU utilization.

5.8 **Flexibility:** The system should support customization to business requirements of power generation and utility industry’s changing business practices.

5.9 **Modularity:** The system will initially be required to cover a range of business process modules as mentioned above but it should allow addition of more modules as and when required, which should seamlessly integrate into the core system.

5.10 **Integration:** The system should be fully integrated across departments, functional areas and also across geographical location of sites. It should be unified and interfaced. It should have the ability to automatically update all related modules, for any change which has occurred in one module. It should have the ability to assign validation on specific fields based on entries in the data validation reference file. It should adapt Work Flow management techniques.

5.11 **Internet and Intra-net enabled:** The system should be fully web enabled to work in the Internet and Intranet environment.

5.12 **Scalable:** The system should be scalable to handle up to two times the number of users and volume of data load.

5.13 **System Control and Audit:** The system should be able to define audit trails, audit logs and transaction log-in requirements. It should enable audit trails on-line, tailor audit requirements by modules, call audit records to an archive based data or other recorded audit details.

5.14 **Localization:** The system should have adequate localization to handle specific requirements of Regulatory Indian Laws (Central and State), tax and duty legislation and other regulations.

5.15 **Help facility:** The system should provide context based help facilities and also on-line help at functions, screen and field level that can be tailored to suit HPPCL’s requirement.

5.16 **Search Engine:** The system should be able to search across multiple repositories of the ERP system i.e. relational databases, files on disk & email servers etc.

5.17 **File Management:** The system should provide for searching of files to increase employee productivity by enabling users to easily collaborate with their co-workers among HPPCL Offices and find files with a single search.
5.18 **Performance Standard:** The System should ensure that functions and its integrations are according to the definition as per scope of work and shall have 98% uptime efficiency at all locations.

6. **Technical Requirements:**

6.1 **Technical Services:** The Supplier shall be required to do the following:

   a) Prepare all Technology policies and procedures related to ERP including authorization, backups, table space maintenance, archival etc. The following technical activities are within the Proposer’s scope for this project. The Proposer should describe its approach to providing the services and activities associated with the each of the following:

   ▪ Technical assistance for the sizing and procurement of infrastructure hardware and systems software;
   ▪ Evaluation of the HPPCL’s LAN & WAN capacity, and specific recommendations concerning any needed upgrades;
   ▪ Technical architecture and infrastructure design;
   ▪ Standard technical infrastructure configuration and change management methodology activities, procedures, tools and templates and how Proposer manages these activities and leverages the tools and templates;
   ▪ Initial software installation to support design, configuration and testing;
   ▪ Structure and maintenance of planned database instances/environments;
   ▪ Standard methodology for developing a business continuity plan, continuity capabilities and high-availability infrastructure as well as a detailed explanation of the related approach, activities, procedures, tools and templates and how Proposer manages these activities and leverages the tools and templates;
   ▪ Database performance and tuning; and
   ▪ Software upgrade methodology as well as a detailed explanation of the related approach, activities, procedures, tools and templates, and how Proposer manages these activities and leverages the tools and templates.

   Based upon the business requirements, technical requirements, business continuity requirements, volume metrics, growth metrics, and the HPPCL preferred hardware platform supplied in this RFP (if any), the Proposer should provide a recommended hardware sizing and architecture that considers:

   ▪ Initial hardware for configuration, design and development;
   ▪ Hardware for testing in a production equivalent environment;
   ▪ Complete hardware sizing and architecture to address environment for release updates, training, development, test, and production with the test and production environments being equivalent or practically equivalent for testing purposes; and
   ▪ Security administration.

   The informational data for Volume Metrics & Growth Requirements will be provided to assist in completing this section of the proposal.
b) The Supplier will assist the HPPCL’s team to perform all authorization-related activities (activity group, authorizations, profiles, etc) till the stabilization in the roll out sites.

c) Assist HPPCL in managing the legacy data interfaces, print spools, batch jobs, printer configuration etc.

d) Prepare a detailed operational manual, which would be used by HPPCL to run the ideal production environment. This should include how the various parameters should be monitored/ tuned in a live system.

6.2 **Migration from the Legacy System:** The Supplier shall ensure that data migration is complete in all respects and the activities are completed in time so that all the requirements of implementation are fulfilled. All specifications that are needed to populate the data into the new ERP system need to be defined. Supplier shall develop the data migration templates and facilitate the migration of legacy and new data elements to the ERP system. This shall include the following tasks:

a) Identification & development of the data upload/download programs
b) Providing data migration tools to HPPCL
c) Guidance for creating data extraction programs in the legacy systems to convert into the format as required by ERP system
d) Training and facilitating the HPPCL core team
e) Assistance in checking data quality and integrity
f) Integration testing of the configured system using the populated master and transaction data
g) Assist HPPCL team in Master Data management.
h) Data Entry cost for Data Migration from various departments for last 2 years

6.3 The following data need to be migrated:

a) All open transactions and all transactions from the start of financial year of Go-Live.
b) Standing or master data such as vendors/suppliers, material, work breakdown structures, equipment, preventive maintenance, work specification, defect codes, cost data, etc

6.4 Supplier’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. HPPCL shall cleanse and rationalize the data in the required format provided by the Supplier with their assistance. Supplier shall prepare and provide detailed system for Master Data management.

6.5 **Annual Technical Support:**

6.5.1 **Annual Technical Support (ATS) for the ERP system:** The bidder shall provide support and maintenance of ERP package, tools, accessories and any service provided as part of solution for a period of two years from the date of delivery of license. During this period, the ATS shall include technical and functional support and maintenance of ERP, RDBMS and Bolton applications and all other standard third party software which form the part of the ERP solution.
6.5.2 The ATS contract should cover the services which the ERP product vendor provides normally under Technical support and shall include minimally the following support for ERP, RDBMS and all other standard software wherever applicable.

a) All product upgrades/ (patches and fixes.)

b) User and technical support on a 24 * 7 basis

c) Provide free upgrades, updates, fixes, upgrade scripts & patches of the ERP software and tools to HPPCL within 7 working days of its release by the ERP product vendor.

d) Technical support for installation of any patch or product upgrades

e) Periodic site visits if required.

6.5.3 The bidder shall specify Maintenance Charges that are firm and final at the time of the Contract.

6.5.4 The supplier shall also quote ATS Charges for the subsequent period of three years (which is extendable at the discretion of HPPCL) applicable after expiry of the 2 years of ATS period. The ATS charges for the next three years shall not be considered towards financial evaluation.

6.5.5 Stabilization support from the Implementation Partner

Stabilization support: Supplier shall be responsible for Project implementation and correct & satisfactory functioning of the ERP system. Supplier shall provide post – implementation stabilization support to HPPCL to ensure the efficient day-to-day functioning of the ERP system during stabilization support period for a period of 3 (three) months from the date of Go-Live. Atleast one person from each function and two persons from technical area like programming, system administration etc. should be there on site during stabilization period. In addition, Supplier shall also support during the 1st quarterly, half yearly, nine monthly and annual closing (for 5-10 days for each quarter).

6.6 Custom Development Scope: HPPCL understands the need for adopting the process reengineering and best practices as built into ERP system with as far as possible minimal custom developments. Hence HPPCL requests for provision of minimal custom developments as necessitated by statutory and / or industry specific business critical requirements as and where not supported by ERP standard software. Such developments would however, be in accordance to the allowed provisions in the software.

6.6.1 As far as possible, all the requirements mentioned in this document should be met by the core applications comprising the latest versions of the ERP packages, including functionalities such as business intelligence. However, customized solutions may be employed to support the desired functionalities- only after an explicit permission from HPPCL.

6.6.2 The customization scope that is covered as part of the overall scope of work defined as follows:

a) Internal and Statuary Reports- The exact number and format of the reports will be determined by the vendor during the blue print finalisation. However, in order to help the vendor estimate the
effort required, a total of 300 reports may be taken as the basis of quotation. If after the blueprint the number of reports exceed this number, then extra payment may be made based on mutual agreement. Statutory reports include those dictated by the Companies Act, by the Income Tax Act, by the CAG’s requirements of Accounting format, Himachal Electricity Regulatory Commission and by the State Legislature. Internal Reports are items like expenditure sanctions, purchase orders, Energy Billing, leave and other orders, maintenance reports, Projects Monitoring etc.

b) **Enhancement Development Scope:** Critical / statutory business requirements, not supported by ERP standard solution set, may require to be developed using programming language of ERP software. Enhancements, if any, may be carried out by using ERP recommended methods like User / Field Exits. Precise nature of these requirements will need to be ascertained during the implementation in the Blueprint stage.

c) **Reports and Forms Development Scope:** HPPCL will strive to adopt, as much as possible, from the standard reports provided by ERP. Emphasis will also be made to adopt the standard reports as provided from BIW. However, the use of custom developed reports would ideally be limited to only the critical/statutory reporting requirements that are not well addressed in the standard ERP solution set.

d) **Reports from Business Information Warehouse:** HPPCL would like to utilise as much of the standard reports possible to minimise the development effort. Keeping this in view, Bidder will be required to activate all the standard provided models against the main functions under implementation.

e) **Data Conversion Scope:** Data conversion is always a critical aspect of ERP implementations in organizations operating legacy packages across functions and locations. The master data of the past years would have to be migrated to the ERP system including all open transactions and key data sets deemed essential for a successful Go-live.

f) IP would develop all the requisite data conversion programs for migrating to ERP system. HPPCL personnel will prepare the data in the required upload format, to be provided & explained by bidder, and load into ERP system.

6.7 **Quality Review and Audit by the ERP product vendor:**

**Quality Review by the ERP product vendor**

6.7.1 The ERP implementation at HPPCL is to be reviewed on continuous basis by the ERP Product vendor for ensuring proper, smooth and timely implementation as per the requirement of HPPCL. The IP shall provide details of the Quality Assurance Plan envisaged for the implementation of ERP system in the project plan. The cost involved in the above is to be borne by the IP. HPPCL may directly pay the ERP product vendor against their invoice to be routed through the IP’s project Manager and such payment to the ERP product vendor will be limited to the total payment due to the IP up to the completed milestone.
6.7.2 The ERP Product vendor will depute one Senior Manager on at least 5 days each month basis on mutually agreed days at HPPCL site during the entire period of ERP implementation (starting from project definition stage till Go-Live acceptance stage) for ensuring smooth, proper and timely implementation of ERP system at HPPCL. The Manager deputed for this purpose should possess at least 2 end-to-end ERP implementation cycle experience as project manager in a power utilities industry. Also representatives from ERP Product vendor will be members of the Steering Committee to be formed at HPPCL for the constant review and monitoring of the ERP implementation at HPPCL. The Quality Review Group proposed to be formed at HPPCL shall comprise representatives of HPPCL, ERP Product vendor, Implementation Partner and the Consultant. The envisaged responsibilities of ERP Product vendor for the ERP implementation project at HPPCL are as follows:

6.7.3 Project review and monitoring

   a) Communicating the project status & risk to top management
   b) Establish Project Standards, Methodologies & Tools
   c) Participate in Steering Committee meetings
   d) Drive Quality Review process

6.7.4 Monitor Quality of Project’s Progress

   a) Review Business Blueprinting prepared by IP
   b) Prepare Quality Review Strategy & Plan
   c) Suggest Review recommendations and update Steering Committee
   d) Periodic review of Project status, Plans and Progress
   e) Participate in select project meetings

6.7.5 Monitor Quality of Go Live and Stabilization

   a) Review ERP system Go live readiness
   b) Review to ensure smooth handover
   c) Review system maintenance procedure
   d) Study Post Go-Live status and submit report to HPPCL

Audit by the ERP product vendor

6.7.6 Apart ERP Product vendor shall also perform Audit service as per the scope of work specified in the tender document and submit Audit report/Audit observations on ERP implementation to the steering committee from time to time including audit report/observations to be submitted, one after the Business Blue print and the other after the Go-Live of the ERP system. The man-days for these Audits together should be 30 man-days.

(The bidders will have to submit a confirmation with regard to above, from ERP Product vendor on their Letter head signed by their authorized signatory and enclosed with technical bid part – I).
7. **Implementation:**

7.1 The ERP shall be implemented in the Head Quarter-Shimla, Chakkar Building, Uttam Bhawan, Renuka, Sainj, Shongtong, Sawara Kuddu, KASHANG, Sundar Nagar, Tidong and Chirgaon Majhgaon offices (the list is indicative and subject to additional places in future). The user level training for the field locations may be planned either at the Division offices/Head office, Shimla to be arranged in batches to cover the training requirement for all the users.

7.2 **Implementation Mechanism:** The implementation of the ERP based IIS will be overseen by a Steering Committee. It is imperative that at least one representative from each ERP vendor & Implementation Partner side will represent on this steering committee. The size and composition of the steering committee will be decided by the HPPCL in consultation with the supplier within 14 days of issue of signing of contract.

8. **Documentation:**

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

9. **Training**

9.1 The bidder shall conduct a training need assessment of HPPCL’s ERP core team members as well as power users/end-users as a component of the process improvement and change management process. Training needs should be continuously refined and frequently reconfirmed with the end-user community & the core team as the project progresses.

9.2 Training tools and Training materials: Use of recommended ERP training tools / software(s) for providing various training is essential. Adequate training material which includes training manuals, quick reference cards etc should be provided during the training sessions. The recommended training material should be in paper & electronic media with courses on ERP product fundamentals, business process overview, job activity training, and delivery options being on-line, instructor led class rooms, etc.

9.3 **Overview level training:** The bidder shall conduct one overview level training of all the modules of the ERP solution that will be implemented for all the users of HPPCL at the start of the project to provide an insight to the functioning of the ERP system. This overview level training should be for 3 days duration in each module to be implemented. Apart from this, the bidder shall also conduct three overview level training for the Top Management of HPPCL, one at the start of the project, one after Business Blueprint and the last before Go-Live of the ERP system. The training should highlight on reporting features of all the modules and primarily concentrate on use of Business Intelligence and MIS.

9.4 **Core Team Training:** This is the training for the ERP core team of HPPCL for ERP implementation. This core team of HPPCL will comprise of members from all the business
functions and IT. This training should enable the ERP core team of HPPCL for setting up of ERP Competency Centre and to involve in implementation, building and managing ERP related skills and maintain the ERP system in HPPCL.

The training should be given to approximately 20 personnel of HPPCL by the bidder themselves, at the cost of bidder at HPPCL. The quality of the training should be equivalent to certification level training based on standard ERP certification training material.

9.5 **End User Training:** All the users need to be trained for the smooth functioning on ERP System. The bidder shall submit a detailed Training Plan for power/super users & end users.
# Qualification Criteria

## Table 1. ERP Vendor & Implementation Partner Evaluation Matrix

<table>
<thead>
<tr>
<th>S.No</th>
<th>Characteristics</th>
<th>Question</th>
<th>Response</th>
<th>Supporting Documents</th>
<th>Score</th>
<th>Evaluation criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Stability and future viability</td>
<td>Global revenue figures: Previous (Last) Year 2&lt;sup&gt;nd&lt;/sup&gt; Last Year 3&lt;sup&gt;rd&lt;/sup&gt; Last Year</td>
<td>Audited Balance Sheet</td>
<td>5 P</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Stability and future viability</td>
<td>Global profit figures: Previous (Last) Year 2&lt;sup&gt;nd&lt;/sup&gt; Last Year 3&lt;sup&gt;rd&lt;/sup&gt; Last Year</td>
<td>Audited Balance Sheet</td>
<td>5 P</td>
<td></td>
<td></td>
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</table>
| 3    | Customer Base in India for large scale project | Number of Customers in India with more than 500 users of the offered ERP product where at least 4 out of the following 5 functions are implemented –  
  - Financial Accounting & Controlling  
  - Purchasing/ Contract and Inventory Management  
  - Project Management  
  - Asset / Maintenance Management  
  - Payroll/ HR  
  
  Self Certificate (as per format given in Section IV) | 5 P                           |       |                     |
| 4    | Customer Base in India in Power Generation sector/Plant | Number of customers of the offered ERP product in Power Generation sector in India where at least 4 out of the following 5 functions are implemented–  
  - Financial Accounting  
  
  Self Certificate (as per format given in Section IV) | 10 P                          |       |                     |
## Annexure II

### Overview of existing processes at HPPCL

#### ERP Vendor & Implementation Partner Evaluation Matrix

<table>
<thead>
<tr>
<th>S.No</th>
<th>Characteristics</th>
<th>Question</th>
<th>Response</th>
<th>Supporting Documents</th>
<th>Score</th>
<th>Evaluation criteria</th>
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<td>&amp; Controlling</td>
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<td>• Project Management</td>
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<td>• Asset / Maintenance Management</td>
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<td></td>
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<td>• Payroll/ HR</td>
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<tr>
<td>5</td>
<td>Customer base in India in Construction Sector</td>
<td>Number of customers of the offered ERP product in Construction Sector in India where the following functions are implemented – • Financial Accounting &amp; Controlling • Purchasing/ Contract and Inventory Management • Project Management</td>
<td></td>
<td></td>
<td>5</td>
<td>P</td>
</tr>
<tr>
<td>6</td>
<td>Customer Base in India in Govt. / PSU</td>
<td>Number of customers of the offered ERP product in Govt. / PSU in India where at least 4 out of the following 5 functions are implemented- • Financial Accounting &amp; Controlling • Purchasing/ Contract and Inventory Management • Project Management • Asset / Maintenance Management • Payroll/ HR</td>
<td></td>
<td>Self Certificate (as per format given in Section IV)</td>
<td>5</td>
<td>P</td>
</tr>
</tbody>
</table>

### 2. For Implementation Partner

| 1    | Stability and future Viability | Global Software Service Revenue in last three years: | Balance Sheet | 2.5 | Avg. of 3 years |
## ERP Vendor & Implementation Partner Evaluation Matrix

<table>
<thead>
<tr>
<th>S.No</th>
<th>Characteristics</th>
<th>Question</th>
<th>Response</th>
<th>Supporting Documents</th>
<th>Score</th>
<th>Evaluation criteria</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Previous (Last) year 2nd last year 3rd last year</td>
<td></td>
<td></td>
<td></td>
<td>P</td>
</tr>
<tr>
<td>2</td>
<td>Stability and future Viability</td>
<td>Global Software Service Profit in last three years: Previous (Last) year 2nd last year 3rd last year</td>
<td>Balance Sheet</td>
<td>2.5</td>
<td>Avg. of 3 years  P</td>
<td></td>
</tr>
</tbody>
</table>
| 3    | Experience in Power Generation sector in India | Number of Power Generation sector Implementation of the offered ERP product in India where atleast 3 out of the following 5 functions are implemented during last 3 years –  
• Financial Accounting & Controlling  
• Purchasing/ Contract and Inventory Management  
• Project Management  
• Asset / Maintenance Management  
• Payroll/ HR | Self Certificate (as per format given in Section IV) | 5        | P                   |
| 4    | Experience of the offered ERP product in PSU / Govt. Sector in India | Number of projects of the offered ERP product as a prime Implementation Partner/ Program Management Consultant in PSU / Govt. Sector in India.                                                                 | Self Certificate (as per format given in Section IV) | 2.5     | P                   |
| 5    | Large Project Management Experience of offered ERP product | Number of Implementations done in India, where the offered ERP product user base is more than 500 users                                                                                         | Self Certificate (as per format given in Section IV) | 5        | P                   |
## ERP Vendor & Implementation Partner Evaluation Matrix

<table>
<thead>
<tr>
<th>S.No</th>
<th>Characteristics</th>
<th>Question</th>
<th>Supporting Documents</th>
<th>Score</th>
<th>Evaluation criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>Project Management Capability</td>
<td>Number of completed ERP Projects implemented in India in last 5 years for the offered ERP product as a prime implementation partner implemented</td>
<td>Self Certificate (as per format given in Section IV)</td>
<td>5</td>
<td>P</td>
</tr>
<tr>
<td>7</td>
<td>Quality of manpower</td>
<td>No. of functional ERP Consultants having atleast one project implementation experience of the offered ERP product in India with at least 3 years of functional experience for the proposed project team at HPPCL for the following functions:</td>
<td>Filled up form of CV of the project manager/team leader/team members and Undertaking by the Bidder</td>
<td></td>
<td>P</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Financial Accounting &amp; Controlling</td>
<td>2.5</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Purchasing/ Contract and Inventory Management</td>
<td>2.5</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Project Management</td>
<td>2.5</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Payroll/ HR</td>
<td>2.5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Quality certification</td>
<td>Have you been SEI CMM Level 5 Certification or the higher version in last 3 years?</td>
<td>Copy of the certificate</td>
<td>2.5</td>
<td>YES=100, NO= 0</td>
</tr>
</tbody>
</table>

### 3. Demonstration

<table>
<thead>
<tr>
<th>S.No</th>
<th>Characteristics</th>
<th>Question</th>
<th>Score</th>
<th>Evaluation criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Demonstration of ERP solution</td>
<td>Demo as per Demo Script</td>
<td>30</td>
<td>See Note 8 below</td>
</tr>
</tbody>
</table>

**Notes:** Instructions for filling up the Appendix:
1. All financial data should be as per latest financial year unless explicitly mentioned, accompanied by the Balance Sheet duly certified by a Chartered Accountant practicing in India.

2. All figures should be in currency as per the Balance Sheet. The HPPCL shall do the conversion to Indian Rupees. For currency conversion, please refer to clause no 34.1 of Instruction to Bidders.

3. Global' includes India and rest of world

4. Documentary evidence to be provided to support the claims.

5. ‘P’ Denotes Percentile. Response of all the bidders to a particular question will be evaluated on percentile basis. The best response would score 100 & others, its percentage. The % thus obtained would be fitted in the table below.

<table>
<thead>
<tr>
<th>S.No</th>
<th>%Range</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>&gt;80 to 100</td>
<td>100</td>
</tr>
<tr>
<td>2</td>
<td>&gt;60 to 80</td>
<td>80</td>
</tr>
<tr>
<td>3</td>
<td>&gt;40 to 60</td>
<td>60</td>
</tr>
<tr>
<td>4</td>
<td>&gt;20 to 40</td>
<td>40</td>
</tr>
<tr>
<td>5</td>
<td>&gt;0 to 20</td>
<td>20</td>
</tr>
<tr>
<td>6</td>
<td>&lt;0</td>
<td>0</td>
</tr>
</tbody>
</table>

6. Fitment of scores obtained after evaluation of the entire Question in Table 1 of Section III: The total score obtained for each question in Table 1 of Section III would be fitted proportionately into the weightage of that particular characteristic as indicated in Evaluation criteria 2.1 (b) ‘Stage II: EVALUATION OF TECHNO-COMMERCIAL BIDS’ of Section III. The final technical score shall be the sum of all scores obtained by the bidder in Table 1 of Section III.

<table>
<thead>
<tr>
<th>Q No.</th>
<th>Max-Score as per Evaluation criteria 2.1 (b) of Section III</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>35</td>
</tr>
<tr>
<td>2</td>
<td>35</td>
</tr>
<tr>
<td>3</td>
<td>30</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
</tr>
</tbody>
</table>

2. Evaluation of Demo scripts shall be done by Technical Evaluation Committee (TEC) of HPPCL and their Consultant. The weightage of marks will be 50:50 each for the TEC and their Consultant.
# Table 2 Qualification Criteria for the ERP Product Vendor

<table>
<thead>
<tr>
<th>S.No</th>
<th>Performance Variable</th>
<th>Minimum Qualifying Requirements</th>
<th>Documents to be provided by the vendor</th>
<th>Response (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Company profile</td>
<td>The company should have a global turnover of more than Rs. 1000 crores per year for the last three years</td>
<td>Self certificate &amp; Documentary proof</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Customer base globally</td>
<td>Offered ERP product should have at least 10 operational global ERP application customers with at least 500 users in each customer</td>
<td>Copy of customer certificate or Customer order</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Operating system</td>
<td>The offered ERP should be able to work on each of the following operating systems: Sun Solaris, HP Unix, IBM Aix, Windows Server family</td>
<td>Self-certificate</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Package Web Enabled</td>
<td>Offered ERP Package should be web enabled</td>
<td>Product Catalogue and Self Certificate</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>India specific features (localization)</td>
<td>Offered ERP should have specific version to support latest India specific legal requirements on TDS, Service Tax, VAT &amp; other taxation accounting, Payroll, GPF, Salary TDS (Form 16 &amp; 24) certificates etc.</td>
<td>Self certificate &amp; Document containing details of India specific features</td>
<td></td>
</tr>
</tbody>
</table>
| 6    | Installation in Power Generation sector | Should have implemented at least 1 project of the offered ERP product in Power Generation Sector with multi-locations where at least 4 out of following 5 functional areas are implemented-  
  - Financial Accounting & Controlling  
  - Purchasing/ Contracts and Inventory Management  
  - Project Management  
  - Asset/ Maintenance   | Customer Reference along with Self Certification                           |                                    |
<table>
<thead>
<tr>
<th>S.No</th>
<th>Performance Variable</th>
<th>Minimum Qualifying Requirements</th>
<th>Documents to be provided by the vendor</th>
<th>Response (Y/N)</th>
</tr>
</thead>
</table>
| 6    | Presence in Government/ PSU | Offered ERP product should have at least 2 implementations with multi-locations in Government / Public Sector in India where at least 4 out of following 5 functional areas are implemented-  
  - Financial Accounting & Controlling  
  - Purchasing/ Contract and Inventory Management  
  - Project Management  
  - Asset / Maintenance Management  
  - Payroll/ HR | Customer Reference List along with Self Certification | |
| 7    | SLA based Support | OEM should have SLA based support for various product related issues with first level support point in India. The support should be 24x7x365. | Details of Support Services with address of support center in India along with Self Certification. | |
| 8    | Training Support | OEM Should have its training facilities in India. | Details of Training setup with reference of Trainings conducted in last one year. | |
### Table 3 Qualification Criteria for the Implementation Partner (IP)

<table>
<thead>
<tr>
<th>Sl.No</th>
<th>Performance Variable</th>
<th>Minimum Qualifying Requirements</th>
<th>Documents to be provided by IP</th>
<th>Response (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Company Profile</td>
<td>The IP should have an average Turnover of Rs 100 Cores from software Business and should be profit making in last three years in India</td>
<td>Company Balance Sheet</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Experience of Implementation for offered ERP product in India</td>
<td>Should have implemented at least 2 ERP Projects for the offered ERP product in India in last three years from the date of submission of bid</td>
<td>Copy of Customer Order or Customer Certificate</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Experience of Implementation for offered ERP in Power Plant/ Power Utility sector</td>
<td>Should have implemented at least one ERP Project of the offered ERP product as a prime partner in Power Plant/ Power Utility Organization which is operational on the date of submission of bid</td>
<td>Copy of Customer Certificate</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Project Capabilities</td>
<td>Should have executed/ executing an ERP Project in India with the offered ERP Product as an implementation partner of value not less than Indian Rupee 4 Cores as implementation charges during the last three years as on the date of submission of bid</td>
<td>Copy of Customer Order</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Experience of the offered ERP product in PSU / Govt. Sector in India</td>
<td>Should have experience of the offered ERP product as a prime Implementation Partner/ Program Management Consultant in PSU / Govt. Sector in India.</td>
<td>Copy of Customer Order or Customer Certificate</td>
<td></td>
</tr>
</tbody>
</table>
### Qualification Criteria for the Implementation Partner (IP)

<table>
<thead>
<tr>
<th>Sl.No</th>
<th>Performance Variable</th>
<th>Minimum Qualifying Requirements</th>
<th>Documents to be provided by IP</th>
<th>Response (Y/N)</th>
</tr>
</thead>
</table>
| 6     | Functional Experience| Should have implemented at least one ERP project of the offered ERP product where at least 3 out of following 5 functional areas are implemented in a Power Utility Sector/Power Plant:  
- Financial Accounting & Controlling  
- Purchasing/ Contract and Inventory Management  
- Project Management  
- Asset / Maintenance Management  
- Payroll/ HR | Copy of Customer Order or Customer Certificate | |
| 7     | Quality Certification| Should have been SEI CMM Level 5 or its higher version certification | Copy of certificate or Assessment Certificate from Auditing Agency* | |

* In case the certificate for SEI CMM Level 5 or it’s higher version expired, then the assessment certificate for further regularization or upgradation of SEI CMM Level 5 or it’s higher version from Auditing Agency need to be submitted.