



**Rural Electrification Corporation Limited**  
A Government of India Enterprise

**NO: 49/1/2011/ERP/HR/D-III**

**Notice Inviting Tender  
(ONLY THROUGH E-TENDERING MODE)**

**(ONLY FOR RESPONDERS SHORTLISTED IN EXPRESSION OF INTEREST)**

**For**

**Supply, Customization, Design, Development, Integration, Testing, Training, Implementation and One year on-site Comprehensive Warranty Maintenance and Support of Enterprise Resource Planning – Human Resource Management System (ERP-HRMS) software solution including consultancy and integration with ORACLE 11i E- Business Suite ERP**

**And**

**Supply, Installation, Testing, Commissioning, Three years on-site Comprehensive Maintenance of ‘ERP-HRMS’ Hardware infrastructure with requisite servers, storage, software, tools etc including and Training at RECL offices across India**

- (i) Last Date of Collecting Tender : 04<sup>th</sup> August 2011
- (ii) Last Date for Submission of Bids : 05<sup>th</sup> August 2011  
*Time : Up to 1100 hours*
- (iii) Date of Opening of Bids : 05<sup>th</sup> August 2011  
*Time : 1130 hours*

RURAL ELECTRIFICATION CORPORATION LIMITED  
CORE-IV, Scope Complex, 7 Lodi Road, New Delhi – 110 003

### Important Notice

1. An incomplete and/or ambiguous and/or conditional and/or late response is liable to be ignored/ summarily rejected.
2. The bidder must attest with seal the original tender document as an acceptance of the TENDER terms and conditions and submit the same along with the tender response. In case of a non-compliance the response is liable to be ignored/ summarily rejected.
3. **The submission and opening of bids will be through e-tendering process. Tender document can be downloaded from the website [www.tenderwizard.com/REC](http://www.tenderwizard.com/REC) or from e-tender link given in REC Website, viz, <http://www.recindia.gov.in>**

#### Note:

- a) To participate in the E-Bid submission, it is mandatory for the bidders to have user ID & password. For this purpose, the bidder has to register itself with REC through TenderWizard website given above. Please also note that the bidder has to obtain digital signature token for applying in the tender. In this connection, vendor may also obtain the same from Tenderwizard. The steps to be followed for the registration process are given below:

1. Go to website <http://www.tenderwizard.com/REC>
2. Click the link ' Register Me'
3. Enter the detail about the bidder as per format.
4. Click 'Create Profile'
5. Bidder will get confirmation with Login-id and Password .....

**b) Steps for application for Digital Signature from TenderWizard are given below:**

1. Download the Application Form from the website <http://www.tenderwizard.com/REC>. Follow the instructions as provided.
2. In case of assistance please contact the person under contact us

**c) To aid bidders the detailed bidder manual on submission of E-Bid is annexed to this tender document**

**NOTE: The Bidders are advised to obtain digital signature (Level 3) and register themselves at [www.tenderwizard.com/REC](http://www.tenderwizard.com/REC) in advance. Please note that RECL in no way held responsible if the bidder fails to apply due to non possession of Digital Signature & non registration.**

## TABLE OF CONTENTS

<b>Sl. No.</b>	<b>Chapters</b>	<b>Details</b>	<b>Page Number</b>
1	Chapter 1	Introduction	4
2	Chapter 2	Schedule of Requirements	10
3	Chapter 3	Special Terms & Conditions	22
4	Chapter 4	Instructions to Bidders	32
5	Chapter 5	General Terms & Conditions	49
3	<b>Annexures</b>		
	A	Response Form	67
	B	Technical Bid Form	68
	C	Undertaking	70
	D	Proforma for Bank Guarantee	72
	E	Price Schedule	73
	F	Functional & Technical Specifications	78
	G	Bidder Help Manual for E-Bidding	111

## CHAPTER 1 INTRODUCTION

### 1.1 Introduction

Rural Electrification Corporation Ltd. (RECL) has implemented ERP based Integrated Information Solution (IIS) being provided by TCS led consortium with ORACLE. RECL has its Corporate Office at Core-4, SCOPE Complex, 7 Lodi Road, New Delhi 110003, India and at Palika Bhavan annex at R K Puram. RECL has also 18 Zonal / Project Offices through-out India and one Training institute viz, Central Institute of Rural Electrification (CIRE) at Hyderabad. The detail office addresses can be had from the REC's web site.

Sealed Bids in two parts, Part 1 : Technical Bid and Part 2 : Financial Bid, valid for a period of 365 days are invited from Implementation Partners with proven capabilities for **Supply, Customization, Design, Development, Integration, Testing, Training, Implementation and One year on-site Comprehensive Warranty Maintenance and Support of Enterprise Resource Planning – Human Resource Management System (ERP-HRMS) software solution including consultancy and integration with ORACLE 11i E- Business Suite ERP and Supply, Installation, Testing, Commissioning, Three years on-site Comprehensive Maintenance of ‘ERP-HRMS’ Hardware infrastructure with requisite servers, storage, software, tools etc including and Training at RECL offices across India** with no single point of failure at ERP-DC and maintaining highest level of reliability and availability. The detail functional specifications are given in Annexure-F.

The ERP-HRMS is to be integrated with the following modules of ORACLE 11i E- Business Suite successfully implemented at RECL:

- Oracle Financials
- Oracle Loan Accounting
- Oracle Payroll
- Oracle Project Management
- Oracle Purchasing
- Oracle Inventory
- Oracle Discoverer
- Treasury
- Customized Modules like : Claims, CA, PAD, CPF, etc

**The total number of employees in RECL at present are 686 (excluding CMD, Directors and CVO) out of which 97 employees are in class D category. At present the number of licenses required for**

employee self service portal are 630 and full usage licenses for all the functionalities and features including self service portal are 60 (ex. Employees in various divisions : HR – 34, Payroll – 7, CPF & Gratuity 4, Medical/ TA – 6, Misc Bills – 3, others – 6) . The bidder shall be supplying full usage licenses for entire ERP-HRMS features and functionalities and in no case RECL will procure module wise or feature wise and/or functional specification wise licenses. The above requirement of licenses is approximate and tentative and RECL reserves the right to modify license requirements at its sole discretion.

## 1.2 Existing ERP Details

- a) The corporation has implemented Oracle based ERP application (ver 11i) to automate all major functional areas including all the offices of the operation with the objective to capture all transaction at the source of generation and to optimize the functional processes. The application runs on centralized Servers (on Oracle 10g database) and all offices transact through the terminals provided at the offices on on-line and real-time basis. All the processing and data updating are done at the Core Database.
- b) The corporation has implemented the following modules to automate different functional areas:
  - i) Oracle Financials: GL, AP, AR, CM, FA, Purchasing, Inventory Management etc
  - ii) Payroll & CPF
  - iii) Loan & claim
  - iv) Project Management: This has 5 sub-modules viz. Transmission & Distribution (T&D), Generation, Rajiv Gandhi Gramin Vidyutikaran Yojana (RGGVY), International Co-operation & Development (IC&D), Short Term Loan (STL)
  - v) Treasury. This includes Institutional Bond, Retail Bond, Foreign Bond, Banking etc
  - vi) Misc modules like Project Appraisal, Exposure Limit

The modules mentioned above are either standard Oracle Apps modules or Customized modules developed by the implementation vendor as per requirement of REC. All these modules consist of both the standard oracle processes as well customized processes developed by the implementation vendor as per requirements of REC. The extent of customization of each module depends on the requirement and varies from fully customized (Project Appraisal, Exposure Limit) to large extent (for Loan) to minimum (for GL).

- c) The application has been implemented following Oracle's standard implementation procedure viz:
  - i) AS-IS process study
  - ii) TO-BE design process
  - iii) Gap Analysis
  - iv) Functional Design Document – Identifying Customization Requirements
  - v) Development
  - vi) Conference Room Pilot I – individual module testing
  - vii) Conference room Pilot II – Integration Testing
  - viii) User Acceptance Testing
  - ix) Final Data Migration
  - x) Go-Live
  - xi) Stabilization
- d) In addition to implementation of the application, REC also has set up appropriate ICT infrastructure across the corporation, which includes:
  - i) Establishment of a full-fledged Tier-III plus Data Centre (DC) on co-location basis.

- ii) Establish a MPLS-VPN based WAN connecting all the offices of the Corporation (CO/ZO/PO) mentioned in clause 1.1.
  - iii) Establish Local Area Network at all offices (CO/ZO/PO/CIRE). The REC Data Centre has been certified ISO/IEC 27001:2005 global security certification.
  - iv) Implement adequate security at all levels including gateway, perimeter etc to ensure secure transaction of the application.
  - v) An established automated Tape Library at Data Centre for taking backup of application, Data etc.
  - vi) Established a fully functional helpdesk to address any complaint related to IT infrastructure across the Corporation.
  - vii) The ICT infrastructure, in addition to enabling ERP operation also carry out other operation like mailing services, internet services, application of other legacy system etc.
- e) REC has been working with the following vendors for implementation of above ICT infrastructure:
- i) M/s Tata Consultancy Services – ERP application vendor
  - ii) M/s HCL Infosystem. – ERP server Vendor
  - iii) M/s Bharti Airtel Ltd – Network, Security, Data Centre, Vendor
- f) The primary objectives of implementing such enterprise-wise application is to:
- i) To Increase the speed of approval process and movement of information
  - ii) To maintain a centralized database consisting of all information and integrate all the business functional areas so that the latest information is always available to the employees of the organization. This will also ensure accuracy, completeness and consistency of the business information
  - iii) To re-engineer the existing process to establish best process/ practices
  - iv) To enable management to respond quickly to market changes with informed decision based on timely and accurate information.

The project is expected to meet the above objective through ERP. This is expected to transform REC to global standard organization and in line with mission and vision of corporation.

### **1.3 The major responsibilities of the bidder shall include:**

- a) Design, Customization, Development, Testing, Supply, Installation, Commissioning, Training and One Year On-Site Comprehensive Warranty Maintenance of Enterprise Resource Planning – Human Resource Management System module (ERP-HRMS) as per REC requirements and specifications.
- b) Seamless integration of supplied, customized, developed ERP-HRMS with existing ORACLE 11i E- Business Suite ERP implemented at REC mentioned above.
- c) Customization and Change Management, if any of the proposed ERP-HRMS solution to suit REC requirements during the on-site warranty maintenance period.
- d) On-site One year comprehensive warranty maintenance and support of supplied software solution (ERP-HRMS with Integration) by certified/ qualified and trained engineers/personnel only.
- e) Establishment of ‘ERP-HRMS’ hardware set-up with required servers, storage, software, tools etc with no single point of failure, high availability and reliability including, Supply, Installation, Testing, Commissioning, Three years on-site Comprehensive Warranty Maintenance
- f) Imparting different levels training which includes training for Functional Core Users, Technical Core Users, End-Users. Top Management, Train the trainer, Change Management etc at selected

locations of REC. The training will be as per the convenience and discretion of REC at various locations in India. No Charges will be paid for any training conducted at New Delhi.

- g) Supply, Install, configure, commission and maintain all necessary and adequate accessories for respective equipment and/or products supplied for establishment of a state-of-the-art IT Infrastructure at RECL.
- h) Undertake cabling necessary for system integration and overall solution as per international networking standards
- i) System Integration and system tests (load/availability testing, penetration testing etc.) by qualified and trained engineers/personnel to implement the overall functional requirement of ERP project.
- j) On-site Facilities Management services on 14 X 6 basis for supplied hardware and equipments etc, including the responsibilities as defined in the schedule of requirements Section II and technical specification by qualified and trained engineers/personnel for a period of three years after successful Acceptance of equipment by RECL.
- k) To ensure and comply with ISO 27001:2005 requirements for the entire scope of work including all software and hardware.
- l) Calculate and furnish information on per user bandwidth requirement and integration with existing REC MPLS VPN for access across REC MPLS VPM..
- m) Provide training to IT/ ERP Technical and support team and other IT professionals as required by RECL for the installation, configuration, commissioning, monitoring, troubleshooting of various equipments/ products, ERP application and system & database administration & other aspects of the supplied equipments and products at New Delhi at bidder's facilities. In addition the following certification training with OEM official curriculum and OEM official training material for each participant along with one attempt to appear for examination leading to independent industry standard and globally recognized certification shall also be carried out (covering all papers in the entire track in certification training(s) and examination(s)):
  - a) Supplied Server Operating System Basic and Advanced System Administration and Network Administration Certification.
  - b) For any and/or all of the trainings from the number of officials (RECL nominated participants) may vary, and the training needs to be conducted at the convenience of RECL which may require splitting of participants across different batches. This may include conducting the training on RECL designated holidays (including Saturday & Sunday and thereby splitting the entire course curriculum across one or more weekends as per the convenience and sole discretion of RECL). The training venue should be at National Capital Territory of Delhi only or as specified by RECL.
  - c) In case there is no OEM certification training and/or examination is available for the supplied equipment and/or product then equivalent industry standard and globally recognized certification training and corresponding certification examination shall be provided.
  - d) RECL at its sole discretion and option may decide and accordingly place a work order for certification training(s) and related third party industry standard certification examination(s) for its nominated officials / participants on paid basis as per the prices quoted by the bidder for respective training(s) and/or certification examination(s) in the price schedule Annexure E. However, Irrespective of the RECL's right to exercise the said option at its discretion in full or part thereof the bidder shall conduct , provide and impart operational, troubleshooting & system and database administration training for all the equipments and products supplied, installed & commissioned by them alongwith the required training manuals/ documentation to RECL nominated officials/ participants (maximum 15) at the discretion and convenience of RECL and no separate payment in this regard shall

be made by RECL i.e. the bid price shall be deemed to be inclusive of all such expenses along with all duties, levis and taxes etc.

**Note:**

- a. The major responsibilities as specified in clause 1.3 above are indicative only and are not exhaustive in any manner.
- b. The implementation of ERP-HRMS should be in line with ISO 27001:2005 standard

#### **1.4 Preparation of Bids**

Technical Bid and Financial Bid to be submitted through online mode on website [www.tenderwizard.com/REC](http://www.tenderwizard.com/REC) and **one hard copy of Technical Bid Only** should be put in separate envelopes duly sealed. The content on the envelope, TENDER number, bidder's name & address should be clearly marked on the top of the sealed envelopes. All the envelopes thus prepared shall be put in a single sealed envelope clearly mentioning the TENDER number, bidder's name & address on the top of the sealed envelope. The respective envelopes should also have "DO NOT OPEN BEFORE...." Super scribed in the front with the date of opening.

**NOTE: FINANCIAL BID TO BE SUBMITTED THROUGH ONLINE MODE ONLY**

The bid valid for a period of 365 days from the date of last submission of bids for this tender shall essentially comprise of the following and should be submitted online, the same should be digitally signed and separate duly signed hard copy as per the method specified above should be submitted at the stipulated location on or before the last date of submission on or before the stipulated time :

1. Technical Bid Response Form, Undertaking and Supporting Documents including all Annexures to be submitted online as well as hardcopy
2. The Technical Compliance to be submitted online as well as hardcopy as per tender requirements and scope of work and technical specifications.
3. **Price Bid Response Form and Price Schedule as per attached Annexure to be submitted ONLINE ONLY**

**Note:**

**1) The bidder should note that the hard copy should not have any pricing details, In case of a default the sealed financial bid will be returned to the bidder unopened at the time of opening of bids and in case the financial bid is unsealed etc the bid shall be summarily rejected.**

#### **1.5 Submission and Opening of Bids**

- a) The bids complete in all respects should be submitted online and hard copy addressed to the Executive Director(HR), REC, should be submitted into the TENDER box kept at the REC main reception at entrance at the following address latest by 11:00 hours (IST) on 05<sup>th</sup> August 2011. REC does not own any liability if the response is submitted somewhere else and not reached to the addressee within due date and time.

Rural Electrification Corporation Ltd.,  
Core-IV, Scope Complex,  
7 Lodi Road,  
New Delhi – 110 003

- b) The responses will be opened in the Board Room of REC, 3<sup>rd</sup> Floor, Core-IV, Scope Complex, 7 Lodi Road, New Delhi – 110 003 on the same day (last date of submission of the bid) i.e. 05<sup>th</sup> August 2011 at 1130 hours (IST) in the presence of bidders who choose to be present.

- 1.6 REC reserves the right to waive any irregularities; accept or reject the whole; accept or reject part of; any or all responses at its sole discretion without assigning any reason whatsoever.
- 1.7 REC is not bound to procure and provide the hardware/networking/software/infrastructure equipments/ other products as suggested and/or specified by the bidder in their proposed solution.
- 1.8 The bidder shall bear all costs associated with the preparation and submission of its response, and REC will in no case be responsible or liable for these costs, regardless of the conduct or the outcome of the Tender process.
- 1.9 All specification, terms and conditions etc of REC Expression of Interest No: 49/1/2011/ERP/HR/D-III and any subsequent corrigendum/ addendum etc shall be ipso facto applicable to this tender.

## CHAPTER 2

### Schedule of Requirements

#### 2.1 Scope of the Work -

- a) The scope of work essentially includes the major responsibilities as mentioned in clause 1.3 of chapter 1.
- b) The scope of work of ERP-HRMS software solution:

**TABLE-I**

Sl. No	Scope of Work – Description
1	Supply, Install, Configure, Test & Commission all the ERP-HRMS software with Database and related products with necessary and adequate patches, upgrades, utilities, tools etc to achieve full functionality including features required in payroll as specified in Annexure F.
2	Seamless integration of supplied, customized, developed ERP-HRMS with existing ORACLE 11i E- Business Suite ERP implemented at REC.
3	One year of Comprehensive on-Site warranty maintenance of ERP-HRMS software with Database and related products with customization, change management, addition of new reports as required and desired by RECL, Performance tuning of application, necessary and adequate patches, upgrades, utilities, tools etc after successful GO-LIVE of ERP-HRMS at RECL.
4	To provide Complete training on supplied ERP-HRMS and related software including database <ul style="list-style-type: none"> <li>a) To Functional Core Users for implementation and configuration of functional parameters</li> <li>b) To end User for Full usage of the product as detailed in Chapter 3</li> <li>c) To RECL IT department for System Administration of the ERP-Application and Database and other tools, utilities etc</li> </ul>
5	Adherence to Best Practices and ISO 27001:2005 requirements and submitting compliance reports as required by RECL.
6	To ensure high availability, security, reliability, data integrity, business continuity (as required by RECL) etc
7	To provide Bilingual (English/ Hindi) Interfaces as specified and required by RECL.

- c) The scope of work for the supply of hardware testing, installation, configuration, commissioning, training, System Integration and 3 years of comprehensive on-site warranty maintenance plus 3 years of comprehensive on-site maintenance (the latter at the discretion of RECL) along with three year on-site Facilities Management broadly stated as follows **(detailed specifications are provided in Annexure F):**

**TABLE- II (A)**

Sl. No	Scope of Work – Description
1	Design, Supply, Install, Configure, Test & Commission all the equipments and products with necessary and adequate accessories as specified in Annexure F. at REC Data Centre, Delhi
2	Three years of Comprehensive on-Site warranty maintenance of servers, equipments and products after successful Acceptance of the same by RECL.

3	Undertake cabling necessary for system integration and overall solution as per international IT standards. Integrate the proposed solution with the existing MPLS-VPN network so that the system is available in the existing network.
4	On-site Facilities Management services on 14 X 6 basis at the ERP- Data Center including responsibilities & Service Level Agreement (SLA) by qualified and trained engineers/personnel for a period of three years after successful acceptance of equipments by RECL.
5	Supply, Install, configure, commission and maintain all necessary and adequate accessories for respective equipment and/or products supplied.
6	<p>Undertake all System Integration for all the server H/w components etc., configuration and performance tuning of all software and hardware etc. and system testing inclusive of load balancing /High availability testing, penetration testing, etc required for the commissioning of the Servers and services without single point of failure.</p> <p>Would ensure that each cluster should provide the ability to recover from additional failures by protection against many multiple component failures. The following test activities should be carried out.</p> <ul style="list-style-type: none"> <li>• To design tests for high availability testing.</li> <li>• Execution of high availability test</li> <li>• Submit all the test reports to the ERP authorities for vetting and approval.</li> <li>• Penetration Testing</li> </ul>
7	Prepare and submit facilities management policy and implement the same
8	Imparting training as mentioned in the tender document
9	<p><b>Undertake the following Helpdesk Call Management activities (indicative):</b></p> <ul style="list-style-type: none"> <li>• Receiving calls through phone/e-mail/Call Management software</li> <li>• Logging of end user calls with details and generating trouble tickets</li> <li>• Telephonic support to end user calls</li> <li>• Onsite support to end user whenever required and resolve the problem to user satisfaction.</li> <li>• Escalation of calls to other vendors and tracking their resolution as per agreed service level with RECL.</li> <li>• Escalating pending calls and report of vendors defaulting agreed service levels</li> <li>• Tracking problems till resolution</li> <li>• Close Calls and update, maintain database</li> <li>• Generate daily Helpdesk Call MIS to analyze the problems reporting patterns and solutions etc.</li> <li>• Regular Submission of various Reports for all activities undertaken at periodicities, formats and activities etc as decided by and at the discretion of RECL</li> </ul>
10	<p><b>Undertake the following Access Control activities (indicative):</b></p> <ul style="list-style-type: none"> <li>• User account Creation/deletion as per access policy of the organization</li> <li>• Creating/modifying/deleting groups</li> <li>• Administrating user rights</li> <li>• Maintaining data access security etc.</li> <li>• Regular Submission of various Reports for all activities undertaken at periodicities, formats and activities etc as decided by and at the discretion of RECL</li> </ul>
11	<p><b>Undertake the following Performance Tuning activities (indicative):</b></p> <ul style="list-style-type: none"> <li>• Methodically carry from diagnosis to solutions.</li> <li>• Assist in device safe and secure procedures for enhancing performance of critical production systems/databases in a competitive, policy based environment in co-ordination with application vendor.</li> <li>• Identify, correlate and isolate the performance bottlenecks in components of hardware, network, operating systems etc.</li> <li>• Assist the application bidder in performance tuning of application and databases as per OLA etc.</li> <li>• Regular Submission of various Reports for all activities undertaken at periodicities, formats</li> </ul>

	and activities etc as decided by and at the discretion of RECL
12	<p><b>Undertake the following service and maintenance activities (indicative):</b></p> <ul style="list-style-type: none"> <li>• Prepare and maintain service / maintenance policies &amp; procedures</li> <li>• Provide on-site repair/replacement service for Servers</li> <li>• Provide on-site repair/replacement service for Storage</li> <li>• Provide on-site repair/replacement service for printers and other peripherals.</li> <li>• Co-ordinate with vendors for replacement of defective parts of equipment under warranty or maintenance.</li> <li>• Scheduling and managing preventive maintenance of equipment as per recommendations of the OEM equipment manufacturer.</li> <li>• Regular Submission of various Reports for all activities undertaken at periodicities, formats and activities etc as decided by and at the discretion of RECL</li> </ul>
13	<p><b>Undertake the following server administrator activities (indicative):</b></p> <ul style="list-style-type: none"> <li>• Starting/Shutdown of server/services</li> <li>• Performance monitoring of server resources (CPU, Memory, disks)</li> <li>• Performance tuning of servers and other equipments</li> <li>• Monitoring access logs and application logs</li> <li>• Purging of temporary Files, logs</li> <li>• Virus prevention, detection and cure</li> <li>• Intrusion detection and protection</li> <li>• Firewall/IPS/IDS Policy formulation and implementation</li> <li>• Data backup and restoration planning and implementation using existing backup set-up</li> <li>• Managing Print queues</li> <li>• Applying service packs, hot fixes and security rollouts</li> <li>• Customizing login scripts</li> <li>• Troubleshooting Problems etc.</li> <li>• Regular Submission of various Reports for all activities undertaken at periodicities, formats and activities etc as decided by and at the discretion of RECL</li> </ul>
14	<p><b>Undertake the following Backup management activities (indicative):</b></p> <ul style="list-style-type: none"> <li>• Backup procedure schedule</li> <li>• Onsite/Offsite backup</li> <li>• Verify integrity of Backup periodically</li> <li>• Media Logs/Replacement</li> <li>• Recovery of Data in case of necessity etc.</li> <li>• Regular Submission of various Reports for all activities undertaken at periodicities, formats and activities etc as decided by and at the discretion of RECL</li> </ul>
15	<p><b>Miscellaneous</b></p> <ul style="list-style-type: none"> <li>• Entering into OLA with ERP application vendor (TCS), ERP Hardware vendor (HCL) &amp; ERP network, security &amp; DC vendor (either individually or combined) as per discretion of REC</li> <li>•</li> </ul>
16	<p><b>Earthing &amp; Uninterrupted Power Supply</b></p> <ul style="list-style-type: none"> <li>• The bidder has to check the existing earthing quality and inform RECL about deviations, if any, without any extra cost.</li> </ul>

**Table – II (B) : Broad Components of Work**

S.No	Component	Description
<b>A</b>	<b>Hardware &amp; System Software</b>	
A.1	<b>General Scope</b>	Supply, installation, testing, commissioning and 3 years of comprehensive on-site warranty maintenance of Servers, Operating Systems and other allied software, Switches, Rack, Tape Drive and related items etc. as per Technical Specifications mentioned in

		Annexure-F and Price schedule Annexure E
A.2	<b>Functional Scope</b>	<ul style="list-style-type: none"> <li>• <b>Supply and Transportation:</b> The equipment should be delivered at designated location and all arrangements for loading/unloading/movement/shipping and other logistics etc are to be borne by the bidder.</li> <li>• <b>Supply racks for installation</b></li> <li>•</li> <li>• <b>Installation &amp; Commissioning:</b> All Servers, Rack, Switches, Tape Library and other items including Operating Systems and related software on all servers / storage etc as per Annexure F have to be installed and commissioned.</li> <li>• <b>Diagnostics Testing:</b> Testing based on Diagnostics software to ascertain healthiness of the hardware are to be carried out by the bidder and Reports to be got checked by RECL.</li> <li>• All professional services of the vendor required for complete installation and commissioning shall be included in the scope of Work.</li> </ul>
A.3	<b>Manuals and Documents</b>	<ul style="list-style-type: none"> <li>• The bidder should provide System Administration manual(s), User / operational manual(s) and all related manual(s), service guides and handbooks, which shall be used by RECL to run the ideal production environment. This should include how the various parameters should be monitored and tuned in the live system.</li> <li>• All installation and configuration reports, documents, diagrams etc are to be supplied before commissioning.</li> <li>• Two sets of above specified manuals should be provided in printed duly hard bounded form and 2 sets in soft copy on CD should be provided.</li> </ul>
A.4	<b>Training</b>	<ul style="list-style-type: none"> <li>• The bidder should conduct, provide and impart training(s), related material(s) and related certification examination(s) for all the training courses as mentioned in Chapter – 1 clause 1.3.</li> <li>• All the training course shall be structured and supported by programmed illustrations, video, charts, etc. Only experienced personnel shall impart the training. The Bidder shall provide extensive and detailed lecture notes, handouts and other training documentations to each of the participant.</li> <li>• RECL may require splitting of participants across different batches. This may include conducting the training on RECL designated holidays (including Saturday &amp; Sunday and thereby splitting the entire course curriculum across one or more weekends as per the convenience and sole discretion of RECL).</li> <li>• The Training should be conducted at National Capital Territory of Delhi only either at the authorized training centre for each of the certification courses or at the bidder's certified training center. The boarding and lodging of trainer faculty will be responsibility of the bidder.</li> <li>• The schedule and batches for training shall be decided by RECL at</li> </ul>

		<p>its convenience.</p> <ul style="list-style-type: none"> <li>• Each participant/ trainee in addition to the proper official certification (subject to being successful at the certification examination(s)) of the OEM / 3<sup>rd</sup> Party shall invariably be issued a training participation certificate.</li> <li>• At the training site/ venue for all types and/or kinds of training the bidder should ensure conducive, cooperative, healthy, hygienic, secured environment along with providing each trainee/ participant with all logistics including industry standard training bags, stationary, free parking, tea/coffee, snacks, food (working lunch/ dinner/ high tea) etc and as decided by and at the discretion of RECL at the cost of the bidder but not including the travel costs of the trainees/ participants.</li> <li>• RECL at its sole discretion and option may decide and accordingly place a work order for certification training(s) and related third party industry standard certification examination(s) for its nominated officials / participants on paid basis as per the prices quoted by the bidder for respective training(s) and/or certification examination(s) in the price schedule Annexure E. However, Irrespective of the RECL's right to exercise the said option at its discretion in full or part thereof the bidder shall conduct , provide and impart operational, troubleshooting &amp; administration training for all the equipments and products supplied, installed &amp; commissioned by them alongwith the required training manuals/ documentation to RECL nominated officials/ participants (maximum 15) at the discretion and convenience of RECL and no separate payment in this regard shall be made by RECL i.e. the bid price shall be deemed to be inclusive of all such expenses along with all duties, levis and taxes etc.</li> <li>• The bid-quote will be deemed to include the cost of training with arrangement for venue, resources etc.</li> </ul>
A.5	<p><b>Warranties, Support and Annual Maintenance Contract</b></p>	<p>Warranty, Support, and Annual Maintenance Contract shall be delivered by the bidder. However <b>OEM for equipments or products etc has to submit an undertaking addressed to RECL committing support for the systems through the bidder.</b> The warranty contract will be entered in to with the bidder and all payment will be made directly to the bidder. In case of authorized partner being the bidder, certificate <b>from OEM addressed to RECL should be attached stating that the OEM will provide support during the warranty period and subsequent AMC including replacement of spares. Failing which their offer will be rejected</b></p> <ul style="list-style-type: none"> <li>• <b>The OEM / bidder should undertake to Provide Comprehensive On-Site warranty for the supplied systems/subsystems for a period of Three (3) years from the date of Acceptance by RECL.</b></li> <li>• <b>If any document/manual supplied by the bidder is found to be inadequate/ incomplete within the period of the contract, the bidder shall replace/complete such document/manual at their cost within 15 days time of informing and/or notifying the same to him/ her by RECL.</b></li> </ul> <p>The scope under warranty and AMC shall cover to provide services as described below for all the equipment (including Hardware and Software) in this tender to ensure maximum uptime and performance</p>

		<p>levels of all the servers, Switches, Tape Library, Backup system and other hardware &amp; software in the Landscape of ERP Environment.</p> <p><b>Warranty</b></p> <ul style="list-style-type: none"> <li>• 24x7x365 Support at NCR, Delhi (remote support-telephonic, mail etc)</li> <li>• Warranty shall cover the following <ul style="list-style-type: none"> <li>a. Repair / Replacement of Hardware and other bidder items inclusive of all types of spare parts including batteries, plastic parts, sprockets, glass items, Picture tubes, Print Heads, Teflon, Printer parts/ sub-assembly, Fuse etc. Only consumables like printer ribbons, Ink cartridge, etc. are excluded</li> <li>b. Installation / Re-Installation / Configuration/ Maintenance of OS, System software and other supplied software</li> <li>c. Installation and Configuration of system software, patches, upgrades, service packs etc.</li> <li>d. Performance tuning <ul style="list-style-type: none"> <li>• Supply during Warranty <ul style="list-style-type: none"> <li>a. Supply of all system software upgrades and patches.</li> <li>b. Supply of future release of all OS and related system software</li> <li>c. Supply and install Security patches and bug fixes</li> </ul> </li> <li>• The offline support should have <ul style="list-style-type: none"> <li>a. 24x7x365 national telephonic support</li> <li>b. Access to raise technical assistance requests / responses at hardware vendors / supplier website</li> </ul> </li> </ul> </li> </ul> </li> </ul> <p>The RECL reserves the right to cancel the AMC contract after giving 3 months notice, in case service provided under AMC is not satisfactory. In such case, RECL shall execute an AMC contract with any other party for the balance period, at the risk and cost of the supplier.</p>
A.6	<b>Performance Standard</b>	The bidder should ensure that servers, operating systems, switches, tape libraries and other equipments' performance and responses are according to the definition as per scope of work and shall have expected Minimum Availability / uptime as specified in the SLA.
A.7	<b>Software and Tools</b>	All Software to be supplied under the scope of the project must be of latest versions, unless otherwise required by RECL. Software tools must be compliant with generally accepted industry standards.
<b>B</b>	<b>FACILITY MANAGEMENT SERVICES</b>	
<b>B.1</b>	<b>General Scope</b>	Managing, monitoring, trouble-shooting and support for the entire

		proposed IT infrastructure mentioned herein to ensure smooth running of the ERP and other services using this infrastructure as per prescribed performance standard for each item. Also to interact with RECL users to address the operational issues with respect to the infrastructure
<b>B.2</b>	<b>Geographical Scope</b>	Co-located at REC DC & telephonic support for all RECL offices (CO/ZO/PO)
<b>B.3</b>	<b>Functional Scope</b>	<p>Support during Warranty:</p> <ul style="list-style-type: none"> <li>■ 24x7x365 Support (remote support-telephonic, mail etc)</li> <li>■ Manpower at On-Site: At least one number of competent Facility Management personnel available at RECL, CO/DC to manage the entire HRMS IT infrastructure and operation, should be available on site to provide Warranty / AMC/operational support on 14x6 basis.. The Manpower should be always available during 7:30 AM to 9:30 PM, Six days a week (Monday-Saturday). For rest of the period, the manpower can either be available on site or should be available on telephone. During non-office hours the manpower should reach site within four hours for critical calls. <b>The concerned service engineers should be associated with the project from installation stage.</b></li> <li>■ RECL has the right for ask for a change of maintenance personnel without citing reasons. The bidder shall arrange a replacement within 3 working days having the same or higher competency level.</li> <li>■ <b>System Management (indicative)</b> <ol style="list-style-type: none"> <li>i. Monitoring, logging and reporting of the equipment operation</li> <li>ii. Periodic health checks of the systems and implementing proactive rectification measures.</li> <li>iii. Troubleshooting Servers, OS, Storage, backup related issues etc.</li> <li>iv. Analyzing and reporting all system related issues.</li> <li>v. Managing user, roles and passwords of all the relevant subsystems, including, but not limited to servers, OS, storage, network, applications etc.</li> <li>vi. Liaison with various vendors, OEMs, agencies and service providers for equipment maintenance &amp; related work.</li> </ol> </li> <li>■ <b>Server Administration (indicative)</b> <ul style="list-style-type: none"> <li>○ Server Administration Functions include following activities: <ol style="list-style-type: none"> <li>i. Operating System administration and tuning.</li> <li>ii. OS and software Re-installation in the event of system crash/failures</li> <li>iii. Configuring file systems, volumes and apportioning disk space.</li> </ol> </li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>iv. Ensure proper configuration of server parameters.</li> <li>v. Periodic system performance tuning.</li> <li>vi. Addition, deletion, re-configuration of devices, additional users and printers etc.</li> <li>vii. Implementing security patches on servers at all levels.</li> <li>viii. Orderly start-up and shutdown of servers as per laid down procedures.</li> <li>ix. Security management - Configuring account policy, access rights, password control as per RECL's security policy.</li> <li>x. Ensure all critical services are running properly on the servers. Schedule and optimize these services.</li> <li>xi. Maintain lists of all system files, root directories and volumes.</li> <li>xii. Carry Out Monthly Penetration Testing and Load/Stress Testing and submitting the report to RECL, highlighting observations and recommendations</li> <li>xiii. Resolving all server related problems.</li> <li>xiv. Escalating unresolved problems to ensure resolution as per the agreed SLA.</li> </ul> <ul style="list-style-type: none"> <li>■ <b>Performance Monitoring and Reporting (indicative)</b> <ul style="list-style-type: none"> <li>i. Ensure regular monitoring and maintain a log of the performance monitoring of servers including but not limited to monitoring CPU, disk space, memory utilization, link utilization, router and switches utilization, I/O utilization, Central Storage etc.</li> <li>ii. Ensure regular analysis of events and logs generated in the entire sub systems including but not limited to servers, operating systems, databases, applications, network etc. The system administrators shall also ensure that the logs are backed up and truncated at regular intervals.</li> <li>iii. Undertake appropriate actions in accordance with the results of the log analysis to ensure optimal performance</li> </ul> </li> <li>■ <b>Storage Administration</b> <ul style="list-style-type: none"> <li>i. Management of storage environment to maintain performance at optimum levels.</li> <li>ii. To ensure that RECL is able to take regular and proper backups of all Servers &amp; Storage to protect against data losses.</li> <li>iii. Management of the storage solution including, but not limited to, management of space, volume, RAID configuration, configuration and management of disk</li> </ul> </li> </ul>
--	--	--

		<p>array, SAN fabric / switches, tape library etc. as per mutually agreed storage management policy.</p> <ul style="list-style-type: none"> <li>■ <b>Backup and Restore</b> <ul style="list-style-type: none"> <li>i. 24 x 7 supports for file and volume restoration requests.</li> <li>ii. To help RECL in regular Backup of operating system, database and application as per stipulated policies and time schedule.</li> <li>iii. Help RECL in conducting periodic restore operations on backed up data.</li> <li>iv. Assist in backups of volumes, files and database applications whenever required.</li> <li>v. Real-time monitoring, log maintenance and reporting of backup status on a regular basis, shall ensure prompt problem resolution in case of failures in the backup processes. Regular maintenance of all the media and the backup/storage devices.</li> <li>vi. Provide MIS reports such as weekly reports on backup and restoration (failed reasons), monthly report on planned backup &amp; backups actually taken and Quarterly report on number of restoration drill performed and percentage of success, health status of media and drive.</li> </ul> </li> </ul> <p>Regular Submission of various Reports for all the activities mentioned above are to be submitted at periodicities, formats and activities etc as decided by and at the discretion of RECL</p>
<b>C</b>	<b>MISCELLENEOUS</b>	<ul style="list-style-type: none"> <li>I. The bidder will go through all the existing IT related policies of RECL and suggest for any changes as appropriate as per international standard like BS, ISO, ITIL, ITSM, CoBIT etc to be incorporated in the policy documents</li> <li>II. The bidder will formulate and submit to RECL appropriate new policies which are required to be prepared as per international standard as mentioned as above for secured and affective running of the infrastructure.</li> <li>III. The bidder will implement all such policies mentioned in this section while implementing the proposed IT infrastructure. The bidder also educate RECL to implement the part of the policies which are related to RECL.</li> <li>IV. The bidder shall execute a service level contact agreement with RECL within 15 days from date of acceptance of the purchase order.</li> <li>V. The bidder shall execute tripartite Operation Level Agreements (OLA) involving RECL, and all other existing ERP solution partners within 2 months from acceptance of the purchase order.</li> </ul>

		<p>VI. Provide training to ERP Functional and Technical and support team and other IT professionals as required by ERP for the installation, configuration, commissioning, monitoring, troubleshooting of various equipments/ products &amp; other aspects.</p> <p>VII. <b>NOTE:</b></p> <p>a. The broad Scope as specified in section II above are indicative only and not exhaustive in any manner.</p> <p>b. After the warranty maintenance of three years, if RECL decides to go in for in-house maintenance of systems or through a third party, the bidder shall supply the spares to RECL or a party designated by them. In case of the item/spare part being not available due to any reason the bidder shall provide an equivalent or latest item/spare part in lieu of the original item/spare part subject to the approval of the RECL.</p> <p>c. The above Scope of Work and technical specification Annexure K are indicative and not exhaustive in any manner. The bidder shall be assumed to have accounted for all services and./or products/equipments necessary for establishment of state-of-the-art IT infrastructure in its financial bid.</p> <p>d. The decision of ED(HR) would be final and binding regarding the Facilities Management service.</p>
--	--	--

## 2.2 Performance standard and Service Level parameters

### ERP-HRMS Software and Related Components

- i) The bugs will be categorized as follows:
  - i. 1-Critical: The defect results in the failure of the complete or major software system, and/or of a subsystem, and/or of a software unit (program or module) within the system and the system is not available at present
  - ii. 2-Major: The defect results in the failure of the complete software system, and/or of a subsystem, and/or of a software unit (program or module) within the system. There is no way to make the failed component(s) work completely, however, there are acceptable processing alternatives which will yield the desired result
  - iii. 3-Average: The defect does not result in a failure, but causes the system to produce incorrect, incomplete, or inconsistent results, or the defect impairs the system usability
  - iv. 4-Minor: The defect does not cause a failure, does not impair usability, and the desired processing results are easily obtained by working around defect.
  - v. 5-Exception: The defect is the result of non-conformance to a standard, is related to aesthetics of the system, or is a request for an enhancement. Defects at this level may be deferred or ignored.

- ii) All on-site comprehensive warranty maintenance work, where the severity of the bug is 1 or 2 (as per categorization in acceptance criteria above), is to be carried out within 24 hours of reporting the problem, for 95% of the bugs reported.
- iii) All on-site comprehensive warranty maintenance work, where the severity of the bug is 3 or 4 (as per categorization in acceptance criteria above) is to be carried out within 48 hours of reporting the problem, for 95% of the bugs reported.
- iv) Liquidated Damages:
  - i. In case of a delay of resolution after 24 hours for category 1 & 2 types of bugs a sum of Rupees 1500/- ( Rupees One Thousand Five Hundred Only) per hour or a part thereof shall be deducted till the resolution of the same from the quarterly warranty maintenance charges/ maintenance charges as applicable..
  - ii. In case of a delay after 48 hours for category 3 or 4 bugs a sum of Rupees 1000/- (Rupees One Thousand Only) per hour or a part thereof shall be deducted from the quarterly warranty maintenance charges / maintenance charges as applicable.
  - iii. The upper ceiling of the penalty on The on-site comprehensive warranty maintenance services shall be the total amount to be paid to the vendor for providing on-site warranty maintenance/annual warranty maintenance services in a year under the contract. In case the total penalty in a year is more than the balance payment to be made to the vendor during the year REC may request the vendor to deposit the amount with REC with in a stipulated time period or may revoke the performance guarantee either in part or full to realize the outstanding dues for non-performance as per the contract.

**Hardware and related Components**

2.2.2.1 Service window requirement as mentioned in the FM clause above. Availability and uptime requirement of different sub-components are given below:

SL. No.	Description	Availability in percentage
1	Server, network and other components in production environment	99.5 %
2	All other non-production environment	99 %
3	Facility Management	<ul style="list-style-type: none"> <li>• 98 % critical call resolution</li> <li>• 95 % non-critical call resolution</li> </ul>

- The bidder should provide backup personnel in case of absenteeism. Inability to provide backup shall result in levying of Rs 1000/- per day per person of penalty.

2.2.2.2 Must have service to support the following

- a. Maximum Two (2) hours response time for any reported fault at RECL, DC Location. For other locations, it is 1 day (FN calls – Next day FN resolutions, AN calls – next day AN resolutions).

b. Maximum Four (4) hours resolution time for the production environment at REC, DC Location. Maximum 1 day resolution time to all other locations.

2.2.2.3 Liquidated damages on SLA: The uptime will be calculated on monthly basis both for total uptime as well as maximum response time. The penalty for non-performance by every 0.1 % of the requirement given above or part thereof will be 1.0 % of the total sub-component cost.

2.2.2.4 The bidder is required to submit a monthly SLA compliance report. Along with submission of bid, the bidder must also provide a detailed methodology of SLA computation and report preparation including tools that will be used to generate this report.

2.2.2.5. The bidder has to submit all required reports to monitor and manage the SLA parameters

## Chapter 3

### Special Terms and Conditions

#### 1. Project Specific Terms & Conditions

**Bidder must note that mentioning of any pre-requisites, presumptions, assumptions, hiding/ twisting/ deletion/ reduction/ manipulation/ disguising of scope of work and/or application features and/or infrastructure and/or project deliverables in any form and/or by any means and/or under any head shall not be constituted as a part of his bid and in case of award of the tender the same should not be claimed by the bidder while award and/or subsequent execution of work. The decision of RECL on such issues shall be binding on the bidder and the same cannot be arbitrated upon by the bidder For example : The bidder is required to prepare all kinds of ERP reports in a time bound manner as decided by RECL till the On-site Comprehensive Warranty Maintenance Period and no separate charges shall be payable for the same therefore mentioning or limiting number of reports etc by use of creative language with thoughts will not be considered to form a part of their bid and the same cannot be arbitrated upon by the bidder.**

Notwithstanding any assumptions and/or deviations, if any, as mentioned by the bidder in its response submitted to REC in response to this TENDER the following terms and conditions shall be binding on the bidder and the same should be strictly adhered to and complied with by the bidder(s). Any assumption and/or deviations from these shall result in summary rejection of the bidder's response.

##### a. Project Management

- i) The bidder shall designate a single point of contact for the project, for REC to interface with, on all project issues.
- ii) The bidder shall intimate the contact details including mobile numbers and e-mail address etc. within two weeks of the letter of Award/ Intent to REC.
- iii) All project work after Proof Of Concept (POC) testing & thereafter shall be carried out at REC's premises or as decided by REC, at its sole discretion.
- iv) In case REC decides for carrying out work at its premises then REC will only provide electricity, space & furniture, computers etc and rest all other logistics including additional equipments, software etc will be responsibility of the bidder.
- v) The bidder shall deploy one person at REC project site to facilitate communications, monitoring, control etc till the final acceptance. REC will only provide the following infrastructure at its premises for the bidder's personnel:
  - iv. Seating space with furniture
  - v. LAN connection facilitating access
- vi) Any additional equipment and/or product and/or accessories required by the bidder, will be the bidder's responsibility, subject to REC's approval. All risks and costs related to such equipment(s) will be borne by the bidder.
- vii) The bidder shall provide REC with a work breakdown and project schedule for all activities specified in Section II Scope of work of this TENDER and any subsequent amendments and/or clarifications, within a week of the Letter of Award/ Intent.
- viii) IEEE standards should be followed wherever applicable during the project. If there is no corresponding standard or any other standard is to be followed, then the bidder should get his/ her template formally approved by REC before proceeding. Please attach a copy of any other standards which you intend to use with the technical response, if any.

- ix) The bidder shall ensure weekly project status reporting which will specify the following:
  - vi. Planned start date and end date for each activity
  - vii. Actual start date and end date for each activity
  - viii. Activities carried out in the previous week
  - ix. Activities planned for next week
  - x. Activities which were planned for the previous week but could not be carried out.
  - xi. Any schedule slippages that have occurred, and corrective measures to bring the project back on schedule.
  - xii. Any information/ review pending from REC as on date, and date from which pending.
  - xiii. Likely reviews by REC in the next fortnight
  - xiv. Time required from REC in the next fortnight including details of person to be met, duration and agenda of meeting.
  - xv. Outstanding bug/ error count
  - xvi. Follow up on pending issues/ action items of previous reviews
  - xvii. Summary depicting the highlights, lowlights and/or any important issues/ points that should be brought out/ highlighted
- x) The weekly status report will not be limited to software development only, but shall include and cover all activities which are to be carried out by the bidder for successful completion of the ERP-HRMS software.
- xi) The weekly status report of the previous week should be handed over by the bidder's site official in hard copy to REC designated official by 1700 hours on the first working day of the week. The same should also be sent by e-mail to REC designated official every week.
- xii) The bidder's Project Manager shall have onsite fortnightly reviews in person (with the REC nominated team every Tuesday morning (or the next working day, in the event of Tuesday being a holiday) from 10 AM to 11 AM or at the date, time and venue notified by REC. All action points will be recorded and followed up in the successive review meeting.
- xiii) All working days will be with reference to the REC calendar.

**b. Project team**

- i) Detailed Resumes of all team members with experience relevant to the project shall be submitted within a week of the Letter of award/ intent as per table 2 below
- ii) The team and/or each team member shall commence the work only after prior formal approval by REC and the team once identified shall be dedicated to the project and will not be changed unless requested by REC at their and/or with REC's written consent
- iii) The bidder shall deploy the minimum personnel resources as given in Table 2 below. However, the bidder may deploy any extra resources in addition to the said minimum requirement with prior formal approval of REC at the risk and cost of the bidder.

**c. Baseline Products**

- i) In case of any issues relating to the baseline products/ OEM products/ COTS supplied by the bidder are observed which may hamper the End-to-end functioning

and working of ERP-HRMS solution, the bidder shall implement a workaround to resolve the issue at bidder's cost.

- ii) In case of any issues relating to the supplied baseline products/ OEM products/ COTS versions, being the latest, are different from the ones specified at the time of ordering, then and otherwise also the bidder should ensure compatibility and integration of all the baseline products while supplying and implementing ERP-HRMS software solution.

#### **d. Deliverables**

- i) For all the known issues with the supplied baseline products which are and may in future be obstacle in implementing the End-to-End ERP-HRMS solution, the bidder shall provide and implement a workaround to go around and/or resolve the issue
- ii) In case base product versions are different from the ones specified in this document at the time of ordering, then the bidder should ensure that all products are compatible while supplying and implementing the ERP-HRMS solution.
- iii) All documents (e.g.: System Requirement Specifications, AS-IS and To-BE Study, Gap Analysis, Test Cases, Design Documents, Code with Comments, Training Material etc) should be kept in sync with the implemented solution throughout the life cycle of the project which also invariably includes maintenance and change management.
- iv) All deliverables will be reviewed by REC.
- v) The delivery of code should be by supplying three sets of duly labeled and indexed working CD/ DVD(s).
- vi) The delivery of documentation should be by supplying three sets of duly labeled and indexed working CD/DVD(s) and two well bound hard copies.
- vii) The project will have the following deliverables:
  - i. System manual (High Level Design Document (HLDD), Detailed Design Document (DDD))
  - ii. Software Requirement Specification (SRS) AS-IS Study, Mapping TO-BE Study – Functional Design Document (FDD), Gap Analysis Document
  - iii. Project Management Plan
  - iv. Quality Plan
  - v. High Level Design Document/ System Design Document
  - vi. Detailed Design along with Database Design Document
  - vii. User Manual(s), Technical Manual(s), Troubleshooting Guide, Helpdesk Manual etc.
  - viii. Standards
  - ix. Test Cases, Test Data, Test Plans and Results (Unit Testing, Integration Testing, System Testing)
  - x. Training Plan
  - xi. System Integration Plan including integration with existing ERP at REC
  - xii. Implementation Plan
  - xiii. Security Policy and Plan
  - xiv. Backup and Disaster Recovery Plan
  - xv. Maintenance Plan
  - xvi. Patch Management Plan
  - xvii. Configuration Management Plan
  - xviii. Release Notes
  - xix. Installation Guide

- xx. Backup and Disaster Recovery Guide including Risk Mitigation Plan
- xxi. Training Material
- xxii. Upgradation/ Expansion Plan
- xxiii. Change Management Plan
- xxiv. Well Commented Source code with all Data Structures (for customized code)
- xxv. Data Migration
- xxvi. Modified Policies
- xxvii. User Acceptance Testing
- xxviii. Hardware
  1. Supply, Installation, Commissioning, Testing and Maintenance of Hardware Infrastructure including servers, storage, software, tools etc
  2. Hardware solution should take care of:
    - a. Production
    - b. Testing/ Support
    - c. Training
    - d. Development
    - e. Standby Servers
    - f. Patch Management
    - g. Disaster Recovery

- viii) Planning, Preparation & Submission of technical specifications for ERP-HRMS IT infrastructure facilities including servers, network, bandwidth, DC/DR to successfully deploy the ERP-HRMS solution and Supervision of commissioning of equipments by skilled technically qualified personnel.
- ix) Detailed specification of the hardware/ system software/ tools and utilities/ infrastructure (site) equipment/ networking/ other products including security, reliability, availability, accessibility, scalability, backup, disaster recovery required for establishment and successful deployment of ERP-HRMS solution including DC/ DR sites.
- x) Test Data (Or scripts used for generating test data) for unit testing, integration testing, system testing, performance testing, load testing, stress testing, penetration testing etc.

**e. Review Mechanism**

- i) The review mechanism for all documents and training material will be as follows:
  - i. The document will be provided to the REC Project Manager (PM) before the review at least 7 days in advance
  - ii. The bidder will make a presentation on the document to the Project Manager / designated committee, if required, on the day of the review, and the committee may ask for additional information or changes.
  - iii. REC will issue a formal acceptance of the document subject to above reviews
- ii) Code review may also be carried out by REC. This will be carried out over a period of a month, during the POC testing. Any observations and comments in this regard leading to a code change shall be done in mutual consultation of REC and the bidder

**f. Acceptance Criteria**

- i) The acceptance plan will be drawn up by REC and bidder within 3 weeks of signing of the contract
- ii) All acceptances by REC will be given in writing, by the REC Competent Authority and/or their nominee.
- iii) The acceptance criteria for various deliverables is as follow:
  - i. Document Delivery: Review Comments incorporated and sign off by REC
  - ii. Code delivery: No errors of type 1,2,3 and sign off by REC after code review and testing
  - iii. Data: Accuracy and completeness as specified by REC
  - iv. Full Features and Integration testing as per scope of Work and Annexure F
  - v. Training: Review comments on training material incorporated and satisfactory course feedback
- iv) Acceptance criteria for any other activity not covered by this document, will be decided between REC and bidder in their fortnightly status review meetings and then will be signed off by REC.
- v) The bugs will be categorized as follows:
  - i. 1-Critical: The defect results in the failure of the complete software system, and/or of a subsystem, and/or of a software unit (program or module) within the system
  - ii. 2-Major: The defect results in the failure of the complete software system, and/or of a subsystem, and/or of a software unit (program or module) within the system. There is no way to make the failed component(s) work completely, however, there are acceptable processing alternatives which will yield he desired result
  - iii. 3-Average: The defect does not result in a failure, ut causes the system to produce incorrect, incomplete, or inconsistent results, or the defect impairs the system usability
  - iv. 4-Minor: the defect does not cause a failure, does not impair usability, and the desired processing results are easily obtained by working around defect.
  - v. 5-Exection: The defect is the result of non-conformance to a standard, is related to aesthetics of the system, or is a request for a enhancement. Defects at this level may be deferred or even ignored
- vi) The acceptance criteria for the technical specifications for IT Infrastructure for the ERP-HRMS application is the approval from the site Manager of REC

**g. On-Site Comprehensive Warranty Maintenance and Change Management**

- i) The bidder will provide on-site comprehensive warranty maintenance for both baseline products and application software and hardware during the maintenance period.
- ii) The on-site comprehensive warranty maintenance would include:
  - i. Adaptive Maintenance
  - ii. Perfective Maintenance
  - iii. Corrective Maintenance
  - iv. Emergency Maintenance
  - v. Preventive Maintenance
- iii) All the supplied products shall be maintained by the bidder and not by the OEMs during the warranty and maintenance period
- iv) The scope of maintenance includes acquisition and installation of upgrades/ patches/ revisions on the supplied products

- v) The scope of on-site comprehensive warranty maintenance etc includes porting the application and data migration to accommodate upgrades/ patches/ revisions etc. of the supplied products
- vi) All on-site comprehensive warranty maintenance work, where the severity of the bug is 1 or 2 (as per categorization in acceptance criteria above), is to be carried out within 24 hours of reporting the problem, for 95% of the bugs reported.
- vii) In case of a delay of resolution after 24 hours for category 1 & 2 types of bugs a sum of Rupees 1500/- (Rupees One Thousand Five Hundred Only) per hour or a part thereof shall be deducted till the resolution of the same from the quarterly warranty maintenance charges/ maintenance charges as applicable..
- viii) All on-site comprehensive warranty maintenance work, where the severity of the bug is 3 or 4 (as per categorization in acceptance criteria above) is to be carried out within 48 hours of reporting the problem, for 95% of the bugs reported.
- ix) In case of a delay after 48 hours for category 3 or 4 bugs a sum of Rupees 1000/- (Rupees One Thousand Only) per hour or a part thereof shall be deducted from the quarterly warranty maintenance charges / maintenance charges as applicable.
- x) The upper ceiling of the liquidated damages on the on-site comprehensive warranty maintenance services shall be the total amount to be paid to the vendor for providing on-site warranty maintenance/annual warranty maintenance services in a year under the contract. In case the total penalty in a year is more than the balance payment to be made to the vendor during the year REC may request the vendor to deposit the amount with REC with in a stipulated time period or may revoke the performance guarantee either in part or full to realize the outstanding dues and for non-performance as per the contract.
- xi) A schedule will be drawn up for preventive, adaptive and perfective maintenance during the fortnightly project status review between REC and the bidder.
- xii) All maintenance will be carried out at REC premises or as decided mutually between REC and the bidder on a case to case basis. The bidder may have to provision for a scaled down version of the system to facilitate debugging at REC premises. No debugging shall be carried out on the live production system.
- xiii) Notification of all bugs or enhancement requests will be logged onto the bidder's bug reporting site and sent by e-mail, or delivered by hard copy (Fax etc) to the bidder's Project Manager by REC (the format for details of bugs can be decided by bidder after discussion and approval of REC).
- xiv) All enhancement requests will be governed by the Change Control Procedure. The change control board will be constituted comprising of both REC and bidder staff, within a fortnight of letter of Award/ Intent
- xv) During the period of on-site warranty maintenance support service, bidder should and is liable to implement the changes in the software required (e.g. new functionalities, improvement in execution time, performance tuning etc.) and which were not there in base line i.e. SRS, design description, etc. Any change management shall invariably be governed by the terms and conditions of the initial software solution and the same acceptance, penalties, maintenance and payment terms shall stand subject to the discretion of REC. The decision of the Executive Director(HR)/ Executive Director(IT), REC shall be final and binding on the vendor in this regard. (The clause holds good till Go-Live stage after which for major change with major deviation to be settled amicably between REC and selected bidder and for all other changes and/or deviations shall be a part of the onsite comprehensive warranty maintenance).
- xvi) During the period of on-site warranty maintenance the vendor is liable to implement the changes in the supplied product and/or services and to suggest changes if any

and which are essentially required as well as adequate for efficient and effective functioning of ERP-HRMS solution in terms of other products and/or servers. REC reserves the right to decide on any such suggestion(s).

xvii) The vendor should estimate the efforts (man hours and function point) required to implement the change for each functional process based on function point analysis.

xviii) Warranty of all supplied products is the responsibility of the bidder and not the OEM.

#### **h. Training**

- i) The bidder shall provide the training at REC on working days (Monday through Friday) between 1000 hours to 1700 hours only. REC at its discretion can also allow the bidder to arrange training at bidder's / reputed training institutes with adequate training infrastructure without any extra cost. The bidder has to make arrangements for all logistics for training including Desktop computers, Space etc (However REC at its convenience may provide the logistics assistance). The bidder shall provide for courseware including demonstration and hands-on training facilities.
- ii) The bidder shall conduct repeat training if the written feedback (on the template jointly prepared by the responder and REC for the same) indicates satisfaction level less than 70%.
- iii) All training shall be conducted as instructor-led training and should have at least 50% time as hand-on training.
- iv) Some of the trainings might have to be conducted at field level in different parts of India as decided at sole discretion of REC with no extra cost.
- v) The bidder will provide soft copies (three sets) of all training material and course material to enable REC to conduct further training to its staff/ users, if required at a later point
- vi) The bidder will provide each participant with a copy of the training material. This material should be approved by REC at least 2 days prior to start to the course/ training.
- vii) Training should include functional training, training on the base product and system / database administration activities.
- viii) The bidder shall provide a detailed training plan to REC, before the commencement of the training. This should include:
  - i. The training schedule and venue
  - ii. Course Objectives and pre-requisites, including learner profile
  - iii. List of courses and delivery mode (Hands-on component, self-learning component and instructor-led component)
  - iv. Infrastructure required for each training
  - v. Course material being provided for each training
  - vi. Feedback mechanism for trainer.
  - vii. Evaluation mechanism for trainee

#### **i. Schedule & Timelines**

- i) The bidder should strictly adhere to the schedule as defined in the TENDER document and as given below in Table - I

#### **j. Escalation Path**

- i) The escalation path at REC for the bidder to resolve any outstanding issues is:

- i. REC Project Manager for ERP-HRMS
- ii. The Executive Director(HR)/ Executive Director(IT), REC

**k. Service Level Agreement (SLA)**

- i) The bidder should submit the Service Level Agreement (SLA) in line with the TENDER terms and conditions including the following contents within 3 weeks of Letter of Award/ Intent
  - i. Service availability with defined application availability
  - ii. Data Load and Contingency Plan
  - iii. Data Back-up
  - iv. Problem Management and Problem Reporting
  - v. Problem Escalation
  - vi. Work Requests Life Cycle
  - vii. Reporting Metrics
  - viii. Measurement & Reporting Tools
  - ix. Review of Performance
  - x. Maximum time to repair

**I. Miscellaneous**

- i) The bidder will make available a skilled technically qualified team to plan, prepare & submit the technical specifications for entire ERP-HRMS IT Infrastructure and supervise commissioning of equipments by skilled technically qualified personnel. The schedule which will be followed for this activity will be delivered by the bidder to REC within three weeks of Letter of Award/ Intent
- ii) POC testing will be carried out with concurrent users (numbers to be decided mutually between REC and bidder)
- iii) REC reserves the right to order the superset and/or subset of each and/or all items quoted by the bidder as per TENDER financial response – price schedule

**2. Schedule and Timelines**

- a. The table below indicates the schedule and timelines to be met by the bidder during the execution of the project and contract period.

**Table-I**  
**Schedule & Timelines**  
**(Note: Each Week is equal to 7 calendar days)**

<b>SI No.</b>	<b>Milestone</b>	<b>Incremental Weeks</b>
1	Issue of Purchase Order to the selected bidder	T
2	Date of acceptance of Purchase Order by the bidder	T+1
3	Signing of Contract including SLA between REC and the bidder	T1=T+3
4	Kick-off meeting	T1+1
5	ERP-HRMS software development (POC) starts	T1 + 1
6	Nominate a single point of contact for REC to interface with	T1 + 1
7	Submit detailed Resumes of all team members with experience relevant to project to be deployed for the same	T1 + 1
8	Constitution of Change Control Board	T1 + 2
9	Finalization of Acceptance Plan	T1 + 3
10	Submission of Technical Specifications / Deployment Architecture for ERP-HRMS IT Infrastructure	T1 + 3

11	ERP-HRMS software development (POC) Ends	T1 + 12
12	ERP-HRMS POC testing starts	T1 + 12
13	ERP-HRMS POC testing ends	T1 + 20
14	Installation and Commissioning of the hardware	T1 + 20
15	Training	T1 + 16
16	Actual Deployment/ Go-Live of the ERP-HRMS	T1 + 21
17	Testing the solution	T1 + 25
18	Joint Acceptance Report	T1 + 25
19	On-site Comprehensive Warranty Maintenance Period starts (ERP-HRMS)	T1 + 25
20	On-site Comprehensive Warranty Maintenance Period ends (ERP-HRMS)	T1 + 80
21	On-site Comprehensive Warranty Maintenance Period starts (Hardware)	T1 + 25
22	On-site Comprehensive Warranty Maintenance Period ends (Hardware)	T1 + 181

### 3. Details of Project Team

- a. The table below indicates the details of role and experience of the members of the project team to be deployed by the bidder for the project and contract period:

**Table – 2  
Project Team**

S. No.	Designation	Experience	Role
1	Project Manager	<ul style="list-style-type: none"> <li>• Minimum 10 years in IT</li> <li>• 2 years experience as Project Manager</li> <li>• Preferably PMI certified or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Have experience of all phases of a project from requirements to implementation from CMM procedures</li> <li>• Have used IEEE standards for software development</li> <li>• Have experience of at least 6 months on all platforms relevant to the project</li> </ul>
2	Lead Architect	Minimum 8 years in IT	<ul style="list-style-type: none"> <li>• Have knowledge of design patterns</li> <li>• Should have architected at least one complex system of similar type using object-oriented methodologies for n-tier architecture, web applications and portals</li> <li>• Should have in-depth knowledge of relevant platforms and worked on at least one project of similar nature</li> <li>• Experience of system integration of heterogeneous platforms is essential</li> <li>• Awareness of CMM procedures</li> </ul>
3	Developers	Minimum 2 years in IT	<ul style="list-style-type: none"> <li>• Should be able to code as per given coding standards</li> <li>• Experience of coding on at least two of the given platforms and products</li> <li>• Awareness of CMM Procedures</li> <li>• It should be ensured that the team composition includes adequate number of people on each platform</li> </ul>
4	Trainers	Minimum 3	<ul style="list-style-type: none"> <li>• Should have delivered functional training</li> </ul>

		years in IT	<ul style="list-style-type: none"> <li>for similar projects earlier</li> <li>•Should have delivered technical training on the products and tools used for TPIMSS</li> <li>•Good Communication skills</li> </ul>
5	Testers	Minimum 3 years in testing in IT	<ul style="list-style-type: none"> <li>•Experience of creating automated test scripts</li> <li>•Experience of using test tools</li> <li>•Experience of system testing for web applications for at least 2 projects</li> <li>•At least 2 members should have experience of stress testing, load testing, performance testing, regression testing, penetration testing etc</li> </ul>
6	Business Analysts	Minimum 4 years in IT	<ul style="list-style-type: none"> <li>• Experience in requirements gathering</li> <li>• Awareness of CMM procedures and IEEE standards</li> </ul>
7	DBA	Minimum 5 years in IT	<ul style="list-style-type: none"> <li>• Certified on the proposed platform for DBA functioning. Experience of installation and maintenance of system software including upgrades</li> <li>• Troubleshooting system and related issues</li> <li>• Should be key driver behind preventive and adaptive maintenance</li> <li>• Performance &amp; system tuning</li> </ul>
8	Maintenance Engineers	Minimum 5 years in maintenance in IT	The maintenance team would provide on-site support for software solution
9	IT Infrastructure Specialist	Minimum 10 years in IT	<ul style="list-style-type: none"> <li>• Should be able to provide technical specifications for servers, networking equipments, bandwidth etc (including DC/DR, if required)</li> <li>• Should be aware of latest trends in hardware, networking &amp; Security technologies</li> <li>• Should have handled all activities of at least establishment of IT infrastructure for similar requirement independently</li> </ul>

**Note:**

- a. Apart from the first 2 roles, one person may play more than one role
- b. All team members should be aware of SEI-CMM procedures
- c. The above is only a minimum indicative roles and experience the bidder shall continue to be responsible for meeting its obligations in accordance with the terms and conditions of the TENDER.
- d. The designations as specified above in Table – 2 are indicative only based on prevalent industry standards, practices and norms etc.

## Chapter 4

### INSTRUCTIONS TO BIDDERS

Clause No.	Heading	Description/ Details
4.1	<b>Cost of Bidding</b>	The bidder shall bear all costs associated with the preparation and submission of its bid, and RECL will in no case be responsible or liable for these costs, regardless of the conduct or the outcome of the bidding process.
4.2	<b>The Bidding Documents</b>	<p>I. The bidder is expected to examine all instructions, annexures, forms, terms and specifications in the bidding documents. Failure to furnish all information required and/or False/Incorrect information and/or submission of bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.</p> <p>II. Prior to the detailed evaluation, the RECL will determine whether each bid is complete, and is substantially responsive to the Bidding Documents. For the purposes of this determination, a substantially responsive bid is one that conforms to all the terms, conditions, and specifications of the Bidding Documents without material deviations, exceptions, objections, conditionality or reservations. A material deviation, exception, objection, conditionality, or reservation is:</p> <ul style="list-style-type: none"> <li>a) One that limits in any substantial way the scope, quality, or performance of the desired system; and/or</li> <li>b) One that limits, in any substantial way that is inconsistent with the Bidding Documents, the RECL rights or the successful Bidder's obligations under the Contract; and/or</li> <li>c) One that the acceptance of which would unfairly affect the competitive position of other Bidders who have submitted substantially responsive bids.</li> </ul> <p>III. If a bid is not substantially responsive, it will be rejected by the RECL and may not subsequently be made responsive by the Bidder by correction of the nonconformity. The RECL's determination of bid responsiveness will be based only on the contents of the bid submitted.</p> <p>IV. Bidders are advised to submit bids strictly based on the terms &amp; conditions and specifications contained in the Tender Document and not to stipulate any deviations.</p> <p>V. Each bidder shall submit only one bid. A bidder who submits more than one bid will be rejected. Alternative bids will not be accepted.</p>
4.3	<b>Amendment to the Bidding Documents</b>	<p>I. RECL may at its sole discretion amend the Bidding Documents at any time prior to the deadline for submission of bids. However in case of such amendment, the Bid submission date may be extended at the discretion of the RECL. Amendments made prior to submission of bid will be provided in the form of Addenda to the Bidding Documents and shall be uploaded on the web site of the RECL. No separate communication would be sent to the bidder individually in this regard and publishing of the clarifications/ answers in the web site shall be deemed to have been communicated to the bidder and will be binding on them.</p>
4.4	<b>Preparation of Bids</b>	<p>I. Technical Bid and Financial Bid to be submitted through online mode on website <a href="http://www.tenderwizard.com/REC">www.tenderwizard.com/REC</a> and <b>one hard copy of Technical Bid Only</b> should be put in separate envelopes duly sealed. The content on the envelope, TENDER number, bidder's name &amp; address should be</p>

		<p>clearly marked on the top of the sealed envelopes. All the envelopes thus prepared shall be put in a single sealed envelope clearly mentioning the TENDER number, bidder's name &amp; address on the top of the sealed envelope. The respective envelopes should also have "DO NOT OPEN BEFORE..." Super scribed in the front with the date of opening.</p> <p style="text-align: center;"><b>NOTE: FINANCIAL BID TO BE SUBMITTED THROUGH ONLINE MODE ONLY</b></p> <p>II. The bid valid for a period of 365 days shall essentially comprise of the following and should be submitted online, the same should be digitally signed and separate duly signed hard copy as per the method specified above should be submitted on or before the last date of submission on or before the stipulated time :</p> <ol style="list-style-type: none"> <li>1. Technical Bid Response Form, Undertaking and Supporting Documents including all Annexures to be submitted online as well as hardcopy</li> <li>2. The Technical Compliance to be submitted online as well as hardcopy as per tender requirements and scope of work and technical specifications.</li> <li>3. <b>Price Bid Response Form and Price Schedule as per attached Annexure to be submitted ONLINE ONLY</b></li> </ol> <p><b>Note:</b></p> <ol style="list-style-type: none"> <li>a) <b>The bidder should note that the hard copy should not have any pricing details, In case of a default the sealed financial bid will be returned to the bidder unopened at the time of opening of bids and in case the financial bid is unsealed etc the bid shall be summarily rejected.</b></li> <li>b) The bid should be properly indexed.</li> <li>c) All pages of the bid being submitted must be signed and sequentially numbered by the authorized signatory of the bidder, irrespective of the nature of the content of the page in the format : "current page no./total no. of pages".</li> <li>d) Unsigned and Unstamped bid shall be summarily rejected.</li> <li>e) The bid should be submitted in binding without any loose sheet.</li> <li>f) Duly signed and sealed original tender document shall be submitted along with the bid as a token of acceptance and compliance to the tender terms and conditions</li> </ol>
4.5	<b>Technical Bid</b>	<p>The Technical bid prepared by the bidder shall comprise of the following (Table of Content to be the first page):</p> <ol style="list-style-type: none"> <li>I. List of clients for which the bidder is having similar type of contracts and certificate regarding satisfactory performance of the contract (Please attach documentary proof).</li> <li>II. Details of subcontractors and franchisee agreements thereon, as per serial (ii) above, if any.</li> <li>III. Bidder to give address of their website, if available.</li> <li>IV. Total IT manpower proposed to be deputed for this project along with profile.</li> <li>V. Necessary detailed technical write up highlighting the features of ERP-HRMS solution with Integration with existing ERP Oracle 11i</li> <li>VI. Necessary detailed technical write up highlighting the features of sub assemblies of the systems offered.</li> </ol>

		<p>VII. Describe the bidders understanding of the requirement.</p> <p>VIII. Provide the life cycle details of ERP-HRMS Software and all the equipments etc as quoted by the bidder.</p> <p>IX. Project Management Philosophy with details on progress reporting Mechanism (like testing progress, installation, commissioning, maintenance, On-site Facilities Management etc), problem frequency, problem response time, escalation, knowledge repository etc.</p> <p>X. Major milestones as identified by the bidder (testing, installation, commissioning etc).</p> <p>XI. Product evaluation kit, technical information, white papers etc.</p> <p>XII. A detail write-up of the proposed solution along with a power point presentation of the same.</p> <p>XIII. Bid Form – Annexure - B</p> <p>XIV. Submit the ERP-HRMS and payroll functional specification and various equipment and/or product compliance sheets/ Annexures and the roadmap to meet the gaps to meet the specifications as per Annexure F.</p> <p>XV. Submit the original tender document duly signed and sealed on every page.</p> <p>XVI. The bidder shall offer <b>only single Technical Solution</b> to meet the specifications and scope of work as per the tender document. The supplier should provide necessary documentary evidence supporting the technical specifications of the offered solution.</p> <p>XVII. Reports published in journals comparing the offered product with other similar product.</p> <p>XVIII. Information on future planned upgrade and compatible products along with the anticipated time frame.</p> <p>XIX. If selected the bidder should provide the same solution as proposed to REC. The bidder should submit an undertaking regarding the same.</p> <p>XX. The prime/ main / front ending System Integrator should enclose the back to back arrangements/ contracts with other OEMs/ Vendors for major components with their bids.</p> <p>XXI. <b>Servers</b></p> <ul style="list-style-type: none"> <li>a) Details of the equipments including Servers, Storage, Software, and other items offered</li> <li>b) Technical Specifications of the offered products.</li> <li>c) Implementation Plan together with Activity Bar Chart and PERT Chart.</li> <li>d) Training Schedule including resources required for conducting the training.</li> <li>e) Line Diagram, details of various VSANs, VLAN (Virtual Storage Area Network, Virtual Local Area Network) etc., if any</li> <li>f) Test Plans.</li> <li>g) Technical Specification sheets/Tables and other Details requested as in Annexure-F</li> <li>h) RECL's Scope specification as in Scope of Work (SOW )</li> <li>i) RTO and RPO achievable from the solution</li> <li>j) Backup duration achievable from the solution for each database.</li> <li>k) The following additional details of the solution should be</li> </ul>
--	--	--

		<p>furnished:</p> <ul style="list-style-type: none"> <li>l) The bidder must explain the total system expandability in terms of CPUs, memory, adapter slots</li> <li>m) Reliability, Availability, Serviceability (RAS) features.</li> <li>n) Dimensions of the machine, weight and rack U requirement</li> <li>o) Power Ratings: Voltage, Current, Frequency, Phase</li> <li>p) Heat dissipation in BTU/hour</li> <li>q) Cache per CPU</li> <li>r) System Bus &amp; I/O Architecture</li> <li>s) Working of I/O interface cards and network cards in fail-over mode in active-active mode</li> <li>t) Scope of upgrade-ability in terms of <ul style="list-style-type: none"> <li>i. CPU, Cache</li> <li>ii. Memory</li> <li>iii. Number of Expansion I/O Slots</li> </ul> </li> <li>u) The bidder must mention the minimum quantity of CPU and minimum memory which can be increased in an upgrade process</li> <li>v) CPU future Roadmap for the offered machine for the next 5 years</li> <li>w) Details on mixing of future processors with the existing processors <ul style="list-style-type: none"> <li>i. OS Details and future road map</li> <li>ii. Bundled Software details</li> <li>iii. Details of Clustering and other software agents offered</li> <li>iv. Maximum size of a single file-system supported by OS</li> <li>v. Handling of the single point of failure in the ERP system</li> <li>vi. Details of partitions on the offered machine.</li> <li>vii. Details of all software, OS, and other agents offered with correct version, licenses offered to achieve the desired overall solution.</li> </ul> </li> </ul> <p><b>XXII. Facility Management</b></p> <ul style="list-style-type: none"> <li>i. Detail of the services proposed to be offered</li> <li>ii. Deployment plan of FM personnel</li> <li>iii. Proposed solution along with justification as to how to meet the proposed SLA criteria.</li> </ul>
--	--	--

		<p>XXIII. <b>Note:</b></p> <p>a) The bidder should submit photocopies of the documents which are attested either by self/company or by gazetted officer or notary public, wherever required. Copy of the authority / power to sign and verify the documents on behalf of company or firm should also be attached with the bid.</p> <p>b) Make and model and/or version numbers of all products, systems, sub-systems and optional items should be mentioned in the technical bid and complete technical details should be provided in the form of brochures and write ups.</p>
4.6	Financial Bid	<p><b>I. The Financial bid has to be submitted ONLINE ONLY through RECL E-Procurement Portal.</b></p> <p>II. The financial bid shall indicate the Unit prices / slab prices (wherever applicable) and applicable taxes for the equipment/ systems/ product and/or services, it proposes to provide under the contract.</p> <p>III. Quoted prices should be firm and inclusive of latest versions of software products, customization charges, development charges, integration with existing ERP charges, updates, upgrades, patches, Interface cables, Power cables, related accessories, Documentation of sub assemblies of system and Operating Manuals of the systems, excise, sales tax/VAT, service tax, octroi, freight, Packing, forwarding, handling, loading, unloading, insurance, any other tax/charges applicable. The price should also be inclusive of all activities in scope of work include Installation, configuration, on-site comprehensive warranty maintenance (1 year for ERP-HRMS software and 3 years for ERP-Infrastructure), commissioning, training (including clause 1.3 'm') , system integration, facilities management etc. charges for all equipments/systems/products and services inclusive of all direct and indirect taxes, logistics and all other expenses related with the visits of the Bidder's personnel in connection with the performance of the contractual obligations by the Bidder.</p> <p>IV. Prices quoted by the bidder shall be fixed during the bidder's performance of the contract and not subject to variation on any account. A bid submitted with a conditional price, quotation will be treated as non-responsive and will be rejected. All prices and other information like discount etc. having a bearing on the price shall be written both in figures and words in the prescribed offer form. If there is discrepancy between the price/information quoted in words and figures, whichever is the higher of the two shall be taken as bid price. However, while the placement of order the lower of the two shall be taken as the price of the respective item. If price for any line item is not quoted, then the maximum of the price quoted for the line item by other bidders will be taken for the purpose of evaluation, but the minimum of the price quoted for the line item by other bidders will be mentioned in the purchase order, if the bidder is selected to be the L1 bidder. Similarly, if there is a discrepancy between the components and corresponding quoted total, the total will be derived from the components and taken for computation of Total Cost of Ownership (TCO).</p> <p>V. During the validity of this bid and/or during the extended period, if any, and/or till the delivery of items if the bidder sells any system or sub-system of the same configuration to any other Department/Organization in India at a price lower than the fixed price for the Purchases, the bidder shall automatically pass on the benefits to the Purchaser.</p>

		<p>VI. Rates should be valid for 365 days from the last date of submission of the bids.</p> <p>VII. Rates should include One year onsite comprehensive maintenance charges for ERP-HRMS software including patches, upgradation, updation, change management and three years on-site comprehensive warranty charges for hardware equipment, system integration and training as mentioned in this document.</p> <p>VIII. During the warranty period, besides service/ maintenance of hardware, networking equipment and its peripherals and System Software, all software upgradation, removing virus etc, bugs/patches and services shall also be provided at no extra cost.</p> <p><b>IX. The price bid has the provision to mention cost of any other item/services required to complete the project as per Scope of Work. The cost of any other item/services, which are considered necessary for completion of the job but not specifically mentioned in the price bid, is deemed to have been included in the quoted prices.</b></p> <p>X. Quoted prices shall also be inclusive of all costs towards carrying out any surveys, site visits by bidder's personnel, boarding, lodging, incidental expenses etc. required for Project work.</p> <p>XI. Notwithstanding clause (v) above, RECL may solicit the bidder's consent to an extension of the period of bid validity. The request and the response thereto shall be made in writing by fax, e-mail, cable or telex etc. A bidder granting the request will neither be required nor permitted to modify its bid, while confirming extension of bid validity. A bidder may refuse the request in writing to RECL without forfeiture of its bid security (EMD), In such a case the bid shall be considered as withdrawn and RECL shall return/refund the bid security (EMD) at the earliest to such bidder(s). On expiry of the bid validity period the bid shall be deemed valid till such time the bidder does not withdraw its bid formally by a written communication to RECL. The bid shall be deemed to be valid for a period of seven working days on receipt of such written communication by REC.</p> <p><b>XII. The bidder must note that RECL will not provide Form-'D'/Form-'C' etc.</b></p> <p>XIII. The prices shall be for delivery at desired destination/ locations across India including installation/ commissioning and complete operationalization and statutory levis, if any.</p> <p>XIV. The three year on-site comprehensive warranty maintenance period shall be taken into account, for the systems/ equipments from the date of successful installation/commissioning and acceptance by RECL after the successful supply of products at RECL desired destinations by the bidder.</p> <p>XV. All costs and charges, related to the bid, shall be expressed in Indian Rupees only.</p> <p><b>XVI.Empanelment</b></p> <p>a. The selected bidder shall be empanelled with RECL for a period of 12 (twelve) months from the date of acceptance of empanelment offer and signing of empanelment/ contract agreement by the bidder or placement of initial purchase order whichever is earlier, which can be extended for a further period of maximum six months. Rates quoted shall be valid for the period of empanelment and the extended period, if any. RECL, notwithstanding the rate contact, does not bind itself to purchase any items during contact period.</p> <p>b. Keeping in view the RECL-project commitment, RECL and/or</p>
--	--	--

		<p>its ZO/PO/CIRE reserves the right to evolve a super-set and/or sub-set of technically qualified accepted systems and subsystems, items of their brands and models for the entire range of systems covered by Annexure-E of this tender so as to take care of the service delivery related aspects concerning the suitability of configuration needs matching the project requirements from time to time. All bidders shall have to confirm the acceptance for agreeing to the aforementioned condition as a precondition to qualify for empanelment. Any bidder not agreeing to this condition shall not be eligible for further evaluation of their bids.</p> <ul style="list-style-type: none"> <li>c. Orders will be placed on the finally selected bidder. The panel will be valid for an initial period of 12 (Twelve) months from the date of acceptance of empanelment offer and signing of empanelment/ contract agreement by the bidder or placement of initial purchase order whichever is earlier. It may be extended for a further period of maximum 06 (Six) months depending upon the need of RECL and its project requirements.</li> <li>d. RECL reserves the right to procure any other additional parts/ optional items/ accessories etc. like for upgrade/ update the specifications of supplied systems/ equipments or otherwise including any peripherals etc. from the empanelled bidder on limited/ single quotation basis and/or through other sources at the discretion of RECL. However, If the supplier of the original system/ equipment is not supplying these additional parts/ optional items/ accessories/ peripherals etc. the supplier of the original system/ equipment shall undertake the installation and commissioning of these parts/ optional items/ accessories/ peripherals etc. under and during the period of the on-site comprehensive warranty maintenance of the original system/ equipment at no additional cost along with the supplier of the additional parts/ optional items/ accessories/ peripherals provided that he/she shall not be liable for any defects/ non-functioning/ warranty of these additional items.</li> <li>e. <b>The bidder should not assign and/or sublet the empanelment or any part of it to any other agency in any form. Failure to do so shall result in termination of empanelment and forfeiture of security deposit/ performance guarantee etc.</b></li> <li>f. During the validity of empanelment, in case RECL notices that the market rates have come down from the time the rates were finalized or selection of new system configuration based on market trends or for the reasons of technological changes, RECL may either ask the technically short-listed bidders to re-quote the prices and the bidder(s) will be selected on the basis of the procedure given above or ask the empanelled bidder to re-quote on limited/ single quotation basis. The time difference between such re-quotes will be minimum 3 months except in case of the Union Budget. For any bulk requirements, RECL reserves the right to call for the revised bids from the technically qualified bidders at any time during the empanelment. This activity may result in change of empanelled bidders. Revised bids should not be more than existing rates except in the case of technological advancements.</li> <li>g. During the validity of the empanelment including the extended period, if any, if the bidder quotes, sells or exhibits written</li> </ul>
--	--	--

		<p>intention to sell any System and/or sub-system of the same or equivalent configuration to any other department/Organization at a price lower than the price fixed for RECL, the bidder shall voluntarily pass on the price difference to RECL. The effective date will be the date of quoting the lower rates in the bid/quote. Similarly, in the event of lowering of government levies subsequent to the finalization of the panel, the bidder shall automatically pass on the benefits to RECL, and in the event of increasing of government levies subsequent to the finalization of the panel; RECL shall automatically pass on the pro-rata benefits to the bidder, if the same have been explicitly given in the financial annexes.</p> <p>h. No deviations from these terms and conditions will be accepted. Any violation there off will lead to rejection of the bid and forfeiture of EMD/Security Deposit.</p> <p><b>XVII. The bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the Bidder, in which case the person or persons signing the bid shall initial such corrections, in case of a failure to comply the bid shall be summarily rejected.</b></p>
4.7	Submission of Bids	<p>The bids complete in all respects should be submitted ONLINE through RECL E-Procurement Portal and sealed hardcopy of technical bid only into the tender box kept at the RECL reception for this purpose at the following address latest by the stipulated time &amp; date mentioned in the tender document. RECL does not own any liability if the bid is not submitted on-line and required hard copy is submitted somewhere else and not reached to the addressee within due date and time.</p> <p style="text-align: center;">RURAL ELECTRIFICATION CORPORATION LTD., CORE- 4, SCOPE COMPLEX, 7 LODHI ROAD, NEW DELHI – 110 003.</p>
4.8	Deadline for Submission of Bids	<p>I. Bids must be received by RECL , both on-line and physical not later than the time and date specified on the cover page. In the event of the specified date for the submission of bids being declared a holiday for RECL, the bids will be received up to the appointed time on the next working day.</p> <p>II. The RECL may, at it's discretion can extend this deadline for submission of bids by amending the tender document, in which case all rights and obligations of the RECL and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.</p>
4.9	Late and Delayed Bids	<p>Any bid received by RECL after the deadline for submission of bids prescribed by the RECL will be rejected and/or returned unopened to the bidder if asked for. The decision of the REC whether to accept or not to accept without assigning reason shall be final and no disputes shall be entertained with regard to exercise of such discretion of REC.</p>
4.10	Bid Opening and Evaluation	<p>RECL will open the technical bids in the presence of bidders' representatives who choose to attend at the time on the date and at the place specified in <b>Chapter-I</b>. The bidders' representatives present there, shall sign a register evidencing their attendance. In the event of the specified date of the bid opening being declared a holiday for the RECL, the bids shall be opened at the appointed time and location on the next working day.</p>
4.11	Clarification of Bids	<p>I. During evaluation of the bids, the RECL may at its discretion, ask the Bidder for clarification of its bid. The bidder has to submit the clarification within 3 (three working days). The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted.</p> <p>II. No Bidder shall contact the RECL on any matter relating to its bid, from the time of the bid opening to the time the contract is awarded. If the</p>

		<p>Bidder wishes to bring additional information to the notice of the RECL, it should be done in writing.</p> <p>III. Any effort by a Bidder to influence the RECL in its decisions on bid evaluation, bid comparison or contract award decisions may result in rejection of the Bidder's bid and RECL will declare the firm ineligible, for a stated period of time from participation in future RFPs/tenders of RECL.</p> <p>IV. During the evaluation process, as per the ERP project requirements in case RECL desires for selection of new software features and/or system and/or equipment and/or product specifications/configuration based on market trends or for the reasons of technological advances/changes, RECL will ask the eligible bidders and/or technically shortlisted Bidders (as per the current stage of evaluation) to requote the prices based on new /advanced specifications/configurations/technologies and the Bidder(s) will be selected on the basis of procedure for evaluation of bids as specified in the tender document. RECL may also add/delete some of the optional items from the optional items list depending upon the availability of the item and ERP project requirement.</p> <p>V. Unsolicited clarification to the Bid and/or change in price during its validity period would render the Bid liable for outright rejection.</p>
4.12	<b>Evaluation of Technical Bid</b>	<p>I. Detailed technical evaluation will be carried out pursuant to <b>clause 4.5, and the technical specification mentioned in Annexure F</b>. RECL will determine the substantial responsiveness of each bid to the Bidding Documents. For purpose of these Clauses, a substantially responsive bid is one, which conforms to all scope, specifications &amp; terms and conditions of the Bidding Documents without material deviations.</p> <p>II. A bid determined as not substantially responsive may be rejected by the RECL and may not subsequently be made responsive by the Bidder by correction of the non-conformity.</p> <p>III. The bidders short-listed by RECL based on evaluation of their technical bids may be called for detailed discussions/ presentations at the discretion of RECL.</p> <p>IV. RECL reserves the right to order any subset or superset of the tendered items.</p> <p>V. The technical evaluation committee may at its own discretion decide to carry out surprise inspection of bidder's manufacturing facilities and/or maintenance and support centre(s) to evaluate and ascertain the details as furnished by the bidder in its technical bid, the technical competence to perform the offered services, capabilities, available facilities and resources of the bidder for effective and efficient execution of the project.</p> <p>VI. For technical evaluation, Bidders have to ensure the availability of appropriate specialist, along with every type of documentation, equipments, software(s) required, from their organization for interacting with TEC &amp; benchmarking/evaluation team. In case a bidder does not make the required specialist along with proper documentation, equipment and software(s) available, then such defaulting bidder shall be taken off the tender evaluation process and that bid will stand rejected.</p>
4.13	<b>Opening of Financial Bids</b>	<p>I. RECL will open the Financial bids of only those bidders, which have been found to be technically qualified to undertake the job, pursuant to <b>Clause 4.12</b>.</p> <p>II. The Financial Bids of the technically qualified bidders shall be opened in the presence of their representatives, who choose to be present, on a specified date and time and Venue.</p> <p>III. The date and time of opening of financial bids shall be informed to the</p>

		<p>technically qualified bidder.</p> <p>IV. The bidder's name, price of Bids, all discounts offered, modifications and Bid withdrawals and such other details as the RECL, at its discretion, may consider appropriate will be read out at the time of opening of financial bids of technically and commercially acceptable bidders.</p>
4.14	<p><b>Evaluation and Comparison of Bids</b></p>	<p>I. The comparison shall be of all-inclusive price of goods, such price to include all costs as well as duties and taxes paid or payable.</p> <p>II. Arithmetical errors will be rectified on the following basis: 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. If the supplier does not accept the correction of errors, its bid will be rejected. If there is a discrepancy between words and figures, whichever is the higher of the two shall be taken as bid price. However, while the placement of order the lower of the two shall be taken as the price of the respective item. In case, the bidder has not quoted for all the line items as mentioned in the price bid, the highest figure quoted for that line item by any bidder will be taken for evaluation/ comparison and at the time issuing purchase order, in case the bidder becomes Lowest bidder, the lowest figure quoted in the line item by any bidder will be mentioned in the PO. In case, compliance of any clause is not specifically mentioned, the same will be treated as deemed compliance .</p> <p><b>III. The LQ1 will be arrived in the following manner:</b></p> <p style="padding-left: 20px;"><b>a. Grand Total calculated / arrived at, as specified in the price schedule Annexure E will be compared for arriving at the LQ1 bidder.</b></p> <p>IV. It should be noted that except as otherwise specifically provided in the Contract, the bidder shall bear and pay all taxes, duties, levies, and charges assessed on the bidder by all municipal, state, or national government authorities, in connection with the Goods and Services supplied under the Contract. However the break up of Prices and Taxes &amp; Duties shall be furnished as per price schedule.</p> <p>V. It should be noted that for the purpose of calculation of LQ1 the current tax rate as applicable on the day the tender is due i.e. the last date of bid submission will be used , however the actual payment of applicable taxes will be the date of the acceptance of product or service rendered by RECL.</p> <p>VI. All supplies and services required for the Contract are priced inclusive of all incidental costs (such as out of pocket expenses, office support, communications, printing of materials), freight &amp; insurance and inclusive of all taxes, duties &amp; levies paid or payable in any country, upon rendering of the services as on the due date of bid submission. Statutory variation in taxes, duties and levies in India within the original completion period shall be to the bidder's account.</p> <p>VII. The bidder shall be deemed to have satisfied itself as to the correctness and sufficiency of the Contract Price, which shall except as otherwise provided for in the Contract, cover all its obligations under the Contract</p> <p>VIII. Bidders shall state their bid price for the payment schedule outlined in the <b>Chapter 5 and as per the format given in Annexure E Price Schedule – Table I, Table II, Table III, Table IV &amp; Table V only.</b></p> <p>IX. However, LQ-1 has to match the lowest of the rates of each of the optional items by technically qualified bidders as mentioned in Annexure F. . However, for matching the individual item rates, the</p>

		<p>rates, which are unreasonable, quoted by mistake/ zero or no value etc will not be considered. The maximum period of matching rates will not be more than 5 working days from the date of issuance of offer letter for matching from RECL. If the bidder fails to match the rates within stipulated time as stated above, the offer will be treated as cancelled and bid being rejected and EMD stands Forfeited.</p> <p>X. For optional items Unit Price should be quoted which may be ordered along with the system as part of configuration or separately, the price should include installation, commissioning and on site comprehensive warranty maintenance (3 year) charges of those products to be supplied installed, and commissioned.</p> <p>XI.For each optional item, the prices of the lowest quotation of the technically and procedurally acceptable bidders will be made applicable to the finally selected bidder.</p> <p>XII.Optional items must be quoted.</p>
4.15	<b>Purchase Order and Subletting</b>	<p>I.Keeping in view the RECL-project commitment, RECL reserves the right to evolve a super-set and/or sub-set of technically qualified accepted software products, equipments/products/systems and subsystems, items of their brands and models for the entire range of equipments/products/systems covered by Annexure K of this tender so as to take care of the service delivery related aspects concerning the suitability of configuration needs matching the project requirements from time to time. All bidders shall have to confirm the acceptance for agreeing to the aforementioned condition as a precondition to qualify for the tender for placement of purchase order. Any bidder not agreeing to this condition shall not be eligible for further evaluation of their bids.</p> <p>II.Orders will be placed on the finally selected bidder depending upon the need of RECL and its project requirements.</p> <p>III.The bidder may assign to any 3<sup>rd</sup> party, with information in writing to RECL, any part of the contract, or any right, benefit, obligation, or interest therein or there under. But the bidder shall be severally and solely liable for the execution of the contract</p> <p>IV.Prior to final delivery of items if the bidder quotes, sells or exhibits written intention to sell any equipment/product/System and/or sub-system of the same or equivalent configuration to any other department/Organization at a price lower than the price fixed for RECL, the bidder shall voluntarily pass on the price difference to RECL. The effective date will be the date of quoting the lower rates in the bid/quote. Similarly, in the event of lowering of government levies subsequent to the finalization of the tender, the bidder shall automatically pass on the benefits to RECL, and in the event of increasing of government levies subsequent to the finalization of the tender; RECL shall pass on the pro-rata benefits to the bidder on justified and written claim for the same, if the same have been explicitly given in the financial annexure(s).</p> <p>V.No deviations from these terms and conditions will be accepted. Any violation there off will lead to rejection of the bid and forfeiture of EMD/Security Deposit.</p>
<b>4.16</b>	<b>Special Conditions of Contract</b>	
4.16.1	<b>Total Price</b>	Total Price shall be for the complete scope as per technical specifications as specified in Chapter 2: Scope of Work and Annexure F, inclusive of comprehensive on-site maintenance including change management, patches, updates, upgrades etc and repair/replacement of parts (during the warranty period), all taxes & duties, insurance, any other incidental charges, etc. Zero date for warranty shall start from the date of successful completion of installation and acceptance by RECL. Bidder shall be responsible for comprehensive on-site maintenance of the supplied equipments & services

		during the entire warranty and Maintenance Support period.
<b>4.16.2</b>	<b>TURN-KEY</b>	This project is to be executed on a <b>TURN-KEY BASIS</b> .
<b>4.16.3</b>	<b>Operating and Environmental Conditions</b>	The equipment shall be suitable for operating under environmental conditions as indicated below, which shall be ensured by the bidder as given below: <ul style="list-style-type: none"> <li>• Power : 230V + 10%, 50 Hz + 3%</li> <li>• Earth to Neutral V : &lt; 5 Volts</li> <li>• Temperature : As per requirement</li> <li>• Relative Humidity : &lt; 80% non-condensing</li> </ul>
<b>4.16.4</b>	<b>Site Readiness</b>	The bidder may check the sites well in advance to make necessary design and plan for installation of equipments at respective locations. The responsibility of RECL is limited to providing the required space at each location for these purposes. Bidder has to make good any damage to the building in the process of carrying out the work at no extra cost to RECL.
<b>4.16.5</b>	<b>Completion Schedule</b>	The bidder shall be responsible for timely installation of the project as mentioned in Chapter 2: Major Activities. Bidder shall be responsible for all the jobs required for the complete installation, & thereafter successful commissioning & operation of the systems & shall include all such necessary hardware & software in his scope of supply/work.
<b>4.16.6</b>	<b>Delivery &amp; Installation</b>	<ol style="list-style-type: none"> <li>I. All software supplied and installed should be latest versions and equipment supplied and installed at site shall be new and conforming to the technical specification</li> <li>II. The bidder shall visit the site in advance and check its readiness for housing and operation of equipments. The bidder shall also check the ordered components and facilities available on which new systems will be installed.</li> <li>III. The Bidder has to carry out all related work in regard Civil, Electrical, Air-conditioning, Physical security, Gas , Fire control etc, that may be necessary as per scope of work defined in this document.</li> <li>IV. The bidder shall deliver &amp; make all the equipments and products operational (Supply, Installation, configuration &amp; commissioning, training, Integration, Acceptance of the equipments and handing over to RECL) as per the Scope of Work Chapter 2 and technical specifications Annexure F within the stipulated timeline.</li> <li>V. On completion of delivery, the bidder shall get the Bill of Material checked and signed by RECL's coordinator, carry out the installation as per requirement and show the equipments in working order to RECL's coordinator at site.</li> <li>VI. The bidder shall provide all assistance to RECL for successful installation of ERP Software on the servers in coordination with the existing ERP vendors.</li> <li>VII. On successful completion of the installation and proper tuning of the equipments and products, these shall be handed over to RECL. The bidder shall submit the commissioning Report along with equipments and products Configuration Report, results of diagnostic tests run etc. to RECL.</li> <li>VIII. Zero date for Warrantee will start only after successful completion of work as per scope of work mentioned here as per stipulated timelines and signing of Acceptance certificate.</li> </ol>
<b>4.16.7</b>	<b>On-site Facility Management Services (FMS)</b>	<ol style="list-style-type: none"> <li>I. The duration of on-site Facility Management Services will be for <b>three</b> years initially. This will commence immediately after Go-Live as per the scope of work Chapter 2 and technical specifications Annexure F.</li> <li>II. The bidder shall agree for and quote for year-wise on-site Facility Management Services (FMS) for maintenance of the entire infrastructure from the date of acceptance of the system. The scope and terms &amp; conditions of the contract shall be as per the bidding document.</li> </ol>

		<p>III. Post Warranty Annual Maintenance The bidder shall agree for and quote the year-wise charges for comprehensive on-site annual maintenance support for all the software, systems supplied under this contract. Comprehensive on-site post warranty annual maintenance support reckoned from the date of expiry of the warranty of the system under the contract &amp; clearance by RECL. RECL however reserves the right to order for Post warranty Annual Maintenance. The scope and terms &amp; conditions of the contract shall be as per the bidding document.</p>
<b>4.16.8</b>	<b>On-site Comprehensive Warranty Maintenance Service</b>	<p>1 year on-site comprehensive maintenance of ERP-HRMS software solution and 3 years of comprehensive on-site warranty maintenance for all the equipments supplied under this contract. This will commence immediately only after successful completion of work and signing of Acceptance certificate.</p>
<b>4.16.9</b>	<b>BENCHMARKING AND ACCEPTANCE TEST (AT)</b>	<p>Acceptance Test (UAT)</p> <ol style="list-style-type: none"> <li>I. The location of the AT shall be decided at the discretion of RECL in consultation with the bidder. Based on Bidder readiness, RECL shall confirm the date of carrying out AT. Tests shall be carried out as per the required OEM specifications specified.</li> <li>II. For ERP-HRMS primarily all Features, Interfaces, Integration with Existing ERP, Reports etc shall be checked by using live data / test data as decided by RECL.</li> <li>III. The Bidder shall keep all the Ordered equipment ready to carry out AT.</li> <li>IV. Physical Verification of equipments shall be done. All the features / functionality of Hardware and Software shall be tested at the discretion of RECL.</li> <li>V. Checking of the Configuration as per the Work Order</li> <li>VI. Inspection of equipments would be done as per specifications of Tender document. <ol style="list-style-type: none"> <li>a. OEM utility will be used for various diagnostic tests for the servers. It is at the discretion of RECL to test all the servers or only one server for each functionality.</li> <li>b. After physical verification, at least the following tests will be performed <ol style="list-style-type: none"> <li>1. Power on Test</li> <li>2. HARD Disk Drive</li> <li>3. RAID 5 Test</li> <li>4. RAID 1 Test</li> <li>5. Read Test</li> <li>6. Write Test</li> <li>7. Backup &amp; Restore Test</li> <li>8. Floppy Drive: Backup &amp; Restore Test</li> <li>9. Redundancy Test for power supply and NIC</li> <li>10. Functionality of KVM switch or similar solution to be demonstrated to RECL.</li> <li>11. Penetration Testing</li> <li>12. High Availability/ Failover testing</li> <li>13. Load/ stress Testing</li> </ol> </li> <li>c. Complete functionality of the system shall be tested as per the Scope of Work &amp; Technical Specifications</li> </ol> </li> </ol>
<b>4.16.10</b>	<b>Training</b>	<ol style="list-style-type: none"> <li>i. The training site will be bidder's liability which will be conducted in New Delhi or any other suitable location mutually agreed by RECL and the bidder.</li> <li>ii. The bidder shall organize the required infrastructure including training systems for conducting training programme. System and/or equipments procured under this contract shall not be used for training purposes.</li> <li>iii. The bidder shall provide original and official curriculum and training material to each participant separately along with one softcopy(if</li> </ol>

		possible).
4.16.11	<b>KEY CONTRACTOR EMPLOYEES</b>	Bidder shall furnish the following information for the key employees assigned for this project <ul style="list-style-type: none"> <li>• Minimum Qualification/Certification as stipulated in qualification chart to perform the job</li> <li>• Bio-data with proper references</li> <li>• Contractor needs to take prior approval for the employee before placing him on the account.</li> <li>• Defined overlap and transition process for any replacement.</li> </ul>
4.16.12	<b>Right of Replacement</b>	Bidder should replace the employee only with prior approval of RECL for whatsoever reasons.
4.16.13	<b>Management Reports</b>	Bidder shall submit the report as per agreed formats and periodicity. Management reports will be required to reflect matrix reporting against all service levels contained in the contract, plus reports of a general management nature to allow RECL to oversee the Contractor's delivery of service. At a minimum, these include- <ul style="list-style-type: none"> <li>• Weekly status reports</li> <li>• Monthly SLA attainment reports</li> <li>• Monthly trend reports</li> <li>• Annual state of the contract report covering all aspects of service delivery for the year and a projected service management plan for the coming year.</li> <li>• Root cause analysis reports for all SLAs and critical service failures and any other major problems.</li> </ul>
4.16.14	<b>Root Cause Analysis</b>	Bidder will be required to provide root cause analysis for all performance and availability problems that occur. Formal root cause analysis will be delivered within 5 days of problem occurrence, including- <ul style="list-style-type: none"> <li>• Explanation of the root cause</li> <li>• Actions taken to resolve the problem</li> <li>• Action plan to prevent reoccurrence, with project plan/tasks required and timing for each major milestone of the correction effort, and identification of RECL's responsibilities in the correction process.</li> </ul>
4.16.15	<b>Management of FM Jobs</b>	<ol style="list-style-type: none"> <li>I. With a view to Review, Regulate &amp; resolve the various concerns &amp; Issues during FM period a committee of RECL Project Manager &amp; Bidder Project Manager will be constituted.</li> <li>II. The committee will oversee contract execution, resolve priority conflicts, set future direction and participate in the dispute resolution process. This committee will meet on periodic basis and submit the status report to the DGM(IT), RECL.</li> <li>III. The committee will meet on weekly basis. A formal operational charter for the committee will be developed at the first meeting. In case of any dispute the matter shall be escalated in the respective organization as per their escalation matrix.</li> </ol>
4.16.16	<b>SECURITY AND CONDUCT</b>	At all times the bidder shall comply with all security and conduct regulations in effect that RECL requires at its premises or in the protection of its data assets.
4.16.17	<b>REPRESENTATIONS &amp; WARRANTIES</b>	All services, work, and deliverables will be performed by qualified personnel in a professional and workman like manner, in accordance with the level of industry standards. In addition the Contractor warrants that – <ol style="list-style-type: none"> <li>a) Performance of work will not violate any law, rule or regulation and the bidder will acquire all required permits and licenses.</li> <li>b) Key Bidder personnel assigned to perform the work will be continuous through out the term, except as agreed to by RECL or for reasons of termination of employment with Bidder.</li> </ol>
4.16.18	<b>WORK PRODUCT/ ANTIVIRUS</b>	<ol style="list-style-type: none"> <li>I. RECL requires that all work products created by Bidder on behalf of RECL is warranted by Bidder that such work product shall conform to and operate in accordance with all specifications and appropriate standards,</li> </ol>

	<b>WARRANTY</b>	<p>and be free of defects in material or workmanship. If it is determined that a virus has been found, Bidder agrees to use reasonable efforts to assist RECL in curtailing spread of the virus and correcting or replacing the impaired or destroyed work product.</p> <p>II. Bidder shall offer only single Technical Solution to meet the specifications and scope of work as per the tender document. The Bidder should provide necessary documentary evidence supporting the technical specifications of the offered solution.</p>
<b>4.16.19</b>	<b>Contractor's Office at site</b>	The Bidder shall maintain an office at the site, at his cost, for his personnel to receive instructions, notice or other communications. The Bidder at all time shall maintain a site instruction book and compliance of these shall be communicated to the site-in-charge/project coordinator from time to time and the whole document to be preserved and handed over after completion of works.
<b>4.16.20</b>	<b>COMPLIANCE OF VARIOUS LABOUR &amp; INDUSTRIAL LAWS</b>	<p>I. The Bidder shall have their own Provident Fund Account Numbers. If asked for, the Bidder will submit the proof of depositing the employees as well as employer's PF contribution periodically with the Regional Provident Fund Commissioner (RPFC). If the contractor fails to recover PF the REC shall be entitled the REC shall be entitled to deduct the same from the bills of the contractor in terms of the Employees Provident Fund (and Miscellaneous Provisions) Act 1952.</p> <p>II. It shall be the sole liability of the Bidder (including the Contracting firm/company) to obtain and to abide by all necessary licenses/permissions from the authorities concerned as provided under the various labour license(s) obtained as per the provisions of the Contract Labour (Regulation &amp; Abolition) Act, 1970.</p> <p>III. The Bidder shall discharge obligations as provided under various applicable statutory enactment's including the Employees Provident Fund &amp; Miscellaneous Provision Act, 1952, the Employees State Insurance (ESI) Act, 1948, the Contract Labour (Regulation and Abolition) Act, 1970, the Inter-State Migrant workmen (Regulation of employment &amp; conditions of Services) Act, 1979, the Minimum wages Act, 1948, the payment of Wages Act, 1936, the Workmen's Compensation Act, 1923, and other relevant Acts, Rules and Regulations enforced from time to time.</p> <p>IV. The Bidder shall be responsible for required contributions towards P.F, Pension, ESI or any other statutory payments to be made in respect of the contract and the personnel employed for rendering service to RECL and shall deposit these amounts on or before the prescribed dates. The Bidder shall also be responsible to pay and administrative/inspection charges thereof, wherever applicable, in respect of the personnel employed by him for the works of RECL.</p> <p>V. The Bidder shall be solely responsible for timely payment of wages and other dues to the personnel deployed by him. The Bidder shall be directly responsible and indemnify RECL against all charges, dues, claims etc. arising out of the disputes relating to the dues and employment of personnel deployed by him.</p> <p>VI. In case ESI is not applicable. Bidder before commencement of work shall submit Insurance Policy under Workmen's Compensation Act, 1923 covering all his employees to be deployed for execution of the contract.</p>
<b>4.16.21</b>	<b>INSURANCE</b>	Bidder shall at his own expense arrange secure and maintain insurance with reputable insurance companies to the satisfaction of the RECL and shall provide the copy of Insurance Policy to REC from time to time.
<b>4.16.22</b>	<b>EMPLOYEES STATE INSURANCE ACT:</b>	<p>I. The Bidder agrees to and does hereby accept full and exclusive liability for the compliance with all obligations imposed by the Employee State Insurance Act 1948 and the Bidder further agrees to defend, indemnify and hold RECL harmless for any liability or penalty which may be imposed by the Central, State or Local authority by reason of any asserted violation by Bidder or SUB-Bidder of the Employees' State</p>

		<p>Insurance Act, 1948, and also from all claims, suits or proceeding that may be brought against the RECL arising under, growing out of or by reasons of the work provided for by this Bidder, by third parties or by Central or State Government authority or any political sub-division thereof.</p> <p>II. The Bidder agrees to fill in with the Employee's State Insurance Corporation, the Declaration Forms, and all forms which may be required in respect of the Bidder's or SUB- Bidder 's employees, who are employed in the WORK provided for or those covered by ESI from time to time under the Agreement. The Bidder shall deduct and secure the agreement of the SUB- Bidder to deduct the employee's contribution as per the first schedule of the Employee's State Insurance Act from wages and affix the Employees Contribution Card at wages payment intervals. The Bidder shall remit and secure the agreement of SUB- Bidder to remit to the State Bank of India, Employee's State Insurance Corporation Account, the Employee's contribution as required by the Act. The Bidder agrees to maintain all cards and Records as required under the Act in respect of employees and payments and the Bidder shall secure the agreement of the SUB-Bidder to maintain such records. Any expenses incurred for the contributions, making contributions or maintaining records shall be to the Bidder 's or SUB- Bidder 's account.</p> <p>III. RECL may retain such sum as may be necessary from the total VALUE OF CONTRACT until the Bidder shall furnish satisfactory proof that all contributions as required by the Employees State Insurance Act, 1948, have been paid. This will be pending on the Bidder when the ESI Act is extended to the place of work.</p>
4.16.23	<b>WORKMEN COMPENSATION AND EMPLOYER'S LIABILITY INSURANCE</b>	Insurance shall be effected for all the Bidder 's employees engaged in the performance of this CONTRACT. If any of the work is sublet, the Bidder shall require the SUB- Bidder to provide workman's Compensation and employer's liability insurance for the latter's employees if such employees are not covered under the Bidder 's Insurance.
4.16.24	<b>ACCIDENT OR INJURY TO WORKMEN</b>	The RECL shall not be liable for or in respect of any damages or compensation payable at law in respect or in consequence of any accident or injury to any workman or other person in the Employment of the Bidder or any SUB-Bidder save and except an accident or injury resulting from any act or default of the RECL, his agents or servants and the Bidder shall indemnify and keep indemnified the RECL against all such damages and compensation (save and except and aforesaid) and against all claims, demands, proceeding, costs, charges and expenses, whatsoever in respect or in relation thereto
4.16.25	<b>Comprehensive AUTOMOBILE Insurance</b>	This insurance shall be in such a form as to protect the Bidder against all claims for injuries, disability, disease and death to members of public including RECL's men and damage to the property of others arising from the use of motor vehicles during on or off the 'site' operations, irrespective of the Employership of such vehicles.
4.16.26	<b>Comprehensive General Liability Insurance</b>	This insurance shall protect the Bidder against all claims arising from injuries, disabilities, disease or death of member of public or damage to property of others due to any act or omission on the part of the Bidder, his agents, his employees, his representatives and Sub- Bidder's or from riots, strikes and civil commotion.
4.16.27	<b>ANY OTHER INSURANCE REQUIRED UNDER LAW OR REGULATIONS OR BY EMPLOYER</b>	Bidder shall also carry and maintain any and all other insurance(s) which he may be required under any law or regulation from time to time without any extra cost to RECL. He shall also carry and maintain any other insurance which may be required by the RECL.

<b>4.16.28</b>	<b>Safety Regulations</b>	In respect of all labour, directly employed in the WORK for the performance of Bidder 's part of this agreement, the Bidder shall at his own expense arrange for all the safety provisions as per safety codes of C.P.W.D., Indian Standards Institution. The Electricity Act, The Mines Act and such other acts as applicable. The Bidder shall observe and abide by all fire and safety regulations of the RECL. Before starting work Bidder shall consult with RECL's safety Engineers or site-in-charge/project coordinator and must make good to the satisfaction of the EMPLOYER any loss or damage due to fire to any portion of the work done or to be done under this agreement or to any of the RECL's existing property.
----------------	---------------------------	---

**Chapter 5**  
**GENERAL TERMS AND CONDITIONS**

Clause No.	Heading	Description/ Details
5.1	<b>Definitions and Interpretation</b>	<p>I. In this contract, the following terms shall be interpreted as indicated:</p> <p>II. "The Contract" means the agreement entered into between the RECL and the Bidder as recorded in the Contract Form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;</p> <p>III. "The Contract Price" means the price payable to the Bidder under the Contract for the full and proper performance of its contractual obligations;</p> <p>IV. "The Goods" means benchmarked fully functional &amp; Integrated ERP-HRMS software solution and equipment(s) and/or product(s) along with all manuals and/or other material(s), which the Bidder is required to supply, install, commission and maintain, integrate, train and facilities management for the RECL under the Contract;</p> <p>V. "The Services" means those services ancillary to the supply, installation, development, customization, integration, warranty maintenance, FMS etc of the Products, Goods, such as transportation and insurance, and any other incidental services, such as installation, commissioning, maintenance, provision of technical assistance, training, system integration, facilities management and other obligations of the Supplier covered under the Contract;</p> <p>VI. "The RECL" means the organization purchasing the equipment and/or product, i.e., Rural Electrification Corporation Limited, located at Core 4, Scope Complex, 7 Lodi Road, New Delhi 110 003.</p> <p>VII. "The Bidder" means the firm(s) supplying the equipment / product and services under this Contract;</p> <p>VIII. "The Site" means any RECL premises/ RECL Data Centre, which includes its Corporate Office, Annex Office, Zonal Offices, Project Offices and CIRE.</p> <p>IX. "Day" means calendar day.</p>
5.2	<b>Schedule of Requirements</b>	<p>I. Potential Bidder should provide detailed activities time schedule, which represents the shortest practical time to complete all necessary tasks and meet the obligations of the requirements. All significant activities must be included, including those associated with the development, customization, integration, testing, delivery, installation, commissioning, training, system integration and facilities management and maintenance of the equipments/ products and quality certifications for achieving successful ERP-HRMS Solution implementation.</p> <p>II. The Bidder must guarantee responsibility for all maintenance for the equipment/product supplied notwithstanding the fact that the application and networking software/h/w running on/along with the said equipment/product has been or may be provided/supplied by multiple bidders. The supplier will also be expected to propose continued hardware and software products support. The conditions and cost of guarantee must be set out in details (for example: hardware preventive actions and supplier responsibilities, future development etc).</p> <p>III. The bidder shall try to re-use / maintain the existing equipments and systems as far as possible at agreed upon terms and conditions.</p> <p>IV. If RECL decides to go in for in-house maintenance of systems or through a third party, the bidder/OEM shall supply the spares to RECL or the party designated by RECL. In case of the item/spare part being not available due to any reason the bidder shall provide an equivalent or latest item/spare part in lieu of the original item/spare part subject to the approval of the RECL.</p>
5.3	<b>Acceptance Certificate</b>	<p>I. On successful completion of acceptance test, receipt of deliverables, installation, commissioning, system integration, endurance test, stabilization</p>

		<p>period etc., and after RECL is satisfied with the working and performance of the complete ERP-HRMS Solution implementation, the acceptance certificate signed by the representative of the RECL and representative of the Bidder will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning and acceptance of the equipment(s)/product(s) and all warranties and guarantees shall be deemed to commence from the day of the issue of acceptance certificate.</p> <p>II. Final Acceptance Certificate for the Servers/ Equipments etc</p> <p>Final acceptance certificate shall be given for all items under each sub-component under Hardware, System Software, Network &amp; Security etc, when</p> <ol style="list-style-type: none"> <li>a. Performance has been established in an integrated manner with other systems/services in normal operations,</li> <li>b. Bidder has no other obligation under agreement,</li> <li>c. Submission of final documentation incorporating all the modifications in requisite sets</li> <li>d. Removal of all defects noted during commissioning period</li> <li>e. An endurance test period of at least 1 week continuous running of systems with full load</li> <li>f. Commissioning, Live run and a stabilization period of 1 months after live date have been passed off successfully without any problem reported</li> </ol> <p>The different sub-systems / equipment shall be integrated by the bidder and tested on live data. The methodology and duration of these tests are subject to the broad framework defined above.</p>
5.4	<b>Performance Security/Bank Guarantee</b>	<ol style="list-style-type: none"> <li>I. The selected Bidder shall furnish performance Guarantee to the RECL for an amount of 10% of the contract value for performance and support service/maintenance obligation. The same will also be treated as security deposit in case of defaults like non-delivery, cancellation, penalties etc. <ol style="list-style-type: none"> <li>a. One bank guarantees for the sum equivalent to 10% of the Contract Price for ERP-HRMS Software and related services including One year On-site Comprehensive Warranty Maintenance etc valid for a period of 21 months</li> <li>b. Another bank guarantees for the sum equivalent to 10% of the Contract Price for ERP-HRMS Servers and related equipment and services including FMS and three year On-site Comprehensive Warranty Maintenance etc valid for a period of 45 months</li> </ol> </li> <li>II. RECL can deduct as compensation from the Performance Security/Bank Guarantee for failures on the Bidder's part to complete its obligation under the contract.</li> <li>III. The performance security shall be in the form of a Bank Guarantee from a Scheduled Bank (Annexure- D) having its branch at Delhi/ New Delhi or in the form of a Bank Draft in favor of REC Ltd. Drawn on a scheduled commercial bank, payable at New Delhi.</li> <li>IV. In case, the supplier is called upon to deposit the Performance Guarantee and if the supplier fail to furnish the same within the prescribed period, such failure will constitute a breach of the conditions and REC Ltd. shall be entitled to forfeit the EMD without prejudice to any other right to damage that the company may have in the matter.</li> </ol>

		<p>V. In the event of any correction of defects or replacement of defective equipment during warranty period the warranty of the corrected/replaced equipment shall be effective from the date of replacement.</p> <p>VI. Functional Guarantees : The bidder guarantees that, once the Preliminary Acceptance, Commissioning has been completed, the System represents a complete solution to the RECL's requirements set forth in the Scope of Work and it conforms to all other aspects of the Contract.</p> <p>VII. If the system fails in Preliminary Acceptance, due to reasons entirely attributable to the Supplier, the RECL may consider termination of the Contract, and forfeiture of the Supplier's performance security in compensation for the extra costs and delays likely to result from this failure.</p>
<p>5.5</p>	<p><b>Pre-delivery Inspection &amp; Delivery</b></p>	<p>I. RECL at its discretion may carry out pre-delivery Inspection. On the receipt of the purchase orders, the bidder(s) shall obtain in time all the necessary documents for the State Entry Permit, Bank, Custom and Excise related documents, insurance etc wherever applicable, for complete and safe delivery of the ordered products, at their own cost and efforts. The delay in obtaining these documents will be accounted as under:</p> <ul style="list-style-type: none"> <li>a. Bidder must apply to the respective authority for issue of road permit/ waybill, Bank, Custom and Excise related documents in time. <b>“RECL Will not Provide Any Forms etc”</b>.</li> <li>b. For Bank, Custom and/or Excise related documents no waiver or relaxation in delivery date shall be allowed under normal circumstances at the discretion of RECL and penalty ,if any, as per tender clause will be applicable.</li> <li>c. Any slippage in the above mentioned schedule would attract penalty as per penalty clause for delivery for the slipped/delayed period.</li> </ul> <p>II. The ERP-HRMS solution must be supplied in full as per ordered configuration for acceptance. No system with short supply or with different technical specifications shall be taken up for conduct of acceptance testing under any circumstances.</p> <p>III. Should any inspected or tested ERP-HRMS solution or part thereof fail to conform to the specification, the RECL may reject them and the Bidder shall make all alterations necessary to meet specification requirements free of cost to RECL within the time schedule as specified by RECL.</p> <p>IV. During delivery and/or maintenance period, on OEM software/ product, subassembly level if any item's specifications / model changes and becomes non available due to obsolescence of technology, bidder within already approved cost may offer the item with equivalent or having better features in terms of performance and specifications. The items so offered will be evaluated by RECL for its acceptance and installation.</p> <p>V. The schedule having details for conduct of benchmarking/evaluation/ acceptance testing of items shall be provided by bidders within 15 days from date of purchase order to the contact as mentioned in the purchase order, so that all the related documentation work by RECL could be completed and tested items are handed over back to bidders for ensuring the timely delivery and installation within stipulated time frame as per purchase order.</p> <p>VI. Normally, testing and acceptance of the systems will be done at mutually agreed upon location, where it will be tested as per ordered specifications. RECL reserves the right to reject any item, if found unsuitable and/or not conforming to the approved specifications. The rejected items, if any, shall have to be taken back and replaced by good items forthwith at the cost of</p>

		<p>the bidder. No payment will be made for rejected items.</p> <p>VII. All the equipments and systems are initially to be delivered at a single agreed upon location for inspection by RECL or RECL appointed agency. On acceptance, the materials are to be finally delivered at respective location at the cost of the bidder.</p> <p>VIII. The bidder should deliver, install and commission all the items at specified site without any additional charge. However, it may be noted that all the items technically tested / accepted as per the purchase order shall be delivered as per schedule Chapter 2 from the date of purchase order.</p> <p><b>IX. Any unjustified and unacceptable delay in the delivery beyond the delivery schedule as per purchase order will render the bidder liable for liquidated damages at the rate of 1% (One percent) of total order value per week or part thereof subject to a maximum of ten weeks and thereafter RECL holds the option to cancel the purchase order and forfeit the entire EMD and/or the Security Deposit and/or Performance Guarantee of the defaulting bidder which may include the deposit made against other deliveries and/or purchase orders, if any.</b></p> <p>X. In addition the bidder shall also be liable to pay RECL a cancellation charge of 8.5% (Eight and a Half percent) of the value of unsupplied items. In case of non-payment of cancellation charges RECL reserves the right to realize the same from the security deposits or pending payments of the bidder, if any, already available with them. In such a situation, RECL will complete the execution of incomplete orders through alternate sources at the risk and cost of the defaulting bidder. In case of RECL not deciding on cancellation of purchase order and/or forfeit of EMD and/or Security deposits and/or Performance Bank Guarantee than RECL may levy lost opportunity cost as a percentage of the total purchase order value over and above the default late delivery penalty as decided by RECL. The same shall be binding on the bidder.</p> <p>XI. In the rare event of non-acceptance of delivery items conforming to specifications and other terms and conditions and no default on the part of the bidder by the RECL site-in-charge, the bidder has to formally inform RECL to avoid delay in delivery schedule. RECL at his discretion may waive off whole or a part thereof of the penalty under these circumstances.</p>
5.6	<b>Installation and Commissioning</b>	<p>I. All aspects of safe delivery shall be the exclusive responsibility of the bidder. After inspection and delivery at the site, the cartons will be opened only in the presence of RECL representatives and Bidder's representative and the intact position of the Seal for not being tampered with together with actual receipt of the content of the carton in good condition, shall form basis for certifying the receipt in good condition.</p> <p>II. Installation and system integration of the delivered items should be completed within the time frame specified in Chapter 2, failing which Liquidated damages at the rate of 0.2% (zero point two percent) of purchase order value per day subject to maximum of 10% will be imposed. Thereafter, RECL holds the option to complete the installation work through alternate sources at the risk and cost of the defaulting bidder. Penalty for both delivery and commissioning will be charged simultaneously for their respective delays.</p> <p>III. A sticker mentioning the service support call centre number of the bidder should be pasted on each system.</p> <p>IV. For Site Not Ready (SNR) case, bidder requires to submit certificate signed by ERP Project Coordinator to RECL. However, regarding readiness of site, the decision of the ERP Project Coordinator will be final. No penalty will be imposed for SNR cases, however, bidder has to install the items within 3 (Three) weeks of receipt of Site Ready notice from User/Project Coordinator else it will attract penalty as per clause (II) above, recoverable from Security</p>

		<p>Deposits.</p> <p>V. During installation at site, if any item is found to be defective or broken, it will be replaced with new one by the bidder at its own costs and risks within 30 days from the date on which the bidder has been informed of such damage. Installation Certificate copies duly signed by the authorized user should reach RECL.</p> <p>VI. The systems to be supplied should work under the specified operating systems. It shall be exclusive responsibility of the bidders supplying the Systems to provide appropriate device drivers and solutions for these system software platforms.</p> <p>VII. The bidder should provide System manual, User manual, installation report and configuration detail along with each equipment and product, irrespective of the fact that more than one equipment and product may be supplied at site.</p> <p>VIII. <b>The bidder should get insurance of the components till the commissioning by the bidder and acceptance of the same by RECL.</b></p> <p>IX. The supply, transportation, erection and installation of the equipment and interconnections, LAN/SAN setups etc, required to be completed for commissioning shall be in the scope of the bidder.</p> <p>X. The bidder shall demonstrate the following scenarios as part of the Installation and commissioning</p> <ul style="list-style-type: none"> <li>a) Successful running of ERP-HRMS Solution and Integration with payroll and ORALCE 11i ERP system and sub-systems after installation of ERP-HRMS software on respective servers</li> <li>b) Failure of a partition or a server</li> <li>c) Failure of a server with multiple partitions</li> <li>d) Failure of external storage</li> <li>e) Failure of entire site</li> <li>f) Generation of alerts for failure of a component through the add-on utilities</li> </ul> <p style="padding-left: 40px;">Failure to demonstrate these scenarios, the supplied equipment is liable to be rejected</p> <p>XI. <b>Commissioning</b></p> <ul style="list-style-type: none"> <li>a) Hardware and System Software:</li> <li>b) On successful installation of the equipment and configuration of individual components and the solution as a whole, the bidder shall submit the following as part of the commissioning:</li> <li>c) Configuration detail for each server - name, IP address, OS version, details of disk partitioning</li> <li>d) Network diagrams / cabling scheme</li> <li>e) Cluster details</li> <li>f) Details of Storage access etc <ul style="list-style-type: none"> <li>i. Details of Backup systems</li> </ul> </li> </ul>
--	--	---

		<p>ii. IP Address scheme</p> <p>XII. RECL will issue a commissioning certificate on successful installation and commissioning.</p>
5.7	<b>Acceptance</b>	<p>I. RECL will perform acceptance of the entire set up including ERP-HRMS complete solution, H/w and other components. Failure to fulfill any of the aforementioned conditions, may entail rejection of the order and forfeiture of the EMD/Security Deposit. Further RECL can procure same items from alternate sources at the risk and cost of the defaulting bidder.</p> <p><b>II. Tests</b></p> <p>a. The bidder will submit the comprehensive Acceptance test plan for all the components at least 2 weeks in advance of scheduled delivery. This same will be reviewed and approved by RECL.</p> <p>b. The RECL or its representative shall have the right to inspect and/or test any components of the supplied System as per the approved acceptance test plan, to confirm their good working order and/or conformity to the Contract at the point of delivery and/or at the Project Site.</p> <p>c. Should the inspected or tested components fail to conform to the Contract, the RECL may reject the component(s), and the bidder shall within a period of 14 (fourteen) days either replace the rejected component(s), or make alterations as necessary so that it meets the Contract requirements free of cost to the RECL.</p> <p><b>III. Acceptance</b></p> <p>a. The individual system supplied shall be erected under the supervision of RECL by the bidder &amp; shall be tested and commissioned for integrated operation as per approved drawings &amp; functional requirements.</p> <p>b. The sequence of erection of equipments shall be mutually discussed and agreed between the RECL and bidder before commencement of erection.</p> <p>c. At site, for individual system, tests shall be carried out as per the approved plan. Prior to commissioning, bidder shall submit to RECL at least two weeks in advance, a detail list of pre-commissioning tests intended to be carried out. This list will be finalized after mutual consultation between RECL and bidder before test.</p> <p>d. As soon as the erection of individual system is complete with all auxiliary facilities including its final connections to the existing systems, the RECL jointly with the bidder shall proceed with preliminary tests to check and ensure that all the units have been properly erected and are fit to be operated. The bidder shall be responsible for any defective functioning/workmanship, if any and the resulting damages while conducting the test. Defects found during testing due to faulty erection shall be rectified by the bidder at his own cost and to the satisfaction of the RECL.</p>
5.8	<b>Warranty Maintenance</b>	<p>I. All components mentioned in the scope of work would be under One Year (ERP-HRMS Software) and Three Years (Hardware etc) on-site comprehensive warranty maintenance support from the date of acceptance at the site, including free spare parts, kits etc.</p> <p>II. The bidders shall have to enter into a written agreement with RECL for honoring all tender terms and conditions and warranty maintenance support, through a web-based monitoring system, in executing orders placed by</p>

		<p>RECL.</p> <p>III. <b>SERVICE LEVEL CONDITIONS :</b> As per the SLA defined in Chapter 2</p> <p>IV. The uptime and penalty calculations shall be as per the Chapter 2 of the tender document.</p> <p>V. The vendor should provide backup personnel in case of absenteeism. Inability to provide backup shall result in levying of Rs 1000/- per day per person of penalty.</p> <p>VI. Cumulative Penalty amount will be adjusted against the payment to the bidder on quarterly basis.</p> <p>VII. Any equipment and product/ system performing below the threshold level at least three quarters in a year, displaying chronic system design or manufacturing defects or Quality Control problem will be totally replaced by the bidder at its cost and risk within 30 (thirty) days from the date of last failure with equivalent new system.</p> <p>VIII. In case of a system (Hard disk) failure, bidder will ensure backing up of data from the hard disk and its restoration, while making the system operational, at the site.</p> <p>IX. The total penalty will not exceed total value of the order. However, in case total penalty exceeds the total value of the order, RECL will have right to cancel the contract, offer the contract to a 3<sup>rd</sup> party and recover the amount from the bidder.</p> <p>X. If the System or Subsystem cannot be used by reason of such defect and/or making good of such defect, the Warranty Period for the equipment shall be extended by a period equal to the period during which the System or Subsystem could not be used by the RECL because of such defect and/or making good of such defect.</p> <p>XI. On completion of the warranty period, the Security Deposit without any interest accrued shall be released after satisfying that proper free warranty support has been provided during warranty period of Three years for all the equipments. If considered necessary, suitable amount of penalty shall be recovered from the bidder out of either already due payments and/or from their Security Deposit(s), while releasing the Security Deposit. After expiry of warranty, RECL has option at its discretion to enter into Annual Maintenance of the systems as per the quoted price.</p>
5.9	<b>Payment Schedule</b>	<p>I. No Advance Will be given</p> <p>II. 70% (Seventy percent) payment of the cost of total items (excluding Warranty Maintenance, FMS &amp; certification training(s) &amp; corresponding examination(s) cost(s)) will be made after ERP-HRMS POC testing ends and on successful delivery and inspection of all hardware, software, network items at site &amp; satisfactory ERP-HRMS POC testing and successful delivery and inspection certification by RECL site-in-charge and furnishing of required Bank Guarantee towards performance and support services for an amount of 10% of the total order value valid up to 60 days after warranty maintenance period. RECL at its discretion can release part payment of items delivered to REC.</p> <p>III. 25% (Twenty Five percent) payment of the cost of total items (excluding Warranty Maintenance, FMS &amp; certification training(s) &amp; corresponding examination(s) cost(s)) supplied will be made after ERP-GoLive, successful installation, configuration, commissioning, integration and acceptance at site by RECL on production of jointly signed and sealed installation and acceptance report.</p> <p>IV. 2.5% (Seven and a half percent) payment of the cost of items (excluding Warranty Maintenance, FMS &amp; certification training(s) &amp; corresponding examination(s) cost(s)) supplied will be made after successful completion of</p>

		<p>training and producing a training completion certificate duly signed by RECL site-in-charge/project coordinator.</p> <p>V. 2.5% (Two and a half percent) payment of the cost of items (excluding Warranty Maintenance, FMS &amp; certification training(s) &amp; corresponding examination(s) cost(s)) supplied will be made after successful signing of Operational Level Agreement (OLA) with the other existing ERP vendors. This will only be made after delivery and acceptance of equipments.</p> <p>VI. The payment for certification training(s) &amp; corresponding examination(s) cost(s) shall be made on pro-rata basis on successful completion against the respective purchase orders on submission of the required documents in order.</p> <p>VII. The payment for on-site Facilities Management Services (FMS) &amp; Warranty Maintenance/ AMC will be made on quarterly basis on deduction of liquidated damages if any, after completion of each quarter and submission of invoice(s) to RECL after successful completion of services as per scope of work considering various SLAs and terms and conditions of the tender document and certification by RECL site-in-charge/ project co-ordinator. Deductions towards non-compliance of the SLAs, if any, will be adjusted from the respective quarterly invoice. Payment will be released within 30 days of submission of invoice(s) and clarification of all doubts.</p> <p>VIII. In case the site is not ready for installation after 60 days of delivery of full consignment, payments shall be made on submission of site not ready certificates and submission of Security Deposit in the form of Bank Guarantee of the amount equal to 10% of the amount of total order values.</p> <p>IX. Payments shall be subject to deductions of any amount for which the Bidder is liable under the agreement against this contract. Late delivery charges will be deducted from the first payment itself. Similarly late installation charges will deducted from the payment due after installation and commissioning etc. Further, all payments shall be made subjects to deduction of TDS (Tax deduction at Source ) as per the income-Tax Act, 1961 including addendums from time to time and any other taxes.</p> <p>X. All Payment shall be made in Indian Rupees only.</p> <p>XI. No Advance Payment will be made by RECL on any account.</p> <p>XII. ED(HR), REC or his representative would be the Engineer-In-Charge for the work and all bills should be forwarded through him before submitting to payment. The decision of ED(HR), REC shall be final and binding on the Contractor.</p>
5.10	<b>Arbitration</b>	<p>If any dispute (s) or differences (s) of any kind whatsoever arise between the Parties, the Parties hereto shall negotiate with a view to its amicable resolution and settlement through a committee appointed by CMD, REC. In the event no amicable resolution or settlement is reached between the parties within 30 days after receipt of notice by one party, then the disputes or differences as detailed above shall be referred to and settled by the <b>Sole Arbitrator to be appointed by CMD,REC</b>. The arbitration proceedings shall be in accordance with the prevailing Arbitration and Conciliation Act, 1996 and Laws of India as amended or enacted from time to time. The venue of the arbitration shall be New Delhi, India. The fee &amp; other charges of Arbitrator shall be determined by the arbitrator in terms of the Act and shall be shared equally between the parties. The arbitrator will give the speaking and the reasoned Award. The parties will not be entitled to any pendent-lite interest during arbitration proceeding. Notwithstanding any references to Arbitration, the parties shall continue to perform there respective work/ obligation under the contract.</p>
5.11	<b>Award Criteria</b>	<p>The RECL will award the Contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined as the technically qualified and lowest quote evaluated bid provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily.</p>

5.12	<b>RECL's Right to Accept any Bid and to Reject any or All Bids</b>	RECL reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to Award of Contract, without thereby incurring any liability to the affected Bidder or Bidder's or any obligation to inform the affected Bidder or Bidder's of the grounds for RECL's action.
5.13	<b>Notification of award</b>	<ol style="list-style-type: none"> <li>I. Prior to the expiration of the period of bid validity, the RECL will place a firm order or notify the successful Bidder in writing by fax to be confirmed in writing by speed post or hand delivery that his bid has been accepted.</li> <li>II. The notification of Award will constitute the formation of the Contract</li> </ol>
5.14	<b>Signing of Agreement</b>	<ol style="list-style-type: none"> <li>I. RECL will send along with the Purchase Order / work Order to the successful Bidder, the draft Contract Agreement incorporating all agreement terms &amp; conditions between the parties.</li> <li>II. The successful bidder will sign the contract agreement within two weeks of acceptance of the Purchase order / work order.</li> </ol>
5.15	<b>Corrupt or Fraudulent Practices</b>	<ol style="list-style-type: none"> <li>I. The Bidder shall observe the highest standard of ethics during the procurement and execution of the contract.</li> <li>II. RECL will reject a proposal for award if it determines that the Bidder recommended for award is engaged in corrupt or fraudulent practices in competing for the contract in question.</li> <li>III. RECL will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm was engaged in corrupt or fraudulent practices in competing for this bid, or in executing the contract.</li> </ol>
5.15	<b>Indemnity Clause</b>	<ol style="list-style-type: none"> <li>I. The firm should sign an indemnity bond to safeguard against any pirated software, equipment, design etc being supplied to the RECL.</li> <li>II. The selected bidder shall indemnify RECL against all third party claims of infringement of patent, 3<sup>rd</sup> party license agreement, trademark/copyright or industrial design rights arising from the use of the supplied software/ hardware/manpower etc. and related services or any part thereof. However maximum value of such claim will be subject to the total order value.</li> <li>III. The IPR for the bidder's technology, methodology, materials etc. shall vest with the bidder and for RECL's concept and end product shall vest with the RECL.</li> <li>IV. IPR of all work carried out during execution of the project including intermediate source code, if any, (excluding COTS product), designs, documents etc shall be deemed to be owned by and property of REC.</li> </ol>
5.16	<b>FORCE MAJEURE CLAUSE</b>	<p>In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under the contract, the relative obligation of the party affected by such Force Majeure shall be suspended for the period during which such cause lasts.</p> <p>The term "Force Majeure" as employed herein shall mean acts of God, War, Civil Riots, Fire directly affecting the performance of the Contract, Flood and Acts and Regulations of respective government of the two parties, namely REC and the Contractor.</p> <p>Upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing, the beginning of the cause amounting to Force Majeure as also the ending of the said clause by giving notice to the other party within 72 hours of the ending of the cause respectively. If deliveries are suspended by Force Majeure conditions lasting for more than 2 (two) months, REC shall have the option of cancelling this contract in whole or part at his discretion without any liability at his part.</p> <p>Time for performance of the relative obligation suspended by Force Majeure shall then stand extended by the period for which such cause lasts.</p>

5.17	Miscellaneous	<ol style="list-style-type: none"> <li>I. It will be imperative on each bidder to fully acquaint itself of all the local conditions and factors which would have effect on the performance of the work and its cost.</li> <li>II. Whilst the individual proposals shall be treated in techno-commercial confidence, the proposals will be evaluated by a group, certain members of which may not necessarily be officers of RECL. By responding to this tender, potential suppliers agree to their proposals being examined by this group.</li> <li>III. RECL is a Government organization, and its aims, structure and way of working may differ from that of commercial enterprises. Potential bidders should be aware of the status and environment of RECL, and must take particular note that intellectual property rights relating to any software, equipment, products and materials acquired for this project are properly observed.</li> <li>IV. Proposed equipments/systems should be based on the requirements and scope of work given in Chapter 2 and Annexure – F.</li> <li>V. Warranty and maintenance conditions (including any costs) must be specified for the equipment/systems and other services component proposed.</li> <li>VI. The potential bidder's performance capability and history, overall organization and a proven ability to secure any similar contracts to specification, together with the contents of the proposal, benchmarking of equipments and products/systems, model response, presentations and site visits will be essential elements in the evaluation process, and in the award of the contract.</li> <li>VII. The bidder is expected to include of proven state-of-the-art components, best practices and techniques in the offered solution and implementation if selected.</li> <li>VIII. RECL intends that the bidder selected for the supply, installation, commissioning and maintenance of the system shall take complete responsibility for all of the work. The bidder must provide regular status reports in accordance with the Project Management Requirements set out in the tender.</li> <li>IX. RECL reserves the right to allocate the contracted work in a staged or phased manner. Potential bidders are requested to submit alternative proposals for the associated productivity/response enhancement tools, where they believe that there are significant differences in the development activities resulting from the productivity tools used.</li> <li>X. By responding to this tender the potential bidder agrees to take the contractor's role. Where the potential bidder propose the use of third party services in his proposals, the potential bidder should describe the third party, including their role, and the definition of responsibilities and accountabilities.</li> <li>XI. The bidder should provide on-site comprehensive warranty support services for one year/three years as applicable after satisfactory installation and commissioning of the systems.</li> <li>XII. The bidder will abide by all the law of land, whatsoever, for execution of the defined scope of work.</li> <li>XIII. Potential bidders are requested to provide a detailed activities time schedule and resource allocations and requirements for all the stages which represent the shortest practical time to complete all necessary tasks and meet the obligations of the requirements. All significant activities must be indicated, including those associated with the testing, delivery, installation, commissioning and maintenance of systems, key quality assurance and quality certifications.</li> <li>XIV. The system shall be tested completely by the bidder prior to being offered for acceptance testing installed in operational status at RECL.</li> </ol>
------	---------------	--

		<p>XV. The bidder shall define detailed acceptance criteria on conjunction with the RECL and the testing procedures should allow for the functional testing, integration testing and formal acceptance of the system by the RECL.</p> <p>XVI. Alterations if any in the tender should be attested properly by the bidder, failing which the tender is liable to be rejected.</p> <p>XVII. The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and RECL, shall be written in the English language, provided that any printed literature furnished by the Bidder may be written in another language so long as the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.</p> <p>XVIII. The Bidder shall be entirely responsible for all taxes, duties, octroi, road permits, license fees, etc., incurred for performance of the services. If there is any reduction in taxes/duties etc. due to any reason whatever, after Notification of Award, the same shall be passed on to RECL.</p> <p>XIX. The selected Bidder shall perform the services and carry out its obligations under the Contract with due diligence and efficiency, in accordance with generally accepted techniques and practices used in the industry and with professional engineering and training/consulting standards recognized by national/international professional bodies and shall observe sound management, technical and engineering practices. It shall employ appropriate advanced technology and safe and effective equipment, machinery, material and methods. The Bidder shall always act, in respect of any matter relating to this Contract, as faithful advisors to RECL and shall, at all times, support and safeguard RECL's legitimate interests in any dealings with Third parties.</p> <p>XX. RECL reserves the right to inspect the performance of the bidder prior to commencement or in between the work progress. The inspection may cover all areas related to the assigned purchase order, especially methodology, manpower, infrastructure etc. RECL reserves the right to cancel the purchase order assigned to the bidder at any time which includes the time after the completion of assigned work without assigning any reason for the same. In case the purchase order is canceled then the costs incurred will be born by the bidder and under no circumstances the bidder shall be eligible for any payment or damages from RECL.</p> <p>XXI. Non-Disclosure Clause: The selected bidder shall not, without RECL's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, software code, sample of information furnished by or on behalf of RECL or get access to in connection therewith, to any person other than a person employed by the Bidder in the Performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.</p> <p>XXII. If the selected bidder is not able to fulfill its obligations under the contract, which includes non completion of the work, the RECL reserves the right to accomplish the work through another bidder and EMD / Security Deposit of bidder will be forfeited. Also any costs, damages etc. resulting out of the same shall have to be born by the selected bidder. However the bidder will continue to offer transition services.</p> <p>XXIII. <b>Printed terms and conditions of the Bidders will not be considered as forming part of their Bid.</b> In case terms and conditions of the contract applicable to the Invitation of Bid are not acceptable to any Bidder, he should clearly specify deviation in its bid.</p> <p>XXIV. RECL may at any time terminate the Contract by giving written notice to the selected Bidder, without compensation to the selected Bidder, if the</p>
--	--	---

		<p>selected Bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to RECL.</p> <p>XXV. RECL may by written notice sent to the selected Bidder, terminate the purchase order and/or the Contract, in whole or in part at any time of its convenience. The notice of termination shall specify that termination is for RECL's convenience, the extent to which performance of work under the purchase order and /or the Contract is terminated, and the date upon which such termination becomes effective. RECL reserves the right to elect :</p> <ul style="list-style-type: none"> <li>a. to have any portion completed at the purchase order and/or the Contract terms and prices; and/or</li> <li>b. to cancel the remainder and pay to the selected Bidder an agreed amount for partially completed Services.</li> </ul> <p>XXVI. In the event the Bidder's Company or the concerned Division of the company is taken over/bought over by another company, all the obligations under the agreement with RECL , should be passed on the compliance by the new company new Division in the negotiation for their transfer.</p> <p>XXVII. The selected bidder automatically agree with RECL for honoring all aspects of fair trade practices in executing the purchase orders placed by RECL</p> <p>XXVIII. If the name of the product is changed for describing substantially the same in a renamed form then all techno financial benefits agreed with respect to the original product, shall be passed on to RECL and the obligations with RECL taken by the Bidder with respect to the product with the old name shall be passed on to the product so renamed.</p> <p>XXIX. The bidder shall obtain all statutory, legal, external (other than RECL) permissions which may be necessary for completion of the total scope of the work. RECL however will assist or sign document which may be necessary for execution of the same.</p> <p>XXX. Bidder at his own cost shall arrange the clearance of the spare parts, equipment etc. from customs and port authorities in India and shall pay all requisite duties including customs duty, demurrages, if any, clearance fees, charges, post fees, clearing and forwarding agent fees/charges, inland transport charges etc. Company will provide all reasonable assistance but the responsibility for clearance will rest on the bidder.</p> <p>XXXI. Bidder will have to arrange his own transport facility for the maintenance engineer/technician to attend to the maintenance calls and for movement of spares.</p> <p>XXXII. Bidder will have to arrange his own accommodation for its engineer/technician at New Delhi.</p> <p>XXXIII. Bidder will have to maintain all hardware installed through this tender</p> <p>XXXIV. No cannibalization of any equipment will be permitted to carry out the maintenance services.</p> <p>XXXV. Bidder will have to follow the preventive maintenance schedule given by RECL, for each item, strictly throughout the period of contract.</p> <p>XXXVI. The bidder shall have to provide his own maintenance equipment for various types of connectors and other test and measuring equipment to his engineer for carrying out the maintenance as and when required.</p> <p>XXXVII. The bidder shall comply with all laws in force in India. The laws will include all national, provincial, municipal, or other laws that affect the performance of the Contract and are binding upon the Supplier. The bidder shall indemnify and hold harmless the RECL from and against any and all liabilities, damages, claims, fines, penalties, and expenses of whatever nature arising or resulting from the violation of such laws by</p>
--	--	---

		<p>the bidder or its personnel. The bidder shall not indemnify the RECL to the extent that such liability, damage, claims; fines, penalties, and expenses were caused or contributed to by a fault of the RECL.</p> <p>XXVIII. The bidder shall provide and employ only such personnel who are skilled and experienced in their respective callings and supervisory staff who are competent to adequately supervise the work at hand. Should the profile of any personnel be not acceptable to the RECL will require the bidder to suitably replace such personnel.</p> <p>XXXIX. If for any reason beyond the control of the bidder, there arises a need to replace any personnel, the bidder shall provide a replacement person of equivalent or better qualification and experience, subject to the written approval of the RECL</p> <p>XL. The selected bidder should make presentations of the technical solution to RECL in presence of consultants/ experts as appointed/ decided by RECL at the convenience of &amp; as and when desired at any stage of project execution by REC.</p> <p>XLI. The Responsibilities Matrix stipulating the various responsibilities is detailed at the end of this section at Table - A</p>
<p>5.18</p>	<p><b>TERMINATION CLAUSE</b></p>	<p><b>Termination for RECL's Convenience</b></p> <ol style="list-style-type: none"> <li>1 The RECL may at any time terminate the Contract for any reason by giving the bidder 4 weeks of notice of termination.</li> <li>2 Upon receipt of the notice of termination, the bidder shall either immediately or upon the date specified in the notice of termination <ol style="list-style-type: none"> <li>a) Cease all further work, except for such work as the RECL 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</li> <li>b) Terminate all subcontracts, except those to be assigned to the RECL pursuant to paragraph (d) (ii) below</li> <li>c) Remove all bidder's Equipment from the Site, repatriate the bidder's and its Subbidders' personnel from the Site, remove from the Site any wreckage, rubbish and debris of any kind, and leave the whole of the Site in a clean and safe condition</li> <li>d) In addition, the bidder, subject to the payment specified hereof, shall <ol style="list-style-type: none"> <li>(i) Deliver to the RECL the parts of the Facilities executed by the bidder up to the date of termination</li> <li>(ii) To the extent legally possible, assign to the RECL all right, title and benefit of the bidder to the Facilities and to the Plant and Equipment as at the date of termination, and, as may be required by the RECL, in any subcontracts concluded between the bidder and its Subcontractors</li> <li>(iii) Deliver to the RECL all drawings, specifications and other documents prepared by the bidder or its Subcontractors as at the date of termination in connection with the Facilities.</li> </ol> </li> </ol> </li> <li>3 In the event of the termination of the Contract, the RECL shall pay to the bidder the Price, the properly attributable to the parts of the Facilities executed by the bidder as of the date of termination. However, no consequential damages shall be payable by the RECL to</li> </ol>

		<p>the bidder in the event of termination.</p> <p>4 Termination for bidder's Default</p> <p>The RECL, 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 thereof to the bidder:</p> <p>i) If the bidder becomes bankrupt or insolvent, has a receiving order issued against it, compounds with its creditors, or, if the bidder 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 bidder takes or suffers any other analogous action in consequence of debt.</p> <p>ii) If the bidder assigns or transfers the Contract or any right or interest therein in violation of the provision.</p> <p>1. If the bidder</p> <ul style="list-style-type: none"> <li>a) Has abandoned or repudiated the Contract</li> <li>b) Has without valid reason failed to commence work on the Facilities promptly or has suspended the progress of Contract performance for more than 4 (four) weeks after receiving a written instruction from the RECL to proceed</li> <li>c) 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</li> <li>d) Refuses or is unable to provide sufficient materials, services or labour (adequate resources) to execute and complete the Facilities in the manner specified in the contract hereof, at rates of progress that give reasonable assurance to the RECL that the Bidder can attain Completion of the Facilities by the Time for Completion.</li> </ul> <p>Then the RECL may, without prejudice to any other rights it may possess under the Contract, give a notice to the bidder stating the nature of the default and requiring the bidder to remedy the same. If the bidder fails to remedy or to take steps to remedy the same within four (4) weeks of its receipt of such notice, then the RECL may terminate the Contract forthwith by giving a notice of termination to the bidder.</p> <p>2. Upon receipt of the notice of termination under Sub-Clauses 4.20.1 or 4.20.2 hereof, the bidder shall, and either immediately or upon such date as is specified in the notice of termination,</p> <ul style="list-style-type: none"> <li>a) Cease all further work, except for such work as the RECL 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 &amp; safe condition</li> <li>b) Terminate all subcontracts, except those to be assigned to the RECL pursuant to paragraph (d) below</li> </ul>
--	--	--

		<p>c) Deliver to the RECL the parts of the Facilities executed by the bidder up to the date of termination</p> <p>d) To the extent legally possible, assign to the RECL all right, title and benefit of the bidder to the Facilities and to the Plant and Equipment as at the date of termination, and, as may be required by the RECL, in any subcontracts concluded between the bidder and its Subcontractors</p> <p>e) Deliver to the RECL all drawings, specifications and other documents prepared by the bidder or its Subcontractors as at the date of termination in connection with the Facilities.</p> <p>5. The RECL may enter upon the Site, expel the bidder, and complete the Facilities itself or by employing any third party at the risk and cost of the bidder. The RECL may, to the exclusion of any right of the Bidder over the same, take over and use any Bidder's Equipment owned by the Bidder and on the Site in connection with the Facilities for such reasonable period as the RECL considers expedient for the supply and installation of the Facilities.</p> <p>Upon completion of the Facilities or at such earlier date as the RECL thinks appropriate, the RECL shall give notice to the Bidder that such Bidder's Equipment will be returned to the Bidder at or near the Site and shall return such Bidder's Equipment to the Bidder in accordance with such notice. The Bidder shall thereafter without delay and at its cost remove or arrange removal of the same from the Site.</p> <p>6. Subject to hereof, the Bidder shall be entitled to be paid the Price attributable to the Part of the Facilities executed as at the date of termination, and the costs, if any, incurred in protecting the Facilities and in leaving the Site in a clean and safe condition and rent of the Bidder's equipment, if any, used by the RECL. Any sums due to the RECL Bidder accruing prior to the date of termination shall be deducted from the amount to be paid to the Bidder under this Contract.</p> <p>7. If the RECL completes the Facilities, the cost of completing the Facilities by the RECL shall be determined.</p> <p>If the sum that the Bidder is entitled to be paid, pursuant to <b>Sub-Clause</b> hereof, plus the reasonable costs incurred by the RECL in completing the Facilities exceeds the Contract Price, the Bidder shall be liable for such excess.</p> <p>If such excess is greater than the sums due to the Bidder hereof, the Bidder shall pay the balance to the RECL, and if such excess is less than the sums due the Bidder hereof, the RECL shall pay the balance to the Bidder.</p> <p>The RECL and Bidder shall agree, in writing, on the computation described above and the manner in which any sums shall be paid.</p> <p>The expression "Facilities executed" shall include all work executed, Installation Services provided, and all Plant &amp; Equipment and Structures acquired (or subject to a legally binding obligation to purchase) by the Bidder and used or intended to be used for the purpose of the Facilities, up to and including the date of termination.</p>
--	--	---

		<p>8. In calculating any money due from the RECL to the Bidder, account shall be taken of any sum previously paid by the RECL to the Bidder under the Contract, including any advance payment paid pursuant to Terms of Payment hereof.</p>
<p><b>5.19</b></p>	<p><b>No suspension of Work</b></p>	<p>The obligations of the RECL and the Supplier shall not be altered by reasons of conciliation/ arbitration being conducted during the progress of works. Neither party shall be entitled to suspend the work on account of conciliation/arbitration and payments to the Supplier shall continue to be made in terms of the contract.</p> <p>Subject to the above including the sub-clauses that is pending conciliation or arbitration on any issue between the RECL and the Supplier, it shall be agreed that the RECL shall be entitled to claim any amount as reimbursement as per the claim in writing for any works done by the RECL from the outside agency for the default of the Supplier in respect of any item for which such conciliation or arbitration as stated above is pending and the Supplier shall jointly and severally be liable to pay such amount or amounts immediately on receipt of such demand from the RECL without demur, and in case of the award in such arbitration is given by the arbitrators in favour of the Supplier, then the amount/s under the award shall be refunded to the supplier, as the case may be by the REC, immediately on receipt of such award, if not challenged in a court of law.</p> <p><i>a. Risk Purchase Clause</i></p> <p>Notwithstanding what is stated above, it shall be agreed that the supplier (for the purpose of this clause who shall include the implementation partner) shall be responsible to RECL for implementation of the project and the supplier and implementation partner shall be jointly and severally liable for all claims of RECL not more than the contract value in respect of the work done or to be done by RECL from outside agencies for the default of the supplier or implementation partner as the case may be, till the termination of the contract by RECL under clause 5.18). This clause may be invoked during the period of project implementation and maintenance period with effect from the date of signing of the contract</p> <p><b>Default: Means non performance /no response w.r.t the assigned task within 21 days of the receipt of the written query/ reminder from the RECL sent through e-mail/ fax/ letter.</b></p>

**RESPONSIBILITES MATRIX**

**TABLE – A**

<b>S. No.</b>	<b>Activity</b>	<b>Primary Responsibility</b>	<b>Secondary Responsibility</b>
1.0	Placement of Purchase Order	RECL	
2.0	Schedule For Testing	Bidder	RECL
3.0	Carrying out Testing	RECL	Bidder
4.0	Safe Delivery of Equipments	Bidder	
5.0	Installation, Commissioning & Integration of Equipments	Bidder	RECL
6.0	Issue Joint Acceptance Certificate	Bidder	RECL
7.0	Submission of Invoice with proper relevant documents	Bidder	RECL
8.0	Payment to Bidder	RECL	Bidder
9.0	Onsite Comprehensive Warranty Maintenance for One & Three years	Bidder	
10.0	Onsite Facilities Management for Three years	Bidder	
11.0	Training of RECL nominated staff	Bidder	RECL
12.0	Certification Training of RECL nominated staff	Bidder	RECL
13.0	Certification Examination of RECL nominated staff (One attempt)	Bidder	RECL
14.0	Submission of Quarterly Warranty Maintenance and Facilities Management Report	Bidder	

## **ANNEXURES**

**(BOTH - ONLINE and HARDCOPY)**

**Response Form**

(On the letter head of the firm submitting the response document)

**Note : Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the authenticity and correctness of the information.**

**PART – A**

<b>S.No.</b>	<b>Description</b>	<b>Details (To be filled in by the bidder to the Tender)</b>
1.0	Name of the Company	
2.0	Official Address	
2.1	Phone No. and Fax No.	
2.2	E-Mail address	
2.3	Web Site Address	
3.0	Contact Person	
4.0	Contact Person Address	
5.0	Contact Person Mobile Number	
6.0	Contact Person E-Mail	

**(BOTH - ONLINE and HARDCOPY)**

**BID FORM**  
**(Technical Bid)**

(To be submitted on the firm's letter head and signed by an authorized person)

To

The Executive Director(HR)  
Rural Electrification Corporation Ltd.  
Core-4, SCOPE Complex, 7 Lodhi Road  
New Delhi 110 003

Ref: Bid document No.

Dated: \_\_\_\_\_

Sir,

Having examined the bidding documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply, install, commission, train and maintain goods and provide services as per the schedule of requirements of the tender and in conformity with the said bidding documents.

We undertake, if our bid is accepted, to deliver the goods and services in accordance with the delivery schedule specified in the bidding documents.

If our bid is accepted, we will submit:

- a) One bank guarantee for the sum equivalent to 10% of the Contract Price for ERP-HRMS Software and related services including One year On-site Comprehensive Warranty Maintenance etc valid for a period of 21 months for the due performance of the Contract, in the form prescribed by the Rural Electrification Corporation Limited
- b) Another bank guarantee for the sum equivalent to 10% of the Contract Price for ERP-HRMS Servers and related equipment and services including FMS and three year On-site Comprehensive Warranty Maintenance etc valid for a period of 45 months for the due performance of the Contract, in the form prescribed by the Rural Electrification Corporation Limited

We agree to abide by this bid for a period of Three Hundred and Sixty Five Days after the date fixed for opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period. I/We undertake that on completion of the validity period, unless the I/We withdraw my/our bid in writing by giving a notice of seven working days, it will be deemed to be valid until such time that I/we formally withdraw my/our bid.

1. We declare:

- i) That we have a team of technically qualified engineers and have state-of-the-art infrastructure.
- ii) That our premises are equipped with all the facilities specified in the document.

2. We hereby offer to supply the Goods/Services at the prices and rates mentioned in the Financial Bid.

3. We enclose herewith the complete Technical Bid as required by you.
4. We have carefully read and understood the terms and conditions of the bid document and the conditions of the contract applicable to the bid document and we do hereby undertake to supply as per these terms and conditions.
5. Certified that the bidder is:

A sole proprietorship firm and the person signing the bid document is the sole proprietor/constituted attorney of the sole proprietor,

Or

A partnership firm, and the person signing the bid document is a partner of the firm and he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement/by virtue of general power of attorney,

Or

A company and the person signing the document is the constituted attorney.

Or

A consortium, and the person signing the bid document is the prime bidder of the consortium and he has authority to refer to arbitration disputes concerning the business of the consortium by virtue of the consortium agreement/by virtue of general power of attorney,

**(NOTE: Delete whatever is not applicable. All corrections/deletions should invariable by duly attested by the person authorized to sign the bid document)**

6. We do hereby undertake, that, until a formal work order is prepared and executed, this bid, together with your written acceptance thereof and placement of letter of intent awarding the work order, shall constitute a binding contract between us.

Dated this day of 2011

Signature of Bidder

Details of enclosures.

Full Address: \_\_\_\_\_

Telephone No. \_\_\_\_\_

Telegraphic Address: \_\_\_\_\_

Fax No. \_\_\_\_\_

E-mail

COMPANY SEAL

**(BOTH - ONLINE and HARDCOPY)**

**UNDERTAKING ON COMPLIANCE OF TECHNICAL SPECIFICATIONS AND TENDER  
SPECIFICATIONS and TERMS & CONDITIONS**

**(To be submitted on the bidder's letter head duly signed by the authorized signatory)**

I/We hereby undertake that I/we have examined/ perused, studied and understood the tender no. \_\_\_\_\_ dated \_\_\_\_\_ and any corrigendum/ addendum/ clarification etc. completely and have submitted my/our bid in pursuance and without any material and/or other deviations to the said documents.

I/We hereby undertake that I/We understand that the Scope of Work and Requirement of this Tender is indicative only and not exhaustive in any manner and that the final scope of work and specification will be decided by the RECL at their discretion.

I/We hereby undertake that we shall comply with the Scope of work and requirements and tender terms and conditions completely and there are no deviations and/or submissions and/or clarifications of any manner and/or sort and/or kind in this regard from my/our side.

I/We hereby undertake to provide the requisite OEM authorization as and when required and/or asked for by REC, as per the solution and/or requirements, as decided by RECL at their discretion.

I/We hereby undertake that I/We understand that the RECL reserves the right to float a separate tender for the scope of work and requirements as mentioned in Section – II of this tender irrespective of the outcome of this tender. I/We understand that in such a case I/We shall bid separately for that tender and in no case our bid to this tender shall be deemed as a bid for the said tender.

I/We hereby undertake to provide uninterrupted and timely support for ERP-HRMS and related software for a period of one year and the supplied equipments/ products with system software and including spare parts and additional services for a period of three years.

I/We undertake to be the single point of contact for RECL and shall be solely responsible for meeting all business requirements of RECL and all customization, change management, warranties, updates, patches, upgrades, guarantees etc, offered by the OEM, and system integration and One year (ERP-HRMS) and Three year (Hardware) on-site comprehensive warranty maintenance and for the entire scope of work and requirements as per the service levels defined in the tender document.

I/We hereby undertake that I/We do understand that my/our bid should be as per the tender document and should be accordingly submitted to the RECL. In case of a failure to comply and/or a variation the RECL has got sole discretion to consider or disqualify my/our bid for the aforementioned tender and I/We shall be not having any claim of any sort/kind/form on the same.

I/We agree to bind by this bid for a period of Three Hundred and Sixty Five days after the date fixed for opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period and till the time I/We after the expiry of the validity period of One year formally withdraw my/our response in writing with a minimum notice period and associated terms and conditions and as specified in the tender document and in all such cases my/our bid shall be deemed to be valid.

I/We hereby attach the duly signed and stamped bid document as an acceptance of TENDER specifications and terms & conditions with the technical response without any deviations and/or submissions and/or clarifications of any manner and/or sort and/or kind in this regard from my/our side.

I/We hereby undertake that printed terms and conditions and/or submissions and/or clarifications as submitted by me/us in my/our bid shall not be considered as forming part of my/ our Bid and shall not be binding on RECL in case of acceptance of my/ our bid and/or award of contract by RECL to me/us.

I/We hereby undertake that I/We shall meet all business requirements of RECL during one year on-site comprehensive maintenance period either myself/ ourselves and/or through OEM within a mutually agreed period with RECL. In case of a default RECL can levy liquidated damages on myself/ ourselves as per tender terms and conditions.

I/We hereby affirm that our bid is valid for the period including the deemed period as specified in the tender document.

Signature of Authorized Signatory

Name of the Signatory

Date

Place

Company Name

Company Seal

**PROFORMA FOR PERFORMANCE BANK GUARANTEE**

**M/s Rural Electrification Corporation Ltd.,**  
**Core 4, Scope Complex, Lodhi Road,**  
**New Delhi – 110003 (INDIA)**  
(With due stamp duty if applicable)

**OUR LETTER OF GUARANTEE No. :**

In consideration of Rural Electrification Corporation Ltd., having its office at \_\_\_\_\_ (hereinafter referred to as "REC" which expression shall unless repugnant to the content or meaning thereof include all its successors, administrators and executors) and having entered into an agreement dated \_\_\_\_\_/issued Purchase Order No. \_\_\_\_\_ dated \_\_\_\_\_ with/on M/s \_\_\_\_\_ (hereinafter referred to as "The Supplier" which expression unless repugnant to the content or meaning thereof, shall include all the successors, administrators, and executors).

WHEREAS the Supplier having unequivocally accepted to supply the materials as per terms and conditions given in the Agreement dated \_\_\_\_\_/Purchase Order No. \_\_\_\_\_ dated \_\_\_\_\_ and REC having agreed that the Supplier shall furnish to REC a Performance Guarantee for the faithful performance of the entire contract, to the extent of 10% (ten percent) (or the percentage as per the individual case) of the value of the Purchase Order i.e. for \_\_\_\_\_.

We, \_\_\_\_\_ ("The Bank") which shall include OUR successors, administrators and executors herewith establish an irrevocable Letter of Guarantee No. \_\_\_\_\_ in your favour for account of \_\_\_\_\_ (The Supplier) in cover of performance guarantee in accordance with the terms and conditions of the Agreement/Purchase Order.

Hereby, we undertake to pay upto but not exceeding \_\_\_\_\_ (say \_\_\_\_\_ only) upon receipt by us of your first written demand accompanied by your declaration stating that the amount claimed is due by reason of the Supplier having failed to perform the Agreement and despite any contestation on the part of above named supplier.

This Letter of Guarantee will expire on \_\_\_\_\_ including 30 days of claim period and any claims made hereunder must be received by us on or before expiry date after which date this Letter of Guarantee will become of no effect whatsoever whether returned to us or not.

\_\_\_\_\_  
Authorized Signature  
Chief Manager/ Manager  
Seal of Bank

**(ONLINE ONLY)**

**Price Schedule**

**TABLE – I: ERP-HRMS Software & Related Components**

Sl. No.	ERP functionality	Please Specify Make and Model, Version Number etc (B)	Unit (C)	Quantity (D)	Unit Rate In INR (E)	Taxes per unit In INR (F)	Total in INR G=D*(E +F) (G)
1	Cost of ERP-HRMS application (Core Product, tools, utilities etc) with all Full Usage Licenses for all packages, sub-packages, modules, sub-modules, functionalities, features etc as per the number specified in tender document i.e. (630 Full usage licenses for Self Service Portal & 60 full usage licenses for full functionality and features of the product including Self Service Portal and all modules, sub-modules, parts etc)		One Complete Software with Full usage licenses as specified in tender document	01	In words In figures	In words In figures	In words In figures
2	Cost of Implementation of ERP-HRMS as per the features specified in tender document		Per Full Implementation with all required features of the tender document and RECL requirements	01	In words In figures	In words In figures	In words In figures
3	Cost of additional Full Usage license for Employee Self Service Portal		Per Full Usage License	01	In words In figures	In words In figures	In words In figures
4	Cost of additional Full Usage license for Core Product		Per Full Usage License	01	In words In figures	In words In figures	In words In figures
5	Cost of Integration with existing ERP modules and data migration for Payroll (The bidder to bid either for (a) or (b) in case price for both is mentioned the financial bid shall be summarily rejected)						
	a) With Cost of Upgradation to latest version of Oracle ERP Payroll Module.		Full Integration with, Data Migration and all required	01	In words In figures	In words In figures	In words In figures

Sl. No.	ERP functionality	Please Specify Make and Model, Version Number etc (B)	Unit (C)	Quantity (D)	Unit Rate In INR (E)	Taxes per unit In INR (F)	Total in INR G=D*(E+F) (G)
			features of the tender document and RECL requirements				
	b) With Cost of New payroll to be supplied by the bidder with at least 26 Full usage Licenses		Full Integration with data migration and all required features of the tender document and RECL requirements	01	In words In figures	In words In figures	In words In figures
6	Cost of on-site comprehensive warranty maintenance of ERP-HRMS software solution after acceptance by RECL for one year		Per Year	01	In words In figures	In words In figures	In words In figures
7	Cost of providing on-site support including bug fixing in customized/ developed code and support for minor changes for application including database after one year on-site comprehensive warranty period		Per Person Per Month	Number of Persons = 2 One year =12 months  Quantity = 2 * 12 = 24	In words In figures	In words In figures	In words In figures
8	Cost for on-site implementation including development/ customization for additional request		Per Man Day	30	In words In figures	In words In figures	In words In figures
9	Cost of RDBMS Enterprise Edition with Failover Capability and One year on-site warranty maintenance support		Per Enterprise RDBMS	01	In words In figures	In words In figures	In words In figures
10	Cost of on-site comprehensive maintenance of RDBMS Enterprise Edition after one year on-site warranty maintenance support		Per Year	01	In words In figures	In words In figures	In words In figures
11	Any other Cost Component ,		-	-	In words	In words	In words

Sl. No.	ERP functionality	Please Specify Make and Model, Version Number etc (B)	Unit (C)	Quantity (D)	Unit Rate In INR (E)	Taxes per unit In INR (F)	Total in INR G=D*(E+F) (G)
	Please Give details otherwise mention NA				In figures	In figures	In figures
						<b>Sub-Total A</b>	

**TABLE – II: Cost of Hardware**

Sl. No.	ERP functionality	Please Specify Make and Model, Version Number etc (B)	Unit (C)	Quantity (D)	Unit Rate In INR (E)	Taxes per unit In INR (F)	Total in INR G=D*(E+F) (G)
1	Server Type 1 including on-site comprehensive warranty maintenance for a period of Three years		Per Server	03	In words In figures	In words In figures	In words In figures
2	Server Type 2 including on-site comprehensive warranty maintenance for a period of Three years		Per Server	02	In words In figures	In words In figures	In words In figures
3	Network Attached Storage including on-site comprehensive warranty maintenance for a period of Three years		Per NAS	01	In words In figures	In words In figures	In words In figures
4	42 U Rack including on-site comprehensive warranty maintenance for a period of Three years		Per Rack	01	In words In figures	In words In figures	In words In figures
5	Switch for storage system including on-site comprehensive warranty maintenance for a period of Three years		Per Switch	02	In words In figures	In words In figures	In words In figures
6	Any other Cost Component , Please Give details otherwise mention NA		-	-	In words In figures	In words In figures	In words In figures
						<b>Sub-Total B</b>	In words In figures

**TABLE –III: Facility Management Services**

SI.No.	Item Description (A)	Unit (B)	Quantity (C)	Unit Rate In INR (D)	Taxes per unit In INR (E)	Total in INR $F=(C*(D+E))*36$ (F)
1	Cost of FMS Personnel as per Scope of Work and SLA for three years	Per Person Per Month	01	In words In figures	In words In figures	In words In figures
					<b>Sub-Total C</b>	<b>In words In figures</b>

**TABLE – IV: Cost of Certification Training**

SI.No.	Item Description (A)	Unit (B)	Unit Rate In INR (C)	Taxes per unit In INR (D)	Total in INR $E=(C+D)*3$ (E)
1	Supplied Operating System Basic and Advanced System and Network Administration	Complete Track Per candidate	In words In figures	In words In figures	In words In figures
2	Supplied Operating System Basic and Advanced System and Network Administration Certification Exam(s) Cost	Complete Track Per candidate	In words In figures	In words In figures	In words In figures
				<b>Sub-Total D</b>	<b>In words In figures</b>

**TABLE – V: Cost of Out location ERP-HRMS Training**

SI.No.	Item Description (A)	Unit (B)	Quantity (C)	Unit Rate In INR (D)	Taxes per unit In INR (E)	Total in INR $F=(C*(D+E))$ (F)
1	Cost of Training of REC Employees – Functional Core User for ERP-HRMS at Locations Outside Delhi	Per Faculty Man Day		In words In figures	In words In figures	In words In figures
2	Cost of Training of REC Employees – Functional End User for ERP-HRMS at Locations Outside Delhi	Per Faculty Man Day				
3	Cost of Training of REC Employees – Technical IT User for ERP-HRMS at Locations Outside Delhi	Per Faculty Man Day				
4	Cost of Training of REC Employees – Training of Trainers for ERP-HRMS usage etc at Locations Outside Delhi	Per Faculty Man Day				
					<b>Sub-Total E</b>	<b>In words In figures</b>

**Grand Total = Sub Total A + Sub Total B + Sub Total C + Sub Total D + Sub Total E**

**Note:**

- a. All prices to be quoted in Indian Rupees only. No advance payment shall be made.
- b. All items in all the tables must be quoted failing which the bid is liable to be rejected.
- c. All taxes, duties, levies etc should be mentioned
- d. Full Usage License shall be deemed to cover all features and functionalities of the product without any limitation on the usage of the product and/or part thereof. In case the product is not having Full usage licensing then the bidder must calculate the cost of licenses required to be treated as a full usage license and the quote shall be deemed to be only for full usage. For example the successful bidder in future cannot divide the number of licenses procured by RECL feature(s)/ module(s)/ submodule(s)/ functionality(es) wise etc. and will have to give full usage licenses at its own costs,if any, to RECL.
- e. Prices shall be deemed to be inclusive of all software, tools, utilities, patches, upgrades, accessories, equipment etc required for full functionality of the proposed solution including payroll and integration with existing Oracle 11i ERP ERP application as per the RECL requirement.
- f. The bidder should enclose a statement clearly specifying make and model for all items of Table – I and II.
- g. In Table – IV the formulae in Total indicating number of officials to be imparted certification training and respective certification examination is indicated as 3, this is for evaluation purpose only to arrive at the LQ1. However the actual quantities shall be as decided by RECL at its sole discretion.
- h. The prices of Equipment and/or products shall be inclusive of Bidder's Training Cost for providing operational, troubleshooting and administration training as per tender clause at the discretion and convenience of RECL for at least 10 RECL nominated officials.
- i. Costs for certification training and examination of basic and advance administration for all supplied operating systems shall be deemed to be covered in the Table – IV sl. No. 1 & 2.
- j. RECL will provide training classroom with seating and facility for presentation and all other logistics like computer, software, training booklets/ materials, photocopying, printing, binding, pre-requisite software etc, the cost of travelling, boarding, lodging of faculty, training content and material etc. shall be borne by the bidder and are deemed to be included the bidders quote in Table - V.
- k. All the quoted hardware and software shall be as per technical specifications specified in Annexure F.

**(BOTH - ONLINE and HARDCOPY)**

**A. Functional Specifications**

**Note:**

1. The requirements given below are indicative only and not exhaustive in any manner and/or kind and/or form. The bidder by responding is deemed to have understood and agreed that the requirements are subject to change at sole discretion of REC and will be finalized during conceptualization, requirement analysis and design phase as far as possible and also that during On-Site Comprehensive Warranty Maintenance period any modifications and/or additions to the commissioned/ implemented software shall be carried out by the bidder free of cost even if it is categorized under change management etc within REC stipulated time period, failure to comply with which may invite forfeiture of Performance Bank Guarantee and any other sanctions including additional liquidated damages as decided by REC at its sole discretion.

The proposed system envisages meeting the requirements of HR department in the following areas.

The minimum functional expectation from the Integrated ERP solution is outlined in tables below. The list is only indicative and is aimed at providing a broad overview of the type of activities being undertaken within REC. The implementation partner of REC will need to provide an exhaustive list of functionalities including best practices that REC should adopt within the organization to attain its strategic and operational goals. The bidder is expected to respond to the highlighted functional requirements outlined in the section and indicate functionalities that are not supported by its core ERP product. All the requirements stated in this document should be met by the core applications comprising the latest versions of the standard ERP packages, including functionalities such as workflow. **The bidder should note that certain functionalities / features and reports may be bilingual as decided by REC. Further the bidder should note that integration with existing payroll and other modules to achieve minimum functionalities as tabulated below is deemed to be a part of the total solution offered by the bidder and no deviation in this regard will be entertained.**

Please mention if these functions can be met by core product/customization/not supported

**Codes:-**

**Functionality Readily Available in Core Product to be Supplied: R**

**Functionality to be provided by Customization and/or workaround in Core Product: C**

**Not Supported: N**

**1) HUMAN RESOURCE MANAGEMENT**

<b>FUNCTIONAL REQUIREMENTS</b>		<b>R</b>	<b>C</b>	<b>N</b>
<b>Please Mention The Make, Model and Version of the Product</b>				
<b>Manpower Database</b>				
1	Maintain employee information including: Employee number Employee name, Address (Present and permanent), House Number, Gram Number, village block, district etc. Photograph and Id No. Phone number, mobile number, e-mail Id, extension number			

	<b>FUNCTIONAL REQUIREMENTS</b>	<b>R</b>	<b>C</b>	<b>N</b>
	Gender Reserved Category (If applicable) - category Certificate and police Verification Status Marital Status Details of children / Family details Academic Qualifications Professional Qualifications – as defined in REC promotion policy Designation Date of birth Annual Grade Increment record when due and sanctioned Date of subsequent promotion, whether he forgoes promotion CPF Membership no. , Date of membership, Family member declared by him, date of declaration Transfers, Posting details, period details Disciplinary actions (Major and Minor penalty)- Details for the purpose of promotion Safety Record Previous experience capturing Names of companies, sector of industry where worked, Tenure Trainings or courses undergone before joining (details and no. of days) Date of joining Pay details (this field should be password protected), Blood group, Height and Weight details, Passport details, Nationality, Employment Status (Contract, Permanent, Ex-employees, deputation) PAN No. Place of Posting, details like health insurance Award / Insignia received Legal disputes/action No restriction for the addition of new fields Able to retain historical data from the day employee is hired and all records should be date sensitive			
2	Capability to maintain single database capturing all personal and job related data of all kind of employees permanent/ contractual/ on deputation or ex-employees retired, voluntarily retired, resigned, dismissed, etc.			
3	Capability to date and time stamp all changes in the database, enabling data availability on 'as on date/time' basis.			
4	Capability to update the data through work flow on real time and on-line basis with maker checker concept implemented so that only authenticated data shall be reflected in the human resource database			
5	Flexibility of additionally capturing any information relating to employee at a later date			
6	Capability to link employee data with the position based standard responsibility (Job Matrix)			
7	Capability to maintain concurrent jobs for employees with additional responsibilities/ special duties in addition to regular responsibilities.			
8	Capability to link employees with the various Committees (permanent or temporary)			
9	Ability to capture details of officers on deputation to outside agencies/ organizations and officers joining from outside organization			
10	Automatic Alerts for police / reserved category certificate verification request pending for more than (.....) weeks (user defined) to HR division			
11	Status of receipt of medical report, police verification and reserved category certificate verification			
12	Issue of probation period report. Maintain status of approvals before issuing probation clearing report			

<b>FUNCTIONAL REQUIREMENTS</b>		<b>R</b>	<b>C</b>	<b>N</b>
13	Details of various declaration / nominations			
14	Able to generate Headcount report and detailed manpower report Discipline/Project/GroupWise/ reserved category wise and grade wise and turnover report			
<b>Manpower Planning:</b>				
1	Capability to automate manpower requirement/ planning across Project Offices / corporate and departments for various designations based on skills, competencies, experience, qualifications and other criteria like approved manpower strength ,approved manpower budget and Mode of recruitment- deputation/direct/ contract			
2	Capability to make provisions for direct employment/ promotion/ recruitment to various categories on direct/ deputation/ contract basis			
3	Capability to project cadre wise/ grade-wise / office wise manpower requirements for a specified period using a predefined method of REC (using dynamic formula based on activity drivers and manning norms for various work processes in different divisions / regional offices at different executive / non-executive levels). Also flexibility to change this method as and when required.			
4	Capability to analyze the unit wise, cadre wise, grade wise resources available and required and do a gap analysis with specific time frame.			
5	Capability to issue alerts before any position falling vacant due to separation for any reason like retirement, resignation etc. / term of temporary or contractual employee getting over / expiry of deputation period etc.			
6	Capability to generate a consolidated manpower plan (Institution - wise/ Unit -wise) for approval through work flow			
7	Capability to integrate with the recruitment/ promotion module for filling up of vacancies. System must be capable of filling up the vacancies based on the prescribed reservation norms and rules and thereafter update remaining requirements; the system must be able to reflect the backlog of an unfilled vacancy at a given level.			
8	Capture approved numbers for induction level / lateral hiring with modes of recruitment (deputation/direct)and status of action taken			
9	Able to Capture data for availability of employees based on employee request, if temporary - period of availability, Choice Place of Posting etc. for transfer module			
<b>Organizational Structure</b>				
1	Capability to define cluster based organizational structure (positions) and multiple reporting relationships and integrate with the respective employee data			
2	Capability of providing the 'Drag and Drop' or similar feature for recording changes in the organizational structure (repositioning/ redefining the control structure).			
3	Capability to restrict making changes in the organization structure to authorized persons only			
4	Capability 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			
5	Capability to change/restore/rollback changes to a previous (given) date and report inconsistencies			
6	Capability to generate tree structure giving details of all role holders and reporting employees (defining			

<b>FUNCTIONAL REQUIREMENTS</b>		<b>R</b>	<b>C</b>	<b>N</b>
	reporting and reviewing relationship) at different levels like CO , PO , ZO , department , organizational level etc.			
7	Capability to define position wise/ person wise administrative powers (based on REC Delegation of Power) for organizational units and tightly integrate these administrative power definitions with work flows and approvals.			
<b>Recruitment</b>				
1	Support vacancy and post based Reservation Roster system for recruitment and promotion Able to generate report with details of pending reserved category vacancies			
2	Facility to define the specifications of the vacancy in terms of qualifications, work experience, location considerations, skills/ competencies required, additional certifications/ professional qualifications, etc.			
3	Ability to generate report for all the above functionalities (qualifications, work experience, location considerations, skills/ competencies required, additional certifications/ professional qualifications, etc.) with a provision for querying			
4	Facility to define positions for internal (promotions / reappointment) or external (through induction level / lateral) recruitment			
5	Facility to draw recruitment schedule in accordance with the recruitment plan			
6	Facility to segregate recruitment data from manpower data. Applicant data to form part of manpower data only on final selection and reporting			
7	Facility for managing recruitment for special categories requiring relaxation in norms			
8	Facility for generating advertisement for recruitment using templates for publication on HRMS portal, in media, on website and storing in Advertisement history			
9	Facility to receive online responses from job applicants			
10	Facility to attach documents/ credentials in soft form as a part of the application or at any other time as decided by the institution. The system must generate online application number and the acknowledgement of receipt of application, with a condition that the application is subject to be rejected if the fee has not been paid (in case fee is applicable). Facility for manual intervention and subsequent responses after verification process must be there. Verification process wrt the parameters like University, qualifications, reserved category and other formalities must be complete in all manner. System must save this verification process against the application records			
11	Facility for generation of call letters (through email / alerts) for written test/ interview with allocation of roll numbers and venue and offer letter for finally selected applicants. Should support manual intervention in changing venue/ centre subsequently			
12	Facility to maintain various types of tests and maintain a question/ answer database of each type of test (functional, psychometric, analytical etc.) to be administered as part of the selection process.			
13	Facility to define the evaluation criteria and generation of results post – evaluation Sorting of applications based on skills / qualifications and providing shortlist to selection committee on basis of parameters in advt.			
14	Generation of merit list of candidates on user configurable criteria such as category wise, alphabetically, roll no. wise, score wise etc.			
15	Facility to maintain check list for verification and acknowledgement of various aspects related to			

<b>FUNCTIONAL REQUIREMENTS</b>		<b>R</b>	<b>C</b>	<b>N</b>
	joining viz., medical reports, testimonials, other relevant certificates, etc. including Database of requests for extension of joining and approval / rejection status of the same			
16	Generation of system driven regret letters and/or offer/ appointment letters through both manual as well as electronic modes (in English and Hindi, with additional facility of multilingual console)			
17	Ability to capture details of the policy for recruitment to various cadres in the company			
18	Ability to record payments made to the panel members/ invigilator/ candidates etc.			
19	Should allow for maintaining a checklist of details to be mentioned in each employee's personnel file			
20	Provision to record comments / marks of interviewers at various levels of interviews and applicant attendance with link to seniority list for automatic updation on joining of selected candidates.			
21	Maintain the details of recruitment agency for contract hires and list of approves institutes for permanent hires			
22	Capability to integrate with various job portals (like naukri , monster etc.) for different modes of recruitment			
23	Update action taken status against approved recruitment			
24	Maintain details related to formation of Selection committee and its members			
25	Intimation of Interview schedule to Panel members through alerts			
26	Display of details of selected / appointed candidates in format specified by REC on internet			
	<b>Training</b>			
1	Capability of undertaking training need analysis for various units for creating a training plan using multiple tools e.g. performance management, competency management, training needs / employee development part of appraisal forms in PMS module, succession planning, self nomination (with approval through proper channel) etc.			
2	Provision to define trainings - short term, long term, study tour, seminar/ workshop etc. Provision to capture ad hoc course offers provided by various entities.			
3	Capability to prepare and publish training calendar (Training Master Plan) along with details of trainings (course title, course brief, type/level, date/duration, location/country, funding source like UDAID, REC as a Sponsor field, cost estimates etc.) and seek nominations/ recommendations online. Option to ask HOD / other specific employees for recommendations on Training Calendar and option for reminders. Manual nomination option should also be available.			
4	Capability to design selection criteria (for employees) for various in house/ external trainings especially higher studies. Send timely reminders to nominated employees.			
5	Capability to ensure periodical progress reports of employees and monitor accordingly (particularly for long term study funded by REC). Training Records when the employee underwent training, what types of training, through which institutions the trgs. are conducted, approved training budget			
6	Capability to capture expense details (course fee, travel, and other expenses incurred for the course) through interface with payroll module			
7	Capability to capture pre-departure training formalities including generation of office order, release of foreign exchange, application for visa etc. with link to payroll module. Each office order should have a unique number.			

	<b>FUNCTIONAL REQUIREMENTS</b>	<b>R</b>	<b>C</b>	<b>N</b>
8	Capability to capture training effectiveness assessment / employee feedback after conduct of training and send timely reminders to employees in case of non-completion of feedback			
9	Capability to monitor planned training against actual training conducted based on user defined parameters such as number of trainings, budget, participants etc.			
10	Capability to maintain full training history of all employees. Update Employee Master Data with respect to training attended with corresponding changes under performance management module			
11	Provision for change/cancellation of nomination and confirmation of standby candidates.			
12	Maintain training undergone details (employee wise, course wise, gender, division , project office, cadre, designation, date, month, number of training days/ employee/ year – ascending, descending or individually etc.)			
13	Provision for attachments and sending the same to a selected list of employees			
14	Upcoming Training programs should blink on each User's Screen			
	<b>Promotions</b>			
1	Capture and manage performance targets in goal setting forms as well as actual performance at various levels - Corporate, Departments, Regional Office, Divisions, organizational etc.			
2	Capability to implement Company's career path for various cadres, streams, grades and scales			
3	Ability to draw a competency matrix in the system and define the competencies/ skills/ roles/ responsibilities required at each level/ position for the purpose of promotion. (linked with Competency Management module)			
4	Ability to define rules for promotion eligibility in terms of seniority, performance and achievements, service in years in present level, disciplinary actions, etc. and the candidates who are eligible for promotions (Zone of consideration) must get calculated from system based on the REC Promotion Policy			
5	Ability to enforce relaxations in eligibility norms to reserved category candidates, allocating certain percentage of vacancies for these categories based on Govt. of India norms			
6	Ability to carry out the entire promotion process through work flows including on-line preparation of promotion appraisal forms, recording of recommending / appraising authorities comments and attendance sheet, generation of scores and status regarding pending vigilance cases			
7	Ability to obtain workflow based clearance on vigilance/ disciplinary cases from various authorities			
8	Ability to seek option from the employees meeting eligibility criteria for promotion, an option for participation or opt out and exclude those opting out from the promotion process. Ability to record various declarations from employee like declaration of non-involvement in any criminal case etc.			
9	Ability to upload promotion list and send call letters to candidates found eligible for promotion			
10	Ability to support prospective/ wait list promotions			
11	Ability to generate promotion calendar (to be made user definable) and single page bio data report for each employee due for promotion			
12	Ability to make effective promotion only on reporting at new place in case of officer getting transferred			

<b>FUNCTIONAL REQUIREMENTS</b>		<b>R</b>	<b>C</b>	<b>N</b>
	on promotion and generate periodical detailed report in case of non-reporting.			
13	Ability to do salary fitment / pay fixation on promotion			
14	Capability to handle back dated promotions with respect to promotion policy			
15	Capability to automatically refresh organizational Structure, Seniority List and employee database on acceptance of promotion and relieving (in case of transfer on promotion). Track Relieving and joining of candidates.			
16	Capability to redefine the promotion process on change of policy			
17	Capability to record transfer option of an employee at the time of promotion and generate reports for the management for making transfers on promotion			
18	Process of identifying eligible regular employees, category wise (UR/SC/ST/OBC) and discipline wise, with inter-se seniority and station seniority as per the conditions in REC promotion policy (with link to Performance management module)			
19	Process for updating seniority date with inter-se-seniority by designation and discipline wise, after completion of promotion process.			
20	Process approval for nomination of Departmental Promotion Committee through workflow.			
21	Reminders for intimating interview schedules to the panel members and eligible employees, with a copy of reminder to Admin. Deptt. for making suitable arrangements for interviews			
22	Call letters/ communication for written exam/ interviews to eligible employees			
23	Stores attendance sheet and rating sheet of promotion interviews.			
24	Promotion order preparation and Result announcement to promoted candidates (with capability to intimate promotion results through e-mail).			
25	Process for Cancelling / modifying promotion order			
26	Store and generate Report with status of receipt of Medical Check-up forms and other verification forms after promotion process			
<b>Transfers / Manpower allocation</b>				
1	Capability of automating the transfer (including Job rotation) processes and approvals for all cadre/scale/grade/stream through workflow, based on transfer policy and management decisions taken from time to time, with facility to configure rules linked to Sensitive Posts			
2	Capability to maintain complete history of employee transfers since recruitment with details like stay duration etc.			
3	Capability to perform calculations for arriving at the surplus manpower and vacant positions , regional office / department / cadre / grade wise, through link with manpower planning module			
4	Capability to record employees' request for transfer through employee self service and indicate appropriately at the time of transfer exercise. Record of such request wherever acceded to be maintained.			

	<b>FUNCTIONAL REQUIREMENTS</b>	<b>R</b>	<b>C</b>	<b>N</b>
5	Capability to reflect changes in manpower database after relieving from old posting and joining at new posting			
6	Process for obtaining approvals / recommendations from the respective departments / regional offices and Capability to generate transfer orders after approval of the competent authority is obtained.			
7	Capability to record exemptions given in transfers by competent authority with reasons for the same			
8	Provision to record and generate the transfer orders cancelled/ deferred/ modified. Reminders to controlling officer for relieving in case of transfer / transfer-cum-promotion after defined number of days, with copy to HR division			
9	Ability to generate lists of transfer requests of employees/ recommendations received from controlling officer etc. to be reviewed by the competent authority for deciding on transfers with/ without promotions. The office may also transfer an employee without any request/ recommendation			
10	Ability to generate transfer orders through print/ emails with intimation to employee concerned, controlling officer, HR and other user defined offices / individual employees			
11	Ability to generate relieving letters on transfer. Capability to allow the employees or the controlling offices to fill up handing over/ taking over forms on line			
12	Intimation to payroll module for release of TA based on type of transfer, as per TA/DA policy			
13	Automatic updation of designation-wise manpower allocation across locations / deptt. and station seniority			
	<b>Employee Self Services</b>			
1	Capability to empower employees to enter the data / view/ edit predefined data regarding self e.g. updating of personal records like Bank details, marital status etc. and leave balance, leave status (Cannot be modified), Salary details, loan etc. taken from REC, declare investments for I-T returns, Property returns, Leased accommodation data, Medical information etc. The console shall be in English and Hindi.			
2	Functionality of a bill / benefits system which would also include reimbursements, loans, advances, benefits under various schemes etc. This would have features for submission of online request, tracking approval status and credit/debit the salary account, status of receipt of physical proof/ bills, status of repayment of loans and advances etc.			
3	Capability to remind the employee through self service/e-mail regarding modification or requirement of additional data			
4	Capability to provide links to the important items hosted in various in-house websites/ intranet e.g. important circulars/ instructions/ policy documents etc.			
5	Capability to provide projection features for viewing projections on Income Tax liability, terminal benefits etc			
6	Capability to process approval of leave, bill payments, loans request etc for employees through workflow			
7	Capability of completing, reviewing and approving on-line appraisal/performance form			
8	Capability to apply for or cancel any kind of leave on-line, submit self appraisal and generate			

	<b>FUNCTIONAL REQUIREMENTS</b>	<b>R</b>	<b>C</b>	<b>N</b>
	reminders for employees who have not submitted the Appraisal and respective appraisers with copy to facilitator (HR) and reviewing authority			
9	The system should send the employee confirmations after changes are made online			
10	The system should allow the user to customize various menus			
11	The system should provide workflows to Accommodate multiple levels of review and approval as per REC DoP			
12	System should provide the capability to create new self service transactions as and when required			
13	The system should allow the appropriate authority to provide access to staff performance review information			
14	The system should allow the manager to conduct performance appraisals.			
15	The system should enable appropriate authority to recommend job change actions (promotion, demotion, etc.)			
16	The system should provide employee performance history.			
17	The system should provide appraisal forms, performance plan templates and employee performance plans.			
18	The system should provide access to staff training information.			
19	The system should enable managers to review staff training history.			
20	The system should enable managers to approve training enrolments			
21	The system should provide immediate updates to the core HRMS/ payroll database when data changes complete the workflow cycle.			
22	The system should give managers the ability to create and save their own custom reports.			
23	Capability to conduct on-line employee satisfaction surveys and generate analysis results.			
24	The system should allow managers to view data related to their direct reports as well as drill down to lower levels under their area of responsibility			
	<b>Leave Management and Time management</b>			
1	Capability to mark attendance on-line through the HRMS			
2	Capability to maintain & configure multiple types of leave like casual, earned, study, medical, extraordinary, maternity, paternity etc with provision to define maximum and minimum cap etc and enforce applicable rules. Provision should be there to adjust applied leave days and actual utilized leave days.			
3	Leave balances should be merged/ transferred/ credited through an accrual process in the system automatically based on user defined criteria.			
4	Capability to maintain local holidays and integrate with the leave management			
5	Capability to manage on-line application and track approval status of various kinds of leave through			

	<b>FUNCTIONAL REQUIREMENTS</b>	<b>R</b>	<b>C</b>	<b>N</b>
	workflow			
6	Capability to plan leave(s) to be taken by employees			
7	Capability to approve / de-approve / reject leave through workflow			
8	Capability of record keeping and maintenance of historical data			
9	Capability to integrate the time management with leave management			
10	Capability to integrate with payroll module for calculation and recovery of pay etc			
11	Capability to provide the Manager consolidated status of present/ absent employees working under him/ her			
12	Capability to suggest alternate optimal leave combination to the employee			
13	Capability to link to payroll module for calculation of leave liability			
14	Capability to intimate the controlling officer when an employee goes on unauthorized leave (unmarked attendance) / returns back from unauthorized leave/ extends leave/ reports in the middle of the sanctioned leave period (along with appropriate reduction in sanction)			
15	Capability to pop up a 'to-do' list of system prompted/ user fed tasks at first login of the day in HRMS			
16	Maintain employee leave database.			
17	Facility for auto credit and auto debit of leave as per the leave policy			
18	Report for employee-wise / deptt.-wise / location wise attendance record and early leaving/ late coming record			
	<b>Maintenance of service files</b>			
1	Capability to maintain service files documents in scanned form including date of birth, domicile, disciplinary cases details, photograph etc.			
2	Capability to track the physical location of the service file by recording the file number and place where it is kept so that after HRMS, no physical file movement may be required			
	<b>Discipline / Vigilance / Legal Cases</b>			
1	Ability to capture history of level and severity of disciplinary actions taken against the employee along with office order, reference number etc.			
2	Capability to restrict the access to information to authorized officials and report the audit trail			
3	Capability to restrict and categorize a case as pending, contemplated, cleared etc. for use by other modules e.g. promotion etc			
4	Capability to link to payroll for suspension cases for payment of subsistence allowance			
5	Capability to enforce reduction/ freezing of basic pay, other allowances/ benefits, on account of punishment from the date of service of order. Such reduction order should be reflected on the payroll			

	<b>FUNCTIONAL REQUIREMENTS</b>	<b>R</b>	<b>C</b>	<b>N</b>
	immediately.			
6	Capability to restore original basic pay/ benefits/ allowances and others (before reduction/ freezing) on account of upholding of appeal against the punishment of reduction in pay scale. Such restoration of basic pay should be reflected on the payroll module			
7	Should be able to maintain all the information related to the employee cases. The information that is required is: <ul style="list-style-type: none"> <li>• Status of the case</li> <li>• Categorization of case (for imposing major / minor, special cases) as per REC Conduct, Discipline appeal rules</li> <li>• Charge sheet issued</li> <li>• Reply to charge sheet</li> <li>• Decision of Inquiring authority / Disciplinary authority / appellate authority</li> </ul> Master details about the special cases like robbery, corruption etc are also maintained.			
8	Should be able to maintain the explanations / statement of defence given by the employee			
9	Should be able to maintain the reason for disciplinary case like: <ul style="list-style-type: none"> <li>• Act of Misconduct (Departmental Action)</li> <li>• Criminal Offence (under IPC)</li> </ul>			
10	The system should be able to generate the chargesheet using templates (user definable) and also help the REC in mentioning the punishment from the user defined list of punishment actions			
11	The system should be able to maintain the employee's response to Chargesheet			
12	The system should be able to track the time limits within which the reply from the employee is expected, time within which employee can appeal against disciplinary decision etc. and send reminders accordingly			
13	The system should allow the authorized users to generate the investigation report			
14	System should be able to: <ul style="list-style-type: none"> <li>• Generate penalty orders and update relevant areas (like manpower database module etc)</li> <li>• Track Implementation of penalty orders (like stopping increments etc) on whether action has been taken and feedback from the concerned department</li> <li>• Maintain the documents (in soft form) received from the employee with respect to <ul style="list-style-type: none"> <li>o Appeal</li> <li>o Inquiry details</li> <li>o Details of the presenting officer , Inquiring authority , Disciplinary authority , appellate authority, witnesses and other employees / persons attending the appeals / inquiry</li> <li>o Changes in the punishment (if any) by appellate authority</li> </ul> </li> </ul>			
15	For departmental actions, type of misconduct should be "user defined" in the system eg. theft, fraud, pilferage, absconding etc as defined in REC CDA rules			
16	Should be able to generate report regarding Action Taken against an employee like: <ul style="list-style-type: none"> <li>• Exonerated</li> <li>• Minor penalties like Censure, withholding of promotion etc.</li> <li>• Major Penalties like compulsory retirement etc.</li> <li>• Others (customizable)</li> </ul>			
17	Should be able to retrieve employee details from manpower database module			
18	Should be able to maintain charge sheet details like: <ul style="list-style-type: none"> <li>• case type</li> <li>• letter no</li> </ul>			

	<b>FUNCTIONAL REQUIREMENTS</b>	<b>R</b>	<b>C</b>	<b>N</b>
	<ul style="list-style-type: none"> <li>• letter date</li> <li>• reply date</li> <li>• Other details (customizable)</li> </ul>			
19	Should be able to maintain details regarding appeal / appellate authority decision: <ul style="list-style-type: none"> <li>• Details about appeal</li> <li>• Appeal date</li> <li>• appellate Authority's decision</li> <li>• Final decision</li> </ul>			
20	Should be able to maintain details regarding suspension like: <ul style="list-style-type: none"> <li>• Suspension date</li> <li>• Reason of suspension</li> <li>• date on which reinstated</li> <li>• Others (user defined)</li> </ul>			
21	Should be able to generate progress report of disciplinary cases / appeals and monthly / annual return including: <ul style="list-style-type: none"> <li>• Opening balance</li> <li>• Closing balance</li> <li>• Cases closed</li> <li>• Cases not attended</li> <li>• Reason</li> <li>• Other details (user defined)</li> </ul>			
22	It should allow link between the payroll module and disciplinary actions data for employees.			
23	The disciplinary action record for an employee should provide a link to show current as well historic payroll data for the employee to ensure the implementation of disciplinary action.			
24	The employee master data should be available in a central system and a link to complete history & audit trail of disciplinary actions taken against him / her should be available			
25	The system should be able to calculate the financial impact of the case (total losses incurred w.r.t. each charge sheet, allowance during suspension etc )			
26	The system should be able to maintain the details of court intervention, in case the court gives an order to the company			
27	The system should be able to record the complaints coming from various sources including: <ul style="list-style-type: none"> <li>• Proper channel</li> <li>• From employees</li> <li>• From any other sources</li> <li>• Through public (email)</li> <li>• Anonymous</li> <li>• From web site (through vigilance link on REC website)</li> </ul>			
28	The system should be able to categorize the complaints coming from various sources like: <ul style="list-style-type: none"> <li>• Misconduct as per REC CDA rules</li> <li>• Alleged malpractices, Corrupt activities, Bribery</li> <li>• Criminal misconduct &amp; other irregularities</li> <li>• Other Lapse on part of the employee</li> </ul>			
29	The system should escalate the action to next level of authority			
30	Should be able to handle the complaints including anonymous complaints			

<b>FUNCTIONAL REQUIREMENTS</b>		<b>R</b>	<b>C</b>	<b>N</b>
31	Should be able to send the complaints to competent authority for suitable action			
32	Should be able to classify the type of enquiry (like for imposing major / minor, special procedure in certain cases or other user defined criteria) as per REC CDA rules			
33	Should allow only the authorized users to access the module			
34	For enquiry, the following details must be supported by the system: <ul style="list-style-type: none"> <li>• List of allegations</li> <li>• the statement of the applicant</li> <li>• The statements of all the witnesses</li> <li>• documentary evidence in support of allegation</li> <li>• The statements of all the persons cited in defense</li> </ul>			
35	It should allow the consolidation of statistical data across the company hierarchy (division, location etc.)			
36	The consolidation of statistical data should also be available against other parameters such as <ul style="list-style-type: none"> <li>• Location wise</li> <li>• level wise</li> <li>• other (user defined )</li> </ul>			
37	Capability of providing vigilance clearance through workflow on employee separation, request for passport or visa, forwarding of application for outside post, in case of promotion etc.			
<b>Grievance Redressal</b>				
1	Capability to handle various types of grievances from employees, unions, applicants or third party. Capability to maintain the grievances from various Govt. authorities / commissions and replies must be recorded.			
2	Capability to maintain and monitor the various steps taken as part of the grievance resolution			
3	Capability to generate grievance status reports.			
4	Capability to maintain the final grievance resolution in the system			
<b>Sanction of Exits</b>				
1	Ability to identify the reason of exit e.g. retirement/ compulsory retirement/ voluntary retirement/ death/ resignation/ dismissal etc.			
2	Ability to process the voluntary retirement application as per the rules defined or the particular scheme			
3	Capability to generate retirement notice to concerned departments and retirement proposal at least 2 months (flexibility to be defined by the user) in advance in case of superannuation for sanction s- For other type of retirement/ exit as soon as the papers are submitted/ on-line request is received			
4	Capability to seek vigilance clearance requests discipline / vigilance module before employee separation			
5	Capability to initiate the process for making payment of the retirement benefits / final dues as per applicable rules. Creation of last pay certificate considering all payables to the employee and receivable from the employee. This should be with link to payroll module.			
6	Ability to analyze data relating to exits			

	<b>FUNCTIONAL REQUIREMENTS</b>	<b>R</b>	<b>C</b>	<b>N</b>
7	Capability to process requests for payment of post retirement medical benefits as per applicable rules with link to payroll module.			
8	Capability to send Electronically Developed Mails (EDMs) and reminders for Exit Interview to the concerned employee; record the responses; collate the data and generate reports			
	<b>Pay Fixation</b>			
1	Capability of processing Pay fixation and revision on new recruitment			
2	Capability of processing Pay revision for annual increment			
3	Capability of processing Pay fixation and revision on promotion/ demotion			
	<b>Issue of NOC</b>			
1	System should issue NOC (using templates) for passport, visa, outside post and any other purpose including NOC for re-employment of retired employees as well as existing employees			
2	System should issue no objection letter for availing loan from banks, financial institutions or other entities.			
	<b>Benefits Module</b>			
1	Support various types of loans, advances, reimbursements & other benefits (with link to payroll module) – <ul style="list-style-type: none"> <li>➤ Advances like HBA, Multipurpose advance, travel advance etc</li> <li>➤ Loans like Car Loan, utility, computer, education loan etc</li> <li>➤ Benefits like <del>Company-leased accommodation, Medical</del>, Indoor medical treatment, economic rehabilitation, welfare benefits etc</li> <li>➤ Reimbursements like Petrol, telephone bills etc</li> </ul>			
2	Support functionality to process various types of staff bills / reimbursements			
3	Online Submission of Staff bills and perquisites form (linked to Performance management module) through self- service portal			
4	Facility to generate bills due to be submitted by employees / approval of advances , loans , reimbursement and claims requests			
5	Maintain complete bill claim history of each employee			
6	Online checking , query handling and notification for Bills submitted by employees			
7	Provide automated dispatch of Bills approvals/ clearance details to all employees having email ids and print for those who do not have email ids			
8	Generation and electronic transfer of Bills approvals details to employees and facility to credit the bills amount to the respective Bank Accounts of the employees			
9	The monthly loans related deductions should automatically recorded to the respective loan account of the employee. Employee should be able to generate their loan balances at any point of time through self service portal			

<b>FUNCTIONAL REQUIREMENTS</b>		<b>R</b>	<b>C</b>	<b>N</b>
10	Maintain complete loan history of each employee			
11	System should have the capability to define the loans and its various characteristics such as periodicity, interest rate, ceilings details etc			
12	System should be able to attach loan sanctioning rules to every loan type			
13	Facility for employees to check their entitlements on various benefit schemes.			
14	Facility to staff to submit / modify their dependents details through self-service portals			
15	Auto-calculation and tracking of entitlements, accruals and balance			
16	Update approved and remaining Budget for various loans and advances			
17	Store details of status of repayment of loans and advances . This is linked to payroll module			
<b>A) Insurance</b>				
1	Capability to define various insurance schemes with premium and group insurance data generation			
2	Recording accident, claims, and any compensation			
<b>B) Management of tours and travel</b>				
1	Facility to apply online for tours and travel by the employees and online approval by concerned authority			
2	Support tours and travel cancellation, extension, postponement etc			
3	Ability to maintain air/railway/ transport rates with respect to distance specified			
4	Sanction of advance against the tours and travel application			
5	Generation of reminder letters if tours and travel final bill is not submitted within the prescribed time			
<b>Deputation /lien</b>				
1	The system should have the ability to handle deputation to and from other organizations.			
2	The system should have the capability to record history information on Deputation			
3	The system should have the ability to generate reminders for repatriation at least (...) months (user definable) in advance before repatriation of officer is due from other organization			
4	The system should have the capability to generate list of officers on deputation. Deputation History of a person on deputation must be maintained.			
5	The system should have the ability to record Leave, salary, PF contribution/ gratuity contribution			
<b>Welfare Schemes</b>				
1	The system should allow defining and configuring of Staff Welfare Schemes with various criteria & rules			

<b>FUNCTIONAL REQUIREMENTS</b>		<b>R</b>	<b>C</b>	<b>N</b>
2	The system should handle various Welfare Schemes like. Farewell gift, funeral expenses, artificial appliances (like hearing aid etc.), OPD for special diseases, conduct of sports tournament etc.			
<b>Performance and Competency Management</b>				
1	Ability to support different types of appraisal forms for different levels. Also ability to support separate Annual confidential Reports for General Manager and above level executives and employees below level of GM			
2	Ability to define the period for which appraisal is being carried out - To be linked with Transfers module			
3	Ability to support the existing performance appraisal system for all grades of employees through proforma based templates including the targets / goals and achievements as the case may be. Depending upon the designation of the employee, certain performance appraisal parameters like competencies for various management clusters, are there in the proforma. This is used for online goal setting as well as goal setting discussion with the superior			
4	Facility to review the Goals set earlier and change them during the performance period with adequate rights i.e. both employee and reviewer should mutually agree for the change the preset goals which should get recorded in the system			
5	Ability to maintain past annual appraisal reports on scanned format as well as through templates			
6	Capability to provide for both periodical and ad-hoc appraisal system			
7	Capability to record self appraisal, supervisor/s' appraisal and final appraisal, mid year review, through workflow			
8	Capability to link with organizational chart for reporting , reviewing and countersigning relationships during the financial year			
9	Facility for identifying and recording the training needs/ gaps identified during the appraisal process (provided a higher authority wants and feels the need for such training). This forms an input to the training needs assessment.			
10	Capability to record feedback (mid term) report due to change in assignment or change of appraiser or two or more appraisers provided he has worked under one appraiser for more than (....) months			
11	Capability to integrate with payroll for sanction of performance incentives through workflows. Capability to record feedback on the integrity of the officer during performance appraisal.			
12	Capability to maintain history of performance appraisals. This is required up-to his tenure of service.			
13	Support to generate reminder letters/ mails to the employees/ appraising authorities in case of non-submission of appraisals, goal setting etc. Capability to record the disciplinary actions taken against the employee in case of default.			
14	Capability to generate memo letters/ mails for the employees in case of unsatisfactory performance			
15	Capability of recommending confirmation of employees who are on probation, post recruitment or on promotion, based on the performance feedback / controlling officers' remarks.			
16	Capability of providing feature to employees for recording achievements for appraisal / self appraisal during appraisal period			

FUNCTIONAL REQUIREMENTS		R	C	N
17	Capability to advise / communicate adverse remarks raised in the Appraisal to the employee			
18	Capability to communicate to the concerned employee unacceptable performance related behavior			
19	Capability to communicate to the employee , the employee duties and obligations as defined by controlling officers			
20	Capability to generate suspension and termination orders (should be part of disciplinary cases) in case of serious matters			
21	Capability to arrive at the final rating by taking weighted average of rating provided on each KPI and competencies, collate ratings and draw a forced distribution curve department wise/grade wise etc, Provide tentative ratings based on forced distribution curve and record changes in this rating after moderation;			
22	Capability to record various dates such as submission of self appraisal, appraisal by appraiser and reviewer etc.			
<b>Industrial Relations</b>				
1	All IR matters whether to do with court cases, union settlements etc. should be handled			
2	Capability to define unions/ federations/association (called union hereafter) in the system and maintain their details			
3	Capability to tag employees to the union and arrive at membership details			
4	Capability to record the demands made by the Unions for follow up and recording of final resolution			
5	Capability to record absence of employees on strike and generate statistical report on the details on strike under different categories etc.			
6	Capability to generate statistical and individual strike details under various heads such as location / dept. wise, days wise, date wise, number of man hours lost etc.			
7	Capability to initiate a workflow for recording of grievance and its redressal			

## 2) PAYROLL ADMINISTRATION

FUNCTIONAL REQUIREMENT		R	C	N
<b>Please Mention The Make, Model and Version of the Product</b>				
<b>Payroll</b>				
1	Allow for tight integration with Financial Accounting systems			
2	Audit trails for all system activities			
3	Support alert features about scheduled dates like receipt of payments			
4	Provide customizable workflow for all internal processes and approvals associated with the payroll system			
5	Provision for TDS calculations (if any) & tracking of TDS payable to the Government of India			
6	The system may provide for interface to interact with / migrate data available in the existing system to the proposed ERP. Currently the salary processing of employees is taken care of by an oracle based system. The attendance records are maintained through a software at Corporate Office and also manually. In future, there should be a provision to interface the attendance capturing machines and			

	FUNCTIONAL REQUIREMENT	R	C	N
	leave management module (of HRMS) with the ERP.			
7	There should be a single employee master and it should be integrated with all the company codes / cost centres with which employees are associated.			
8	Approval limits for expense reimbursement should be configured based upon the hierarchy limits.			
9	There should be a field in the master to reflect the cost center to which an employee is associated.			
10	Provision to allocate cost of employee based on his/her associated cost centers			
11	TDS, PF or any other such returns should be available online			
12	EDI of salary information to the bank account			
13	<p>The system should allow for the creation of user defined components of pay like:</p> <p>For the Month of</p> <p>Header of Allocation:</p> <p>Accounting Unit Location Code</p> <p>Classification Description</p> <p>Basic Leave Encashment-Formula based</p> <p>Bonus (Yearly)-Formula based</p> <p>Arrear Basic</p> <p>DA and DA Arrear-Formula based</p> <p>HRA and HRA Arrear-Formula based</p> <p>In case of death benefits to spouse (BP + DA) etc</p> <p>Spl. Pay and Spl. Pay Arrear</p> <p>Perks and perks arrear</p> <p>Incentive-Formula</p> <p>Miscellaneous (1 to 4 )</p> <p><b>Deductions:</b></p> <p>Income tax- Formula based</p> <p>Loan-Variable</p> <p>GLIS</p> <p>CPF- Formula based</p> <p>CPF Loan</p> <p>Additional CPF (Voluntary CPF)</p> <p>House Building Advance</p> <p>HBA Interest</p> <p>Conveyance Advance</p> <p>Conveyance Advance interest</p> <p>Miscellaneous (1-5)</p> <p>Total Deductions</p> <p>Net Payable</p> <p>Total Dr.</p> <p>Total Cr.</p> <p>Multipurpose Loan</p> <p>Welfare Loan (Like marriage Loan, household goods etc)</p>			
14	The system should allow the calculation of pay structure based on compensation rules like Years of service ,Grade Pay, scale Location Employee type like executives, non-executives, deputation, contractual hires etc., Others (user defined)			
15	The system should allow the salary to be split across different heads			
16	Provision of wage revision arrears calculation.			
17	The system should allow pay types based on user defined cycles of pay (Monthly)			
18	The system should have the provision to override the standard rate of pay for individual employees based on required authorization			
19	The system should allow the setup of multiple payrolls with different payroll administrators & combining of payroll			
20	The system should allow restriction of administrative functions to a few select payroll users			
21	The system should have a data upload facility to upload historical payroll data.			
22	The system should allow the maintenance of slab wise details for statutory elements like Income Tax as well as user defined elements			

	<b>FUNCTIONAL REQUIREMENT</b>	<b>R</b>	<b>C</b>	<b>N</b>
23	Provision to calculate reduction in salary based on attendance policy (such as time allowed for delay or location etc) of Organization as a fixed component or as x% of salary or hourly charges			
24	The system should perform advance payments: Fixed value amounts or formula based amounts			
25	The system should allow for deductions that might be Organization rules like House Building Advance, Income Tax/ Surcharge etc			
26	The system should allow for, but not be limited to, the following Loans and Advance payments Interest Free Advances Interest Bearing Advances Short Term Advances Long Term Advances			
27	Provision to include fringe benefits as part of employee salary and to calculate required tax deductions as per the taxation norms and rules of Organization			
28	The system should allow the cap of deductions at user defined fixed values or as a percentage of some pay elements/ flexibility to relax user defined caps			
29	The system should allow the following calculation of one time payment of allowance and /or deduction: Incentive, arrear, ex-gratia, uniform, lease accomodation, etc By amount: enter amount to be deducted or payable By days: enter number of days for system to compute the amount based on basic pay or gross pay and/or any other component of pay By Percentage: enter percentage for system to compute the amount based on basic pay or gross pay and/or any other component of pay			
30	The system should calculate recurring payments and/or deductions using the same criteria as one time payment/ deduction			
31	Allow for input of start and end date for recurring payment/ deduction			
32	The system should be able to process payroll on the following frequencies: Monthly, Off cycle payroll run must be possible, On-demand (i.e. terminations, pay advance, court order, ratification)			
33	For each employee, system should use Employee Master Data of HRMS such as: Name of employee Employee ID/No Designation PF Account No. Name of Bank Bank Account PAN No. Name of Father/ Husband , Mother /Wife Date of birth Basic pay Date of Joining service Nomination Details Name and address of nominee Relationship with subscriber Age of nominee Share payable to each nominee Other user-defined fields			
34	The system should automatically update payroll database for changes in employee record without interfering with payroll processing (e.g. Promotions in the middle of month)			
35	The system should automatically update payroll database when authorized person and Department makes pay rate changes			
36	The system should be able to make back dated calculations			
37	The system should reflect payroll adjustments in correct pay period			
38	The system should have full and final settlement process in place including –  Gratuity calculation Leave encashment calculation Other applicable salary payments and recoveries			
39	The system should provide a final settlement report for each terminated employee			

	<b>FUNCTIONAL REQUIREMENT</b>	<b>R</b>	<b>C</b>	<b>N</b>
40	The system should have provision to suspend payroll runs or control final settlement processing on a case to case basis			
41	The system should have the provision to run separate incentive runs			
42	The system should provide the capability to handle unlimited pay account codes and drawing banks			
43	The system should have a provision to process arrear and backdated payment calculations			
44	Provision to recover advances in subsequent pay periods with single / multiple transaction			
45	The system should maintain earnings history information (i.e. a record of all pay of all activity) for each employee for a user specified period of time			
46	The system should support multiple banks or savings institutions per employee			
47	The system should provide for electronic transmission of direct deposit			
48	The system should have linkage to leave, punishments (like. suspension should result in subsistence allowance), promotion, location, qualifications			
49	The system should calculate HRA rebate			
50	There should be a report generated before posting of salaries at month end. This would ensure that the system allows checking of data prior to posting			
51	Raise alerts to the pre-defined users in the event that payment of payroll related statutory obligation are being delayed			
52	Take care of increments on due date and should also generate alerts accordingly			
	<b>Information Capture</b>			
53	Automatic updation of master data of newly joined employee from HRM module			
54	Automatic updation of leave from HRM module			
55	The system should capture different employee categories			
56	The system should capture the following organization information: Tax organization PF organization			
57	The system should capture previous employment information like Designation Annual salary- The annual salary cycle is from..... to ..... for taxation purposes. Leave encashment amount Gratuity amount Gross earnings for the current tax year PF deduction for the current tax year TDS deducted for the current tax year			
58	The system should capture company/ Organization information like Organization/ Company Registration Number Legal name Establishment Registration Details Employer Classification Income tax details Department/ Division Details			
59	The system should capture termination settlement details like Notice Period Pay Leave encashment information Retrenchment compensation Voluntary retirement PF settlement details Loan recovery Gratuity details Lien payments			
60	Flexibility to calculate overtime for different locations at different rates			
	<b>Support for allowances, reimbursements etc.</b>			
61	Release of various advances (user defined) against salary			
62	Employee wise recovery position, recovery list and outstanding balances list - month wise or as user defined			
63	Support calculation and payment of arrear/bonus with consequent tax adjustments			

	<b>FUNCTIONAL REQUIREMENT</b>	<b>R</b>	<b>C</b>	<b>N</b>
64	Support Payment of reimbursements (like medical, telephone, local travel etc), allowances, recovery and taxation (if any) thereon			
65	Support recovery of contributions to various schemes like GSLI			
66	Provision of loan component like housing loan etc. to be adjusted against the employee salary			
67	Support payment of allowances like TA and any other user defined allowances			
68	Support recovery of all other types of loans with reports like recoveries made, overdue list etc			
69	Support calculation of incremental arrears with consequent tax adjustments			
70	Support payment of salary arrears with tax adjustments. Also support payment of arrears calculated in user defined installments or in lump sum.			
71	Automatic calculation of PRP on financial year basis based on certain parameter, for eligibility like MOU rating, % of Annual Basic pay, % of PBT, and executive performance rating.			
72	Separate sub module for contract employees			
73	On-line query of any Loan/Advances application status / Deduction / Balance status			
	<b>Taxation</b>			
74	Ability to define tax rules to determine employees tax liability as per changes by the Organization/ local statutory legislation for actual tax liability of employee			
75	Facility to provide investment declaration form in electronic format. The employee will be required to fill and submit the form electronically so as to automatically update salary record and tax calculation by the system			
76	The system should ensure support for major statutory reports/ certificates of taxes in the user defined format			
77	Also should support generation of employee's individual tax returns and generation of eTDS data			
78	The system should record employees' perquisites and other information relevant in computing their tax liability as tax components			
79	The system should complete calculation and deduction of tax automatically / user defined			
80	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			
81	Provision to manually adjust taxable earnings (in case of income from other sources, investments etc.)			
82	The system should support separate tax tables for incentive pay calculations as per applicable rules and regulations			
83	The system should handle exemptions and rebates as per the income tax rules			
84	Provision to calculate professional tax deductions with exemptions, arrears and generation of related reports and receipts			
85	Provision to establish deduction limits based on various parameters like: 1. Employee 2. Job Classification 3. Company 4. Benefit plan 5. Salary			
86	Provision to make deductions effective: 1. In the current period 2. In any pay period or periods selected 3. In any user-defined frequency selected 4. Between user-defined start and stop dates 5. Until an user defined limit is reached			
87	Start and stop dates for deductions should be maintained: 1. On the employee master file 2. On employee level			
88	Provision to reverse deduction to be included in next paycheck if incorrectly withheld/ option with user			
89	Ability to determine deduction amounts by: 1. Amount of earnings 2. Percent of earnings 3. Number of hours			
90	Provision to prioritize deductions: 1. Using the deduction code 2. Using a separate priority number			
91	Ability to be prompted by system when employee status changes to leave to determine how deductions will be paid while on leave			
92	Ability to apply or stop various deductions based on employee status changes (e.g. Leave of absence)			
93	The system should provide the functionality for: 1. Online savings detail entry 2. TDS deposit details and linkage with TDS deduction. 3. Arrear calculation module 4. Monthly summary 5. Payroll 6. Deduction schedule 7. Others			

	<b>FUNCTIONAL REQUIREMENT</b>	<b>R</b>	<b>C</b>	<b>N</b>
94	Should be able to generate CTC report for various level of employees, should also facilitate generation of projected employee costs based on certain estimated hike.			
95	Should be able to integrate with HR module to monitor attendance and leave records and use the data in payroll processing			
96	Should facilitate employee cost allocation based on pre-defined parameters			
97	The system should handle tax exemptions as per the Income Tax rules			
98	Should have the facility to adjust excess/ short deduction of TDS			
	<b>Payslip Run</b>			
99	The system should provide for online ad-hoc calculation of employees pay slip amount			
100	The system should perform on-line calculation of pay and benefits for terminated employee based upon termination date			
101	The system should have the ability to evaluate different scenarios for change in payroll structures			
102	System should provide an impact analysis tool for analysis of impact of revision of any/ all components like pay, allowances, deductions etc.			
103	The system should display the status of the payroll calculations			
104	Provision to run payroll multiple times before finalization to ensure accurate pay computation			
105	The system should post the amount of salary paid for each element of pay for an employee, based on the relevant General Ledger account code and employee cost center information to General Ledger. Financial postings include: 1. Element 2. Amount 3. GL Account 4. Cost Centre			
106	The system should post salary payment advice including multiple payment methods such as bank, cash and cheque to General Ledger			
107	Provision to issue third party cheques			
108	Payslip should be generated with the following details, with a flexibility to alter the various components: 1. Taxable and non-taxable components in separate columns 2. Tax till date, calculated, recovered, projected 3. Loan balances and no. of installments deducted/ left showing details of interest accrued 4. Provident fund opening balance, interest till date, closing balance etc.			
	<b>PF and Terminal Benefit Management</b>			
109	The system should support – Provident fund (PF) recovery employee wise PF computation percentage Voluntary PF Definition of PF trusts and characteristics (in terms of Exempted, excluded, etc.) Provident fund reports monthly / annually (Form 5, 10, 12A, 3A, 6A etc) Employees Ledger of PF Calculation of Interest.			
110	The system should handle provident fund rules like Calculate and deduct contributions according to the respective statutory acts/ company policy etc. Maintain individual CPF accounts and generate individual account slip for every financial year			
111	Payroll Accounting - Posting to Expense account Posting to Balance sheet account Posting to Vendor account			
112	System should support pooling the monthly contribution of CPF in to the CPF management system			
113	System should support CPF settlement process including generation of settlement sheets and relevant vouchers for accounting			
114	System should support calculation of periodic interest and crediting the amount to the accounts			
115	System should perform CPF application processing, loan / withdrawal sanctioning, loan disbursement, modification of loan installments, loan short closure, recovery through payroll, final settlement during closing, transfer for different type of CPF loans			
116	System should have the facility to credit sanctioned CPF loan / withdrawal amount directly to their respective accounts			
117	System should generate all types of MIS reports as per request of Bank (like CPF ledger, CPF loan Ledger, CPF rule, Gratuity rule (online) etc.)			
118	System should maintain nominee details and payment to nominee in case of death of an employee			

	<b>FUNCTIONAL REQUIREMENT</b>	<b>R</b>	<b>C</b>	<b>N</b>
119	CPF returns and other statutory forms			
120	System should generate all types of reports/ registers related to CPF management			
	<b>Gratuity Management</b>			
121	System should perform gratuity calculation, provision & accounting employee wise as per user defined rules			
122	System should perform forfeiture of Gratuity in case of dismissals etc.			
123	System should generate gratuity payment cheques			
124	System should maintain nominee details and payment to nominee in case of death of an employee			
125	System should generate all types of reports/registers related to gratuity management			
	<b>Reports/MIS</b>			
126	The system should have the mandatory forms and reports like: 1. IT declaration forms like Form 16, Form 24 etc. etc. 2. Earnings/other income outside salary 3. CPF form 4. CPF receipt 5. Payroll Register 6. Payslip (including leave/other payment details, IT deducted) 7. Perks calculation 8. Leave encashment 9. Tax calculation (at any point of time) 10.e-TDS returns ( capable of being uploaded to NSDL)			
127	The system should have an online payslip			
128	The system should have provision for generating ad-hoc payroll reports including Yearly Burden based on people retiring			
129	The system should have provision for generating user defined reports			
130	The system should provide the following current year to date totals on earnings statement: 1. Income tax; 2. Any standard or user defined deduction; 3. Any standard or user-defined pay type			
131	The system should display leave status information on earnings statement			
132	The system should display absence status information on earnings statement			
133	Last pay certificate on transfer/ separation, service particulars – post and location			
134	TDS receipt at user-defined frequency (quarterly, yearly, etc)			
135	The system should be able to generate the reports for each employee to show individual employee records which regards to leave register/expenses/PF details etc.			
136	Generation of payroll statement and comparative payroll statement of different months.			

### B. Specifications of Server Type 1

<b>Technical Specifications For Server Type 1 (APPLICATION)</b>			
S.No	Parameter	Specification	Compliance (Yes/No) / Details as Asked
1	<b>Model Name</b>	Make & Model quoted by the bidder	
2	<b>CPU Speed</b>	Intel® Xeon® X5650 2.66GHz, 12M cache, 6.4 GT/s QPI, Turbo, HT, 6 Cores/processor or more	
3	<b>Core/processor</b>	6 or more	
4	<b>CPU Frequency</b>	Intel 2.66 GHz or Higher	
5	<b>L3 Cache</b>	12MB or Higher	
6	<b>No of CPU-Min</b>	Machine to be supplied with 2 Processors (Total 12 Cores) or Higher	
7	<b>No of CPU/Sockets-Max</b>	2 or Higher	
8	<b>Chipset</b>	Suitable Intel 5500 from OEM or Higher	
9	<b>DIMM Slots</b>	18 or Higher	
10	<b>Memory Configuration</b>	The System has to be supplied with 32 GB RDIMM operating @1333 MHz using 8GB DDR3 Modules	
11	<b>Memory Maximum</b>	The System has to support a maximum Memory of 256GB or Higher	
12	<b>RAID Controller</b>	RAID Controller with 512MB Battery Backed Cache to Support RAID Levels 0,1,5,10,6	
13	<b>HDD</b>	The system should support at least 8 Nos of 2.5 / 3.5 inch Hot Plug Hard Disks or Higher	
14	<b>HDD Required</b>	The System Should be Supplied with 5 Nos of SAS 6G 15K RPM 300GB HDD to be configured in RAID-5 with at least additional One Hot Spare or Higher	
15	<b>I/O Expansion Slots</b>	4 PCI-Express Slots or Higher	
16	<b>Network</b>	2 Nos of 10/100/1000 Dual Ethernet Ports(4 Ports) embedded with TOE	
17	<b>USB</b>	4 or more USB Ports to be supported	
18	<b>Video Controller</b>	On Board Video Controller of at least 8 MB	
19	<b>Optical Drive</b>	DVD Read Write Drive	
20	<b>Form Factor</b>	Rack 2U or less	
21	<b>Remote Management Hardware</b>	OEM management software Web-based user interface, should automatically detect supported systems as they are added to the network, remotely installs an operating system onto bare-metal systems across the network. One-to-one systems management solution in two ways: from an integrated, Web browser-based Graphical User Interface (GUI) and from a command line interface (CLI) through the operating system. Server Administrator should be designed for system administrators to manage systems locally and remotely on a network. Server Administrator should allow system administrators to focus on managing their entire network by providing comprehensive one-to-one systems management. Software web based update should be scheduled for availability of new updates and configure e-mail task to notify for new updates. Active Directory authentication and authorization, OS-independent continuous video console, Should Support virtual; floppy, CD, and DVD media. Virtual	

<b>Technical Specifications For Server Type 1 (APPLICATION)</b>			
<b>S.No</b>	<b>Parameter</b>	<b>Specification</b>	<b>Compliance (Yes/No) / Details as Asked</b>
		media encryption, E-mail and SNMP alerting. Auto Alerts on Failure of physical components like FAN, CPU, Memory etc	
		Standard BMC with IPMI 2.0 support and Remote Management Hardware to be offered , Power Monitoring Feature Using Industry Standard PMBus 1.1	
22	<b>OS Certification</b>	Windows Server 2003 Enterprise, Windows 2008 Enterprise, SUSE 10 Enterprise, RHEL AS 5, VMWARE ESX Server latest edition	
23	<b>Operating System</b>	Red Hat Enterprise Linux latest version with 3 Years Support	
24	<b>Warranty</b>	Three Years Onsite Comprehensive Warranty Maintenance for Both Hardware and Software (24/7)	
25	<b>Redundancy</b>	The System should be supplied with Redundant Fans and Power Supplies.	
26	<b>System Driver &amp; Utilities</b>	The drivers for the system supplied on a Flash Card/CD/DVD Media	
27	<b>Accessories</b>	The system has to be supplied with Rack Mount Kit & Cable Management ARM. Accessories to connect to IP-KVM Switch should be supplied	
28	<b>Benchmarking</b>	The bidder to enclose standard benchmarking data of the proposed platform for the application along with extrapolated benchmarked data, if required for the proposed solution.	

### C. Specifications of Server Type 2

<b>Technical Specifications For Server Type 2 (DATABASE)</b>			
S.No	Parameter	Specification	Compliance (Yes/No) / Details as Asked
1	<b>Model Name</b>	Make and Model quoted by the bidder	
2	<b>CPU Speed</b>	Intel® Xeon® E7-2830 2.13GHz, 24M cache, 6.4 GT/s QPI, Turbo, HT, 8C 105W or Better	
3	<b>No Of Cores</b>	8 or Higher	
4	<b>CPU Frequency</b>	Intel 2.13 GHz or Higher	
5	<b>L3 Cache</b>	24MB or Higher	
6	<b>No of CPU-Min</b>	Machine to be supplied with 2 Processors (Total 16 Cores) or Higher	
7	<b>No of CPU/sockets-Max</b>	Should be upgradable to 4 processors	
8	<b>Chipset</b>	Suitable Intel 7500 from OEM or Higher	
9	<b>DIMM Slots</b>	32 or Higher	
10	<b>Memory Configuration</b>	The System has to be supplied with 48 GB RDIMM operating @1333 MHz using 8GB DDR3 Modules	
11	<b>Memory Maximum</b>	The System has to support a maximum Memory of 512GB or Higher	
12	<b>RAID Controller</b>	RAID Controller with 512MB Battery Backed Cache to Support RAID Levels 0,1,5,10,6	
13	<b>HDD</b>	The system should support at least 6 Nos of 2.5 / 3.5 inch Hot Plug Hard Disks or Higher	
14	<b>HDD Required</b>	The System Should be Supplied with 5 Nos of SAS 6G 15K RPM 300GB HDD to be configured in RAID-5 with at least additional One Hot Spare or Higher	
15	<b>I/O Expansion Slots</b>	7 PCI-Express Slots or Higher	
16	<b>Network</b>	2 Nos of 10/100/1000 Dual Ethernet Ports(4 Ports) embedded with TOE	
17	<b>USB</b>	4 or more USB Ports to be supported	
18	<b>Video Controller</b>	On Board Video Controller of at least 8 MB	
19	<b>Optical Drive</b>	DVD Read Write Drive	
20	<b>Form Factor</b>	Rack 4U or less	
21	<b>Remote Management Hardware</b>	OEM management software Web-based user interface, should automatically detect supported systems as they are added to the network, remotely installs an operating system onto bare-metal systems across the network. One-to-one systems management solution in two ways: from an integrated, Web browser-based Graphical User Interface (GUI) and from a command line interface (CLI) through the operating system. Server Administrator should be designed for system administrators to manage systems locally and remotely on a network. Server Administrator should allow system administrators to focus on managing their entire network by providing comprehensive one-to-one systems management. Software web based update should be scheduled for availability of new updates and configure e-mail task to notify for new updates. Active Directory authentication and authorization, OS-independent continuous video console, Should Support virtual; floppy, CD, and DVD media. Virtual	

Technical Specifications For Server Type 2 (DATABASE)			
S.No	Parameter	Specification	Compliance (Yes/No) / Details as Asked
		media encryption, E-mail and SNMP alerting. Auto Alerts on Failure of physical components like FAN, CPU, Memory etc	
		Standard BMC with IPMI 2.0 support and Remote Management Hardware to be offered , Power Monitoring Feature Using Industry Standard PMBus 1.1	
22	<b>OS Certification</b>	Windows Server 2003 Enterprise, Windows 2008 Enterprise, SUSE 10 Enterprise, RHEL AS 5, VMWARE ESX Server latest edition	
23	<b>Operating System</b>	Red Hat Enterprise Linux latest version with 3 Years Support	
24	<b>Warranty</b>	Three Years Onsite Comprehensive Warranty Maintenance for Both Hardware and Software (24/7)	
25	<b>Redundancy</b>	The System should be supplied with Redundant Fans and Power Supplies.	
26	<b>System Driver &amp; Utilities</b>	The drivers for the system supplied on a Flash Card/CD/DVD Media	
27	<b>Accessories</b>	The system has to be supplied with Rack Mount Kit & Cable Management ARM. Accessories to connect to IP-KVM Switch should be supplied	
28	<b>Benchmarking</b>	The bidder to enclose standard benchmarking data of the proposed platform for the application along with extrapolated benchmarked data, if required for the proposed solution.	

#### D. Specifications of Rack

Technical Specifications of 42U Rack			
Sr. No.	Feature	Description	Compliance (Yes/No) / Details as Asked
1	<b>Model Name</b>	Make and Model quoted by the bidder	
2	<b>No. Of Server Racks</b>	01 Number	
3	<b>Required Capacity &amp; Design</b>	42U 800mmW/1000mmD	
		Fully perforated front & back door and side panels, holes should be evenly distributed from top to bottom to permit adequate airflow (equivalent to 64 percent open areas for ventilation)	
		Colour – Black (Preferably)	
		Rack doors should having locking arrangements both front panel and rear panel	
		Adequate clearance between the installed rack component and the side panels of the rack	
4	<b>Accessories</b>	One number Earthing Kit	
		One number Fan Housing Unit with 4 fans	
		One number Cable Manager Horizontal 1U	
		The bidder should provide 2 (Two) Nos. Power Distribution Units (PDU) - PDU should have a 15A MCB, a neon Indicator, 10 x Indian Style Sockets (5 A / 15 A) and a 3.0 meter cable for connection to the external power source.	
		Castors (One set of 4)	
		One number Stationary Shelf	
		One number Keyboard tray rotary with slides	
		Two Numbers Mounting hardware (Each Pack of 10)	
		17-inch LCD rack console integrated with single-user, 8-port 1 U rack mount KVM switch with PS/2 and USB support and cables etc	
		Keypad Digital Lock	
		One number Temperature Indication Unit	
		Two numbers Cat 6 24 port Jack Panel for Rack,	
		The bidder should terminate the Jack Panel and its necessary components using Cable Manager.	
		5	<b>Warranty and Support</b>
6	<b>Additional Services/ Features</b>	The bidder shall have to provide Installation, Configuration, Commissioning Support as per requirements of REC.	
		The bidder shall have to mount existing servers in the rack and will have to provide the rack mounting kit accordingly.	
		Compliance to EIA-310-D	
		The bidder has to supply Rack design diagram.	
		Appropriate Cables for connecting K/B, Monitor, Mouse etc to be provided.	

### E. Specifications of Storage System

Technical Specifications of Storage System			
Sr. No.	Feature	Description	Compliance (Yes/ No) / Details as Asked
1	<b>Model Name</b>	Make and Model quoted by the bidder	
2	<b>No. Of Storage Systems required</b>	01 Number	
	<b>Storage Model</b>	The Storage System Should be Dual Controller model for redundancy purpose. Two numbers of Controller should be provided in cluster configuration for high availability.	
3	<b>Processor</b>	1 Intel Xeon Quad Core	
4	<b>Required Capacity</b>	4 TB usable space	
5	<b>Disks</b>	4 TB usable space on RAID 5 with 15K RPM 600GB SAS drives. One additional global hot spare should be provided.	
6	<b>Spindles Flexibility</b>	The storage should have option for SAS/NL-SAS Drives/SATA	
7	<b>Architecture</b>	The storage system should be provided with 12 GB or more Cache per controller with 24 GB or more cache in dual controller. The storage system should be supplied in dual controller architecture for high availability.	
		Should be a Unified SAN with iSCSI SAN and NAS functionality.	
		The storage system should support minimum 4 front end ports of 1 Gb ethernet per controller.	
		Storage system should not be a windows NAS and should be an optimized OS for NAS and unified SAN.	
		The storage system must support replication	
8	<b>Features (If any of the features mentioned requires license the same should be included as part of the BOM and shall be deemed to be part of bidder's quote)</b>	Should support snapshot feature and license for complete configured capacity should be provided for the same.	
		Should support replication. 1 to 1 and 1 to many replication should be supported. Also the replication should be bi-directional license for the replication should be provided for the configured capacity.	
9	<b>Protocols Supported</b>	The storage must support CIFS (SMB 1), NFSv3, NDMP, SNMP, NTP, iSCSI protocols for use with different applications.	
10	<b>Storage Scalability</b>	The Storage System should be scalable at least 84 or more drives.	
11	<b>Maximum File System</b>	The Storage System should support at least 256 Filesystem.	
12	<b>Maximum File Size</b>	The Storage System should support minimum 4 TB file size and any size of file as supported by the operating system	
13	<b>Snapshot</b>	The Storage System should support at least 256 or more snapshots.	
14	<b>RAID configuration</b>	The Storage System should support RAID 0,1,5,6,10.	
15	<b>Quota</b>	The Storage System should support quota management.	
16	<b>Cache Protection</b>	Cache should be mirrored between the controllers. Must support either Cache battery backup for a minimum of 72 hours during power failure to prevent possible data loss or cache de staging to disk.	
17	<b>No single point of failure Architecture</b>	Storage should be configured in a No-Single-Point-of-Failure Architecture.	
18	<b>Backup</b>	The storage system should support Network Data Management Protocol (NDMP) backup.	
19	<b>Management</b>	Entire system must be manageable from a web-based single, secure interface without requirements for a separate management device or server.	

Technical Specifications of Storage System			
Sr. No.	Feature	Description	Compliance (Yes/ No) / Details as Asked
		The storage system should be manageable from Command Line Interface(CLI) also	
		Management software should be supplied with storage system Array.	
		Auto Alerts on Failure of physical components like CPU, Disk, Memory etc.	
		Hot Repair Facility	
20	<b>OS/Host support</b>	Industry leading Operating System platforms including: Windows Server® 2003, Windows Server® 2008, RHEL-5®, AIX, VMware®, Hyper-V®.	
21	<b>Controller software and Non-Disruptive Upgrade</b>	The storage system firmware should be upgradeable for functionality improvement and enhancements. The storage system must support non-disruptive upgrade.	
22	<b>Rack Mountable</b>	The proposed solution must be rack mountable.	
23	<b>OEM vendor must meet the following</b>	The implementation and on-site support services for the duration of the contract shall be provided by the principle OEM responsible for the solution	
24	<b>Warranty and Support</b>	Three years on-site comprehensive warranty with at least next business day part replacement	

## F. Specifications of Switch for Storage System

Technical Specifications of Switch for Storage System			
Sr. No.	Feature	Description	Compliance (Yes/ No) / Details as Asked
1	<b>Model Name</b>	Make and Model quoted by the bidder	
2	<b>No. Of Switches</b>	02 Numbers	
3	<b>Port configuration</b>	24 10/100/1000 BASE-T auto-sensing Gigabit Ethernet switching ports Minimum 4 Fiber Channel Ports For Fiber Media Support	
4	<b>Management Protocols &amp;</b>	Web-based management interface Industry-standard CLI accessible via Telnet or Local Serial Port SNMPv1, SNMP v2c, SNMPv3 supported TFTP transfers of firmware and configuration files Dual firmware images on-board Statistics for error monitoring and performance optimization including port summary tables BootP/DHCP IP address management supported Syslog remote logging capabilities Simple Network Time Protocol (SNTP)	
5	<b>Security</b>	Switch access password protection User-definable settings for enabling or disabling Web, SSH, Telnet, SSL management access Port-based MAC Address alert and lock-down IP Address filtering for management access via Telnet, HTTP, HTTPS/SSL, SSH, and SNMP	
6	<b>VLAN</b>	IEEE 802.1Q tagging and port-based, at least 4,000 user-configurable VLANs, Protocol-based VLANs	
7	<b>iSCSI Optimization</b>	Switch should be iSCSI optimized to integrate with iSCSI SAN	
8	<b>Warranty</b>	Three Years Onsite Comprehensive Warranty Maintenance	

**G. MISCELLANEOUS**

<b>MISCELLANEOUS COMPLIANCE</b>			
<b>Sr. No.</b>	<b>Feature</b>	<b>Description</b>	<b>Compliance (Yes/No) / Details as Asked</b>
1	<b>Features</b>	Monitor need not be quoted for rack mountable servers which will be managed by management console	
		All the supplied equipments should be scalable	
		All components shall be rated for continuous operation	
		The Bidder shall provide all other H/W items that are not explicitly mentioned herein but are required to full-fill the intended specifications by the Bidder in the bid. The Specifications parameters are indicative and any item of higher rating will be preferred	
		No item should be offered whose end-of-sale has been declared by the OEM or has been declared to be under phase out	
		The solution should have uniform platform of OS for servers irrespective of the processor	
		Vendor should give processor road map for the quoted processor	
2	<b>Expandability / Scalability and Spare Capacity</b>	Each server box should be capable of expanding as mentioned in the spec by adding processor and memory (By using the same type of processors and memory as offered), if required	
		Each server should have at least one free PCI slot for future expandability	
3	<b>Cluster and Cluster Server LAN</b>	Clustering is required for all the Database instances of the Production & QA Systems. Each DB systems will run in a high availability cluster on two different physical boxes, in the data center. The cluster solution must be able to provide fail-over to the other system for any failure arising in one of the systems due to: <ul style="list-style-type: none"> <li>• Hardware</li> <li>• Operating system</li> <li>• Database</li> <li>• Application processes</li> </ul>	
		Site failure In such a fail over scenario, no committed transactions in database should be lost. Once the failed system comes up, there should be a scope of reverting back to the original configuration manually and automatically (both options)	
		Necessary software and scripts for automatic cluster failover should be supplied	
		It should be seamless failover without manual intervention	
		The users should be transparent to this switching and needn't do fresh login	
		The required software/ hardware / partitions for implementation of cluster solution should be included in the solution	
		The enqueue service replication with high availability should be provided	
		All required software/Hardware/ partitions are in the scope of	

<b>MISCELLANEOUS COMPLIANCE</b>			
<b>Sr. No.</b>	<b>Feature</b>	<b>Description</b>	<b>Compliance (Yes/No) / Details as Asked</b>
		supply and shall be deemed to be quoted in the price schedule as specified in the tender, in case of non quoting of price the bidder shall have to supply the same free of cost	
		The proposed solution of implementing this fail-over must be explained in detail in the technical proposal along with logical diagrams	
		The documentation should identify the failure scenarios (for ex. Failure of a partition, failure of a server with multiple partitions, failure of SAN switches, failure of storage, failure of entire site) and detail the expected behaviour, interruptions if any to the end user etc. for both failover and failback	
		The RECL reserves the right to include one or more of these scenarios as part of the acceptance test. DB-Application Server LAN (Dedicated LAN to Connect DB & Applications Servers)	
		The Cluster Server LAN consists of inter-networking of DB servers and their interconnection with Application servers for inter-server traffic for Development, Quality and Production Systems	
		DB servers and Application servers are to be interconnected for each application, using either separate switches or using a central switch with Zoning/VLAN configuration. DB & CI servers and Application Servers shall be interconnected through a dedicated Gigabit Ethernet LAN	
		The switches should be redundant with no SPOF	
		Bidder's responsibility shall be to supply, install and commission Cluster Server LAN which shall include cabling, converters, patch chords, connectors etc	
4	<b>Application Servers</b>	The Application servers should be run in load sharing mode under normal operation	
5	<b>ERP Production system copy and backup server</b>	It is proposed that the Backup will be taken as per backup policy	
6	<b>Software/OS</b>	Partition management software having dynamic configuration feature with GUI interface	
		The bidder should supply Latest version of operating system as proposed in their solution & wherever applicable Operating System for each partition with unlimited user with media and full set of manuals	
		The OS license shall be provided to support all servers / partitions with separate independent instances of the OS in each server /partition	
		Clustering software for Database and Central Instance-cum-Fail-over DB servers Cluster	
		For each Operating System supplied in the tender minimum one license of JAVA Dev. Kit, C and C++ Compiler & Development Package to be provided. The license should be capable to work on the network	
7	<b>Others</b>	Bidder should carry out Integration with existing backup solution	

## Bidder Help Manual for E-Bidding

HELP LINE TO VENDORSCONTACT:**Helpdesk Nos.**

Phone : 011-49424365

**Other Contact Numbers:**



1. Shri Ajit Kotia, Deputy Manager(IT) – 9899364978
2. Shri Abhijit Saha, Deputy General Manager(IT) – 9899034655
3. Shri Pankaj Gupta, Deputy General Manager(IT) – 9899966710
4. Shri P. K. Mukhopadhyay, Additional General Manager(IT) – 9899975187

**Step 1****Registration Process**Website address: [www.tenderwizard.com/REC](http://www.tenderwizard.com/REC)

- Click on “**TenderFreeView**” to see (view and download) all the tender notifications and corrigendum’s.
- Click on “**Register Me**” Hyperlink and get your User Id and Password.
- (Certain special chars like ~ ` ' # \$ % & \* ! ( ) ; \ / ? " : < > + - { } [ ] are not allowed in the company id or any key attributes).
- Once you fill all the details asked by “**Register Me**” form and obtain your password, contact the Office of REC to enable your User ID.
- After this, vendor can key in their User Id and Password and get successful entry in to the application.

**STEP 2****Participation**

Vendor should login with his USER ID and PASSWORD

- After Successful entry into the application click on hyperlink “**UnApplied**”.
- By clicking on hyperlink “**UnApplied**” you can see the latest tenders which are floated and other details relevant to tender.
- On this screen (**UnApplied**) you will find various gif’s on the left hand side. Click on  “**Edit form**” gif and see all the documents attached. Please download these documents and go through them.
- Once you have gone through the entire tender document and you wish to participate in the tender click on  “**Request Tender Form**” gif. And Then click on “Submit”.
- Now once you have requested for tender documents click on “**In Progress**” stage. You can see the status as “**REQUESTED**”.

**Note:** - will send you forms (Electronic Financial bid & Technical bid sheets) .

- You will get two excel files “**Technical Sheet.xls**” and “**Cost Sheet.xls**” along with other documents. Firstly, you need to download this document by clicking on hyperlink “**Click here to Download Empty Document.**” Then Save the file with the same file name

**Note:-**

- 1) You should not change the file name of any Excel file.
- 2) You should only key in the values in blue cells only.

### STEP 3

#### Submission

Vendor should prepare the scanned copy of DD (EMD)

- **EMD Submission:** Click on “**Click here to enter EMD Details and Attach Scanned Copy of EMD**”. Fill all the fields provided in that sheet and press on “**Scan**” button to attach the scanned copy of the EMD.
- Vendor should fill values in blue cells only, provided in these sheets. These can be uploaded by clicking on “**Click here to Upload filled File**”.

**Reminder:**

**Technical Sheet** and **Cost Sheet** should be uploaded by using “**Click here to Upload filled File** “. All other supporting documents could be uploaded using “**Click here to Attach General Documents**” link provided below.

- Please don't change the name of the file as system will not accept any other file name.

#### **Steps for uploading the additional documents (supporting documents) to your account.**

1. In the left hand menu click on General Document, general document page will appear
2. Click on upload new file Button for uploading new document, upload sheet will appear
3. Select the file to be uploaded, enter the description and attachment name.
4. Click on Upload file
5. Repeat step 2 and 3 for uploading new files

**To change the description and attachment name for the uploaded file use Update existing file button**

**Note: This is for altering the description and attachment name only**

### Section 1.02

#### **Section 1.03 Attachment of general document to a particular tender**

Go to tender Documents screen of that particular tender

1. Go to [Click here to Attach General Documents](#) –Additional documents can be optionally Uploaded General Document Summary sheet will appear.
2. In General Document Summary screen select the file you want to attach and make necessary changes for Tender Stage and click Attach file button.
3. If you need to attach any new files for the tender follow Steps for uploading the Additional documents.

Other details could be scanned and uploaded but ensure that it is smaller in size (i.e. < 1MB for Fast Uploading of Document). (only.doc, .jpg,.gif,.xls, .bmp, .pdf.)

- **The server time will be displayed at the right hand side of the page please follow this time, and all the actions i.e;(Requesting, Submitting, Opening etc.) takes place according to this time only.**

**NOTE :**

- ✓ You will see all the red colored links changing to black color, when you have uploaded.

**A) Technical Sheet**

**B) Cost Sheet or price bid**

**C) EMD details**

- i) Once you fill the above documents only then you will able to submit the tender by clicking on the “**Submit the Tender Form**” button before the tender closing date and time.


**STEP 4**

**Acknowledgement**

Once you submit the tender you will get the submitted token number, submitted date and submitted time. Take the print of that sheet then click on “OK”. Then the status will change to submitted.

**STEP 5**

**OPENING**

- After the tender is opened at the stipulated date and time, the award details can be accessed in the OPENED/AWARDED stage.
- To view the opened tenders click on the “**Opened/Awarded**” link then click on edit form  to view your competitors bid sheets who participated with you and who are not disqualified.

**Note:**

- **If you do not get the submitted status and token number, contact tendering authority well in advance. L is not responsible for tender's not eived or submitted properly. Vendors are requested to undergo training and get their doubts clarified well in advance.**
- **If any queries please contact L Office and if required, personal training would be given. Please feel free to contact if you have any clarifications regarding E-Tendering.**