

**Request for Proposal (RFP)**  
**For**  
**Implementation of GST (Goods and Services Tax) in**  
**ORACLE E-Business Suite and Support**

**SBI Capital Markets Ltd**

Ref:

**Date: March 2017**

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**Fact Sheet**

<b>Item</b>	<b>Description</b>
Method of Selection	The method of selection is Quality and Cost Base Selection (QCBS) The weights given to the Technical and Financial Proposals are: <b>Technical = 70%</b> and <b>Financial = 30%</b>
Date of RFP issuance	20-03-2017
Last date for Submission of Pre-Bid Queries	23-03-2017 All the queries should be received on or before the prescribed date & time, through email only with subject line "<Bidder's Name> - Pre-Bid queries - ERP". The queries should be submitted as per the format prescribed in "Annexure 2.5 Template for Pre-bid Queries".
Pre-Bid Conference Telecon Time, Date, & Venue	3.00 PM 23-02-2014
Issue of Clarifications/Corrigendum	27-03-2015
Last date and time for Bid/Proposal submission (on or before)	31-03-2017 03.30 PM
Date and time for Opening of Technical Bids.	01-04-2017 10.00 AM
Language	Proposals should be submitted in English only.
Bid Validity	Proposals must remain valid up to 60 (Sixty ) days from the actual date of submission of the Bid.
Currency(ies)	Currency in which the Bidders may quote the price and will receive payment is INR only.
Name and Address for Communication, seeking clarifications & submission of Proposal	Name: Sharad Jambukar Email: sharad.jambukar@sbicaps.com Mobile: +91-9920730519 Address: SBI Capital Markets, 202, Maker Tower E, Cuffe Parade, Mumbai 400 005

# 1 Introduction

## 1.1 Definitions

**Owner:** SBI Capital Markets Ltd.

**System Integrator:** Shall mean, the agency that provides all necessary supplies and services for the successful implementation of the Integrated Solution

**Request for Proposal (RFP) / Tender Document:** Shall mean, written solicitation that conveys to the Bidder, requirements for products/ services that the Owner intends to buy and implement.

**Bid / Proposal:** Shall mean, the offer by the Bidder to fulfil the requirement of the Owner for an agreed price. It shall be a comprehensive technical and commercial response to the RFP.

**Successful Bidder:** Shall mean qualified & Successful in the bidding process and is given the award of Work.

**Project Go-Live sign-off :** Defined as successful implementation of GST in existing ERP About the Initiative

Objective of this assignment is to implement a GST (Goods and Services Tax) changes in existing ERP solution that is being used at SBICAP and implement associated solutions so as to conform to the statutory requirements of GST Implementation undertaken by Government of India with proposed go live date of 1<sup>st</sup> July 2017. The Owner has been using Oracle EBS as ERP for Projects, HR& Payroll and Finance and accounts process automated into ERP. The Owner will share the various high level GST scenarios document as starting point and expects system integrator to bring GST related functional and technical expertise with respect to Oracle EBS and undertake the overall GST implementation.

The list of various high level GST scenarios is attached in Annexure 3.1 High Level Functional Specifications List

## 1.2 Approach for Selection of System Integrator

The Owner has already implemented Oracle ERP solution i.e. Oracle EBS version 12.2.4. and currently engaged with M/s IBM as its application management service support provider. As the scope consists of overall GST implementation in Oracle EBS solution, owner has decided to invite Oracle partners who have experience in implementing and supporting Oracle EBS as system integrators. Selection of SI would be based on predefined criteria and same has been illustrated separately.

One SI is eligible to submit only one proposal.

Functional modules in scope are Finance, Human Resource, Payroll, Project Management and Oracle Identity Management . Refer Annexure 3.4 Existing Oracle ERP Details.

## 1.3 Tentative Implementation Plan

The Owner proposes the below timelines for the project. The Bidder may propose changes, if required, in the below plan without exceeding the overall timeframe for the entire project. The Owner reserves the right to accept or reject the proposed changes in the project plan -

	Weeks starting 1st April 2017	W1	W2	W3	W4	W5	W6	W7	W8	W9	W10	W11	W12	M1	M2	M3
<b>Sr No</b>	<b>Project Deliverables</b>															
1	Requirement Gathering & Sign off	█	█	█												
2	GST deployment and Development		█	█	█	█										
3	System Integration Testing				█	█	█	█	█							
4	UAT and Signoff							█	█	█	█	█	█			
5	Go Live											█	█	█	█	
6	Post Go Live Support													█	█	█

## 2 Instruction to Bidders

### 2.1 Contents of Bid

The bidder shall submit three sealed envelopes marked as “Pre-Qualification bid”, “Technical bid” and “Commercial bid”. The bid documents should be in prescribed format as given in the next section. Proposals not in the prescribed formats will be rejected.

Envelope Number	Marked As	Content of Envelope
One	Pre-Qualification bid	<ul style="list-style-type: none"> <li>• <b>One</b> Hard Copy of the Pre-Qualification bid</li> </ul>
Two	Technical bid	<ul style="list-style-type: none"> <li>• <b>One</b> Hard Copy of the Technical Bid</li> <li>• <b>One</b> Hard copy response to High Level Functional Specifications</li> <li>• <b>One</b> Soft copy response of the Functional Specifications Excels on Email</li> <li>• <b>One</b> Soft copy response of the Technical Bid</li> </ul>
Three	Commercial bid	<ul style="list-style-type: none"> <li>▪ <b>One</b> Hard Copy of the Commercial Bid</li> </ul>

- All sealed envelopes as mentioned above will be placed in a single sealed envelope super-scribing name of the project (“**Tender for implementing GST in Oracle ERP**”), the bidder’s name and address, and the names of primary and secondary contact persons. This envelope has to be delivered to the address mentioned in the Fact Sheet.
- Failure to submit bid on time could cause a proposal to be rejected.
- Owner will not accept delivery of proposal by fax or e-mail.

### 2.2 Bid Format (Annexure and Formats)

A list of formats is provided for the bidder to complete and submit as a part of Technical and Commercial proposal. The bidders have to necessarily complete these formats without altering the formats as provided by the Owner. Lists of such formats are provided below:

#### Technical Bid Format

Annexure Reference	Name of the Format
2.1	Technical Proposal Covering Letter
2.2	Bidder’s General Information
2.3	Format for providing Client Citations <b>Note :</b> - The Citations provided here shall be used to assess marks on Bidder's experience - Client Citations for technical evaluation.
2.4	Previous Experience with SBI Group towards any assignment
2.5	Template for Pre Bid Queries

2.6	Agreement to Proforma for Bank Guarantee Bond
2.7	Confirmation of Terms & Conditions
2.8	Exception and Deviation
2.9	Resource Deployment Plan for Implementation
3.1	Functional Requirement specification
3.2	Technical Evaluation Framework
3.3	Penalty
3.4	Existing Oracle EBS Details
3.5	Scope of Work for Application Maintenance & Support

### **Commercial Bid Format**

<b>Annexure Reference</b>	<b>Name of the Format</b>
1.1	Commercial Proposal Covering Letter
1.2	Commercial Bid Format

### **2.3 Bid Currency**

All figures mentioned under the commercial bid should be in Indian National Rupee (INR). Commercial proposals in any currency other than INR would be considered non-responsive and hence rejected.

### **2.4 Bid Price**

Price Bid shall be as per the format given in **Annexure 1.2**. Bidders shall give the required details of all applicable taxes, duties, other levies and charges etc. in respect of direct transaction between the Owner and the Bidder.

Bidders shall quote for the entire scope of contract on a “overall responsibility” basis such that the total bid price covers all the Bidder’s obligations mentioned in or to be reasonably inferred from the bidding documents in respect of providing the product / services.

The base locations for the project execution shall be Mumbai. The consultant may be required to travel to other locations also as part of the consultancy service taken up based on the need and as and when required. All travel, lodging, boarding and other costs at the owner's base location have to be part of the Fixed cost. The Owner will only reimburse travel, boarding, lodging and other miscellaneous expenses for travel other than the owner's base location provided prior approval is sought from the Owner. The reimbursement will be done as per the eligibility of associates of SBI Caps

Prices quoted by the Bidder shall remain firm during the entire contract period and not subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.

## **2.5 Bid Validity Period**

Bid shall remain valid for the time mentioned in the Fact Sheet.

## **2.6 Bidder Queries**

Any clarification regarding the RFP document and any other item related to this project can be submitted to the Owner as per the submission mode and timelines mentioned in the Fact Sheet.

The Owner will organize a pre-bid tele-conference and will respond to any request for clarification or modification of the bidding documents. The Owner will formally respond to the pre-bid queries after the pre-bid conference. No clarification will be entertained after the pre-bid conference.

Any modifications of the Bidding Documents, which may become necessary as a result of the Pre-Bid Conference, shall be made by the Owner exclusively through a corrigendum. However, in case of any such amendment, the bid submission date may be extended at the discretion of the Owner.

Any corrigendum / notification issued by the Owner, subsequent to issue of RFP, shall only be communicated to the bidders through email.

Bidders must submit their queries as per **Annexure 2.5** Template for Pre-Bid Queries.

## **2.7 Tender Cancellation**

The owner reserves the right to cancel this tender at any time after publication & before award without assigning any reasons whatsoever & without any financial implication to the Owner.

## **2.8 Existing contracts of SBI with OEMs and Empanelled Vendors**

The Owner (and the parent company of the Owner) has contracts with many OEMs and Empanelled Vendors which could be involved in this project. The bidder must ensure to leverage all the existing contracts and quote for those products/ services accordingly.

# **3 Selection Process for System Integrator**

## **3.1 Opening of Bids**

1. The venue, date and time for opening the Pre-qualification & Technical bid is mentioned in the Fact sheet.
2. Bids will be opened in three parts (Pre-qualification, technical and commercial) as indicated in section 3.1. There will be three (3) bid-opening events
  - a) Pre qualification Bids opening
  - b) Technical Bids opening
  - c) Commercial Bids opening
3. The Technical Bids of only those bidders will be opened who qualify in Pre-qualification eligibility.
4. The commercial Bids of only those bidders will be opened who score equal to or more than qualifying marks.

This is closed bid and presence of bidders representative will not be required.

## **3.2 Preliminary Examination of Bids**

The Owner will examine the bids to determine whether they are complete, whether the documents have been properly signed and whether the bids are generally in order. Any bids found to be non-responsive for any reason or not meeting any criteria specified in the Bidding Documents will be rejected by the Owner and shall not be included for further consideration.

### **3.3 Clarification on Bids**

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

### **3.4 Commercial Bid – Reverse Auction**

The owner reserves the right to cancel the Commercial Bids received in response to this RFP and may like to conduct reverse auction based on commercial bid response.

### 3.5 Prequalification Criteria

Each of the Qualifying condition mentioned below for the ERP Product OEM's authorized System Integrator is MANDATORY. In case any of the conditions listed below is not met, the bidder will be disqualified.

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
<b><u>Financial</u></b>			
1.	Indian Annual Financial Turnover	<p>The System Integrator must meet ALL criteria stated below for at least 2 years out of the last 3 years:</p> <ol style="list-style-type: none"> <li>1. Annual turnover from Indian Business of at least INR 20 Crore per year.</li> <li>2. Annual turnover of INR 10 Crore per year from ERP Business in India.</li> <li>3. The company should be profit making at least for 2 years out of the last 3 years.</li> </ol>	<p>Audited financial statements for the last three financial years</p> <p>OR</p> <p>Statutory auditor's certificate for the last three financial years</p> <p>OR</p> <p>Self-certification from authorized signatory for the last three financial years. (Self certification should be supported by Board resolution empowering the authorized signatory to sign on behalf of the company)</p>
<b><u>Experience</u></b>			
2.	Implementation of ERP Functions	<p>The System Integrator must have implemented Oracle ERP product which covers the following functions :</p> <ul style="list-style-type: none"> <li>• Financial Management</li> <li>• Human Capital</li> <li>• Project Management</li> </ul>	<p>Completion certificate from the Customer for each complete implementation</p> <p>OR</p> <p>Self-certification with access to the Owner for validation from the customer within 7 days of request from the Owner. In case such timely access is not available &amp; or customers are either non-responsive or give inadequate response, as</p>

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
			<p>decided by the Owner, such claims of Bidder shall be rejected</p> <p>OR</p> <p>Client certificates issued by Project Manager/ above level personnel of the client / authorized signatory and should mandatorily include: clear reference of broad scope of work undertaken by bidder, no. of licenses applicable for the implementation, modules covered in the implementation, date of implementation (completion date)</p> <p>As part of speeding up the evaluation process, Owner may accept email confirmation however physical certificate need to be submitted later and before final award.</p>
3.	Implementation in Services sector(Where services sector may include Consulting, IT&ITES, Banking, Financial Services,Insurance ,Supply Chain and Logistics, Healthcare and Government Services and such)	The System Integrator must have implemented offered Oracle ERP product in at least 1 company in Services Sector sector with Finance Module	<p>Completion certificate from the Customer for each complete implementation</p> <p>OR</p> <p>Self-certification with access to the Owner/ case such timely access is not available &amp; or customers are either non-responsive or give inadequate response, as decided by the Owner, such claims of Bidder shall be rejected</p> <p>OR</p> <p>Client certificates issued by Project Manager/ above level personnel of the client / authorized signatory and should mandatorily include: clear</p>

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
			reference of broad scope of work undertaken by bidder, no. of licenses applicable for the implementation, modules covered in the implementation, date of implementation (completion date)
<b><u>Others</u></b>			
4.	Trained Manpower in Oracle ERP	The System Integrator must have a at least 100 trained functional and or technical consultants in Oracle ERP	Provide self-certificate containing the address of the Support Centre
5.	Product partnership	The System Integrator must have an existing implementation partnership with the offered ERP product for a period of at least last 3 years & it should be currently active as well.	Recognition status by ERP Product OEM clearly stating the Category and number of years the partnership is active
6.	Application Management Support	The System Integrator must have at least 5 ERP installations where application management and support services are rendered and currently active.	Provide the list of such engagement with details of engagement, no of resources deployed, monthly billing, Brief scope of AMS work, and term of contract.

### 3.6 Evaluation Process

1. The bidders' pre qualification bid will be evaluated as per requirements specified in the **Section 3.5** Pre-Qualification Criteria.
2. Pursuant to complying to the pre-qualification criteria, bidders will be short-listed for further evaluation.
3. Technical bids will be opened only for the bidders who succeed the pre- qualification stage.
4. The Owner will review the technical bids of the short-listed bidders to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at the Owner's discretion.
5. The bidders' technical solutions proposed in the bid document will be evaluated as per the requirements specified in the RFP and technical evaluation framework as mentioned in **Annexure 3.2**.
6. Each Technical Bid will be assigned a technical score out of a maximum of 100 points. Only the bidders who score a Technical score of 50% or more will qualify for commercial bid evaluation.
7. The Final technical score of the Bidder shall be calculated as follows -

***Normalized Technical Score of a Bidder = {Technical Score of that Bidder / Score of the Bidder with the highest technical score} X 100 (adjusted to 2 decimals)***

8. The commercial bids for the technically qualified bidders will then be opened and reviewed to determine whether the commercial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at owner's discretion
9. The Commercial Bids of the technically qualified bidders shall be calculated as follows -

***Normalized Commercial Score of a Bidder = {lowest discounted quote / Bidders discounted quote} X 100 (adjusted to 2 decimals)***

10. The final score will be Quality and Cost based with the following weightage:  
70%: Final Technical Score  
30%: Final Commercial score

**Final Score = (0.7\*Final Technical Score) + (0.3\*Final Commercial Score)**

The bidder with the highest Final score shall be treated as the **Successful bidder**.

### 3.7 Notification of Award

Owner will notify the successful Bidder in writing by e-mail followed by courier, to be confirmed by the Bidder in writing by email followed by courier.

### **3.8 Signing of Contract**

After the Owner notifies the successful Bidder that its bid has been accepted (through issuance of a Purchase Order), the Bidder shall sign and return back to the Owner duplicate copy of the Purchase Order as an acceptance of the PO within 7 working days along with following documents -

- Bank Guarantee (BG) of 25% of the Initial Project Value comprising of -
  - Implementation cost (Annexure 1.2.1 Bidder's Implementation Cost )

The BG (as per format mentioned in **Annexure 2.6** Proforma for Performance Bank Guarantee) should be valid for a period of 1 years from the date of acceptance of PO and if the Project Go-Live Sign-Off is not attained within this time frame, new BG of the same value / existing BG extended should be issued by the bidder to the owner till Project Go-Live Sign-Off is obtained.

- Signed Non Disclosure Agreement (Should be provided only to successful bidder)

Thereafter, the Owner shall issue the draft contract agreement within 15 days of acceptance of Purchase Order and submission of BG by the Bidder. The Contract agreement between the Owner & Bidder shall signed in the next 15 days.

### **3.9 Project Go-Live Sign-Off**

On Successful Project Go-Live Sign-Off -

- The Owner will return the BG of 25% of Initial project value submitted by the Successful Bidder at the time of Signing the contract
- The Bidder will need to again submit the Bank Guarantee (BG) of 10% of the Application Support Cost comprising of -
  - Application Support Cost (1.2.2 Bidder's Implementation Cost from Annexure )

The BG should be valid for a period of no of years from the Project Go-Live Sign-Off date as per application support term in years.

## **4 Roles & Responsibilities of Stakeholders**

### **4.1 Responsibilities of SBICAP**

The role of the Owner in the successful implementation of project includes discharging the following responsibilities:

1. Mobilize appropriate personnel from the Owner organization in the project team.
2. Facilitate the training programs when conducted in the Owner's premises by the bidder and other agencies to the extent of providing the venue for training, projection/viewing of training material.
3. In order to facilitate the smooth functioning and able administration of the initiative, the Owner shall on a reasonable effort basis, provide support for the infrastructure and material inputs required from the Owner (directly required under the project/initiative).
4. Owner will provide the following facilities to the successful bidder: Office seating space, Network connectivity, Internet, PCs for Project Team.

### **4.2 Responsibilities of System Integrator (SI)**

The responsibilities of the SI would be to execute all the activities mentioned in the Scope of Work for System Integrator.

## **5 Scope of Work for System Integrator**

The Owner has already implemented Oracle ERP solution i.e. Oracle EBS version 12.2.4. and currently engaged with IBM as its application management service support provider. As the scope consists of overall GST implementation in Oracle EBS solution, owner has decided to invite Oracle partners who have experience in implementing and supporting Oracle ESB as system integrators. Selection of

SI would be based on predefined criteria and same has been illustrated separately in annexure.

The Owner intends to implement GST related statutory configuration and changes including deployment and development if required as per GST Model Law by Government of India. The implementation would encompass a setting up GST installation of Oracle EBS, deployment including releases required for GST, configuration third party add-ons as well as interface & integrate with Owner's relevant legacy applications (using industry standard tools & technology) as the case may be duly approved by owner, and would cover the Functional, Technical, Geographical, & detailed scope mentioned in the following sections that would be required for GST features.

### **5.1 Installation of Environment for implementation of GST in Oracle ERP**

The Bidders will be responsible for the following:

1. The bidder will be responsible for installing, configuring and commissioning environment for GST related ERP implementation and disaster recovery planning as per the requirements provided in this document. The data centre will be hosted at the Owner's corporate office in Mumbai and the DR site will be hosted at Hyderabad office.
2. Current Oracle ERP solution at the primary data centre has production, development and test landscape. The production landscape has application and database hosted separately on high availability active-passive/failover mode Application servers and high availability active-passive /failover mode Database Servers respectively to avoid single point of failure. The development and test landscape has application and database hosted on a single server. Bidder will be required to undertake desired installation work with respect to above landscape including hardware administration before implementation and post go live.
3. The ERP solution at DR Site has only production landscape. The production landscape has application and database hosted separately on application server and database server.
4. The Owner has setup its LAN and WAN infrastructure including network, security and connectivity to each location and bidder will be required to utilise the same networking infrastructure for GST implementation in Oracle ERP application.

### **5.2 Customization and Implementation of GST in Oracle ERP & Support**

Some of the important activities / deliverables during this phase would be:

#### **5.2.1 Requirement Gathering & Signoff:**

During the first phase of project, the Bidder should setup the project office and prepare the project charter. The Bidder should mobilize his project team to the project site within a week's time from project launch and agree with Owner, a detailed project plan.

##### **5.2.1.1 Project Plan**

The Bidder shall develop a detailed Project Plan in standard Project management software. The Project Plan shall, amongst other functions, detail all tasks including but not limited to the task / person in charge for the execution of the task. This information shall be provided in the form of a

detailed Gantt chart. The Project Plan shall also detail all milestones and indicate when the required deliverable documentation will be available to Owner. This plan will be discussed with Owner and finalized during the project preparation stage.

**5.2.1.2 Central Knowledge Management portal**

The Bidder shall use the existing on-site central knowledge management portal (SharePoint 2007) for storing the project related documents like processes and their structures, configuration details, development code, test plans, test cases, outputs, queries & resolution.

**5.2.1.3 Requirement and Analysis Phase**

The Owner will share the To-Be business scenario documents i.e. High Level Functional Specifications with the successful Bidder’s team for an overall understanding of the processes in the specific functions. The details are attached in Annexure 3.1 Some of the important activities / deliverables during this phase would be:

- Mapping of Business processes with the GST requirements in Oracle ERP .
- Definition of parameters for system configuration.
- Identification of Customizations to be done.
- Identification of Custom objects (New development) to be developed.
- Identification of reports - standard and customized.
- Identification of data conversion elements for each business process.

High level scenarios and details of the Oracle ERP is provided in Annexure 3.1 Functional Requirements Specification that includes GST related scenarios and Functional & Technical Information about existing ERP deployment.

The Requirement Gathering Phase will enable the Project Team to collect sample transactions / reports and get a better understanding of the GST Implementation and revised business process.

The bidder shall prepare & submit the entire end-to-end integrated business process & workflow chart with granular activities & implementation of GST in the Oracle ERP solution.

**5.2.1.4 Phase Deliverables**

The deliverables for this phase will include signed off documents covering but not limited to the following

Sl. No.	Project Deliverables
1	Requirement Document covering: <ul style="list-style-type: none"> <li>• Overall Organization design</li> <li>• Process charts / flow diagrams outlining broad processes and sub-processes for each GST Impacted business functions</li> <li>• Key objects structure definition (e.g. Project No. X---XX-XXXX)</li> <li>• Procedure for key structure allocation</li> <li>• Checks and controls for processes</li> <li>• Roles and responsibilities for processes</li> </ul>
2	System configuration document outlining <ul style="list-style-type: none"> <li>• Definition of user profile for all functional areas</li> </ul>

SI. No.	Project Deliverables
	<ul style="list-style-type: none"> <li>• Definition of Master / Transaction data structures</li> <li>• Definition of parameters for system configuration for all application modules and reporting tool(s)</li> <li>• Standard reports for each function / module</li> <li>• Customization areas with details of customization scope</li> </ul>
3	Technology configuration document outlining: <ul style="list-style-type: none"> <li>• Detailed Technical architecture of GST solution in ERP</li> <li>• Interface with external systems</li> </ul>

### 5.2.2 GST Deployment and Development

During this phase of project, the Bidder will configure the application as per the requirement document prepared in the previous phase of the project. The Bidder team will carry out the required customization of application to meet the requirements as per the documented processes. The Bidder should populate sample master data in the system and configure the data integration and interfaces.

Some of the important activities / deliverables during this phase would be:

#### 5.2.2.1 Customization / Custom developments

The Owner prefers to have product standard functionalities in the Solution. However, bidder shall do customization / Custom developments of all the identified Gaps in meeting the desired Functional requirements of the bidder which cannot be met by the configuration of standard product features.

Bidder should take the prior approval from the Owner before doing the customization / custom development.

Wherever customization / custom development is required and undertaken after approval from the owner, the bidder shall hand over the source code of the same and document the details of customization and custom development and appropriately update the Business blueprint document and related training material. The title, rights and IPR (Intellectual Property Rights) over such customization will be passed on to the Owner.

Preferably, changes should be kept as minimal as possible to the ERP core modules. This is important to ensure that future upgrades, enhancements and bug fixes are not impacted.

Customization / custom development over standard ERP must follow well-defined methodology. A brief description of the methodology employed when doing customization / custom development should be included in the response to the Tender Document. At minimum, every request for customization / custom development must be documented in a pre-defined format. Every customization / custom development must be documented in terms of the person developing, the reference request in response to which it is being developed, the script and other technical specifications. Basic guidelines with respect to all customization / custom development, naming convention etc. must be agreed with the Owner well in advance of commencing any effort.

In addition, the bidder is required to train the Owner Core/ Technical Team members on the methodology of building custom bolt-on, so that the Owner can take up the additional development as and when required.

### **5.2.2.2 Delivery of Reports & Business intelligence**

After identification of the reports for development during the Blue print phase, the bidder shall verify whether standard reports or its variants shall meet the requirement. It is expected that custom reports need to be developed if the standard reports & its variants available in the Solution does not meet the Owner's specific requirements. These reports would include those, which would extract and present information already in the database in a specified format or could require some intelligence/ calculations built into it.

Development of custom reports must follow well-defined methodology. A brief description of the methodology employed when developing custom applications/ reports should be included in the response. At minimum, every request for development of custom report must be documented in a pre-defined format. Every custom report development must be documented in terms of the person developing the report, the reference request in response to which the report is being developed, the report script and other technical specifications. Basic guidelines with respect to all custom report formats, naming convention etc. must be agreed with the Owner well in advance of commencing any customization effort.

In addition, the successful bidder is required to train the Owner's Core/ Technical Team members on the methodology of building custom reports, so that the Owner can take up the additional development as and when required.

### **5.2.2.3 Interface / Integration development**

Bidder shall develop all the identified Interfaces/Integration as per the requirements mentioned in various sections of this RFP, Functional requirement specification document to achieve the desired Business benefits.

## **5.2.3 System Integration Testing and UAT deployment**

### **5.2.3.1 Unit Testing**

Bidder should test the realized processes along with the Owner's team within the functional domain and record the necessary test data, testing plan and the output. Any developments that are part of functional domain process activities also need to be tested and recorded. Any changes necessitated shall be corrected and retested. Bidder should maintain and submit the test log to the owner at the end of Unit testing phase.

Note: It is must for the bidder to ensure and confirm that all existing ERP functionalities and features before GST changes, will be working in desired satisfactory manner. This is highly important and necessary condition for the bidder to ensure during implementation and confirm the same by undertaking necessary testing in unit testing phase. All working features are listed in summarised manner in High level Functional Specifications in Annexure 3.1 and bidder shall list out and enhance the details during requirement gathering phase and document all necessary features that needs to be tested.

### **5.2.3.2 Integration Testing**

- The Bidder should define the Integration test scripts along with the Owner's team. These test scripts will be used for testing based on review and approval of Owner's project team.
- The Bidder should populate sample master data in the system along with the Owner's team.
- The Bidder shall undertake the testing of the data conversion and migration to the new system, as part of system integration testing along with the Owner's team.

- The Integration testing will be done jointly by the bidder's team and the Owner's core team and record the test plans, test data and outputs for each activity. Any changes necessitated shall be corrected and retested.

### 5.2.3.3 Phase Deliverables

The deliverables for this phase will include signed off documents covering but not limited to the following:

SI. No.	Project Deliverables
1	Customization / Custom development report <ul style="list-style-type: none"> <li>• Functional requirements met through customization</li> <li>• Standards followed for customization</li> <li>• Version control mechanism and current version information</li> </ul>
2	Source code of Customizations / Custom development
3	Updated Requirements Document & training documents (to be made available in central knowledge management portal).
4	Internal (to Bidder) test result reports for system tests
5	Test Plans / Scripts and Test procedures for unit testing and integration testing
6	Test result reports for unit testing, Integration testing, and User Acceptance Testing
7	Issue closure report indicating compliance to the issues identified during testing
8	System acceptance report with sign-off from Core team members
9	<ul style="list-style-type: none"> <li>• End-user documentation / manuals</li> <li>• System user manuals</li> <li>• Process charts with roles and responsibilities</li> </ul>

## 5.2.4 UAT and Signoff

### 5.2.4.1 User Acceptance Testing

The Bidder shall facilitate the users to test and validate the system. The Bidder must ensure that the failures are tracked to resolution in a timely manner.

The Bidder must track the following controls in the UAT phase

- Test scripts must be complete
- Ensure test scripts encompass every permutation and combination of business scenarios
- Make sure test scripts are end-to-end; include scenarios that cross-over modules
- Ensure test results are documented with sufficient detail to recreate the exact transaction
- When issues are fixed, consider regression testing
- Sign-off on test scripts and retain for audit purposes

## 5.2.5 Go-live

Bidder should prepare and agree with Owner, the detailed plan for Go-Live. The Bidder should define and agree with Owner, the criteria for Go-Live and the timelines for the same.

The Bidder along with Owner's team shall undertake conversion and migration of transaction data, master data and cut-over data from the existing Oracle ERP Masters and transactions if required.

The Bidder shall ensure that target date for go live i.e. 1<sup>st</sup> July 2017 for GST implementation in the ERP system will have to be met as per statutory requirements and detailed plan and deployment strategy to be prepared and approved with owner.

Based on approved plan, bidder shall undertake deployment for Go-Live. Some of the important activities / deliverables during this phase would be:

### 5.2.5.1 Manual preparation

The Bidder shall prepare System administration, User manual & other required documents in adequate detail for use by appropriate level of user to use system effectively. The manuals must be exhaustive and shall contain detailed, step by step instruction for smooth access to, operations in and exit from the system

### 5.2.5.2 Configuration

Bidder shall ensure the configuration of the relevant modules of the ERP solution for the business requirements mentioned in High level Functional specifications provided in Annexure 3.1 Requirement documentation signed off with the Owner will be treated as final baseline for the overall scope of work.

### 5.2.5.3 End User Training

The Bidder shall also provide hands on training to the end users as per Section 6.4. The training should be role based so that the users are confident of executing their responsibilities post implementation.

### 5.2.5.4 Black-out Period

The Bidder shall plan so that black-out is minimum and should not extend beyond 48 hours.

### 5.2.5.5 Master Data Preparation

Bidder shall carry out the following activities related to Data migration strategy along with Owner's team:

- Mapping existing data with ERP system data structures
- List of data to be migrated with details of granularity (transaction level or consolidated)
- Data conversion procedures (manual, tool based)

### 5.2.5.6 Cut-over data migration strategy

Bidder shall carry out activities related to cut-over data migration strategy along with Owner's team.

### 5.2.5.7 Production Deployment

Post sign off from the Owner, Bidder will deploy the GST related changes into Production.

### 5.2.5.8 Phase Deliverables

The deliverables for this phase will include signed off documents covering but not limited to the following

Sl. No.	Project Deliverables
1	Communication plan for end-user communication during Go-Live <ul style="list-style-type: none"> <li>▪ Target end-users</li> <li>▪ Areas of communication (e.g. support system, revised process details, etc.)</li> <li>▪ Channel of access for communication (e.g. contact person, phone number, e-mail ID, etc.)</li> </ul>
2	End-user Training plan <ul style="list-style-type: none"> <li>▪ Training courses, mode of training, venue of training and schedule of training</li> <li>▪ List of participants</li> <li>▪ Trainer details</li> </ul>
3	Schedule and Criteria for Go-Live (for each module / functional area) <ul style="list-style-type: none"> <li>▪ Parameters to be considered for Go-Live</li> <li>▪ Sign-offs required for Go-Live</li> </ul>
4	Definition of cutover strategy and plan

## 5.2.6 Post Go-Live Support

### 5.2.6.1 Post Go-Live Support

During Post Go-Live support period of 3 months , the Bidder shall provide for the following:

- Any bugs and issues arising out of said GST and related implementation in ERP
- L1, L2,L3 support for all ERP Modules implemented at SBICAP
- Support to Owner's users through provision of access to hot-line / telephone
- Logging and resolution of problems through deployment of onsite personnel.
- Assistance with recovery from operator errors, system errors for transactions in ERP;
- Operational assistance with special processing events (end of year close off, tax reporting etc.) including GSTN submission
- Enhancement & Bug fixing.
  
- The bidder shall provide the disaster recovery plan which will be used in case of a disaster. The bidder shall also include minimum 4 DR drills in a year (1 Drill in a quarter).
  
- The Owner has implemented backup solution using Symantec Back Exec 2012 for its systems and the bidder is required to use the same infrastructure for ERP system backups and consider this as regular task and shall undertake as part of AMS

The Support services under this period shall be provided to the Owner at no additional cost to the Owner.

Note: Scope of this Post go live support (L1, L2, L3 for all Live Oracle ERP Modules) for 3 months would have to be considered as part of Implementation of GST in Oracle ERP

#### 5.2.6.1.1 Help Desk Support

Bidder is required to create and maintain a dedicated onsite Help Desk (One person Full time) that will resolve problems and answer questions that arise from the use of the ERP solution as it is implemented. This will come into existence from Project Go-Live which is defined as successful implementation of GST Changes.

The help desk support to users shall be provided for all Owner working days from 10:00 AM to 6.45 PM Monday to Friday and 10 to 5.30 PM for First Saturday of the month.. The details regarding telephonic support will be carefully considered, as this will have effect on the support response to Owner system end-users. The Bidders response and resolution time will be the basis for end-user support time in Owner’s service level agreements with the Bidder.

Detailed inputs on scope of work for AMS that would be provided during this phase, is illustrated in Annexure 3.5 Scope of Work Application Maintenance and Support

**SLA Exclusions:**

The time lost due to any of the following causes shall not be included in calculating “Resolution Time”:

- Time lost due to power or environmental failures
- Time taken to recover the equipment because of power or environmental failures.
- Time taken for scheduled maintenance/troubleshooting (including backup and restore times) either for preventive purposes or improvement in function or other purposes.
- Time taken for reconfiguration or other planned downtime situations.
- Scheduled shutdowns as required by Owner. The Bidder may also request Owner for a shutdown for maintenance purpose, which request will not be denied unreasonably by Owner.

In the event Owner’s users are not defining the severities, the Bidder’s team will analyze the problem and will set appropriate severity to the problem. In case if the Bidders support team does not agree with severity defined by Owner’s user then all such disagreements will be discussed with Project Manager from Owner.

Other key factors to be addressed will be as follows:

- The escalation procedure for handling significant issues.
- The channels for contacting the help desk (telephone, toll-free number, email, etc.).
- Quality and responsiveness of help desk personnel (this may be ascertained from client satisfaction survey data from the bidder’s existing client base if available or through direct conversations with reference customers).

**6 Payment Schedule**

**6.1 Implementation cost (from Annexure 1.2.1)**

Sl. No.	Milestone	% of amount to be paid
1.	Advance on award of RFP	10%
2.	Requirement Gathering Signoff	20%
3.	System Testing Documentation and Deployment in UAT	15%
4.	User Acceptance Testing and Signoff	15%
5.	Go Live	15%
6.	Post Go-Live after 3 months of satisfactory support	25%

## **6.2 Support cost (from Annexure 1.2.2)**

- The payment for the Support would be made monthly at the end of each month post receipt of Monthly invoice from the successful bidder. Monthly invoice must have to be raised with approval from the Project Manager of the OWNER.

## **7 General Conditions of Contract**

### **7.1 Resource deployment**

The Bidder must not replace any personnel of the Project Team unless the personnel has resigned from the Bidder's Organization or has been asked to do so by the owner. 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 equal or better qualification and experience, subject to written approval of the CV(s) by Owner.

### **7.2 Scope of work**

#### **Scope of Work for Implementation of GST and related changes in Oracle ERP**

The bidder while responding to the scope of work (as per Functional & Technical scope for GST related Implementation) of this RFP document via various formats for Technical & Price Bids etc. must ensure that all necessary Implementation effort, Support & maintenance, Integration Tools/software, etc. for creating and sustaining the entire Integrated Solution with GST Implementation have been factored suitably. Refer Scope of Work for Implementation of GST as per Annexure 3.1.

Any additional cost, not factored suitably in the response, but necessary for completeness of the Integrated Solution shall be solely borne by the Bidder. The Owner at its discretion may ask the bidder to implement product standard features at no additional cost.

#### **Scope of Work for Application Maintenance Support**

Bidder is required to provide Application Maintenance & Support as per Annexure **3.5 Scope of Work for Application Maintenance & Support**.

### **7.3 Deviations**

Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the RFP. If there is any exception / deviation, same should be mentioned in **Annexure 2.8 Exception and Deviations**. An exception / deviation mentioned elsewhere will not be considered and such terms and conditions will be construed as complied as per the requirements specified in the RFP.

### **7.4 Acceptance / Rejection of Bids**

1. Owner reserves the right to reject in full or part, any or all bids without assigning any reason thereof. Owner reserves the right to assess the Bidder's capabilities and capacity. The decision of the Owner shall be final and binding.
2. Bid should be free of over writing. All erasures, correction or addition must be clearly written both in words and figures and attested.
3. Offers not submitted in prescribed manner or submitted after due date and time are liable to rejection.
4. Both delayed as well as late tenders are liable for rejection. Hence, offers reaching within the due date & time only will be accepted.
5. If there is any discrepancy in the price bid, it will be dealt as per the following:

- If, in the price structure quoted for the required goods/ services/ works, there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price corrected accordingly.
- If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected.
- If there is a discrepancy between words and figures, the amount in words shall prevail.
- If there is such discrepancy in an offer, the same shall be conveyed to the bidder with target date up to which the bidder has to send his acceptance on the above lines and if the bidder does not agree to the decision of the Owner, the bid is liable to be ignored.

### **7.5 Arbitration and Jurisdiction**

1. Any arbitration shall be under the 'Arbitration and Conciliation act 1996' and the rules there under as amended from time to time. Centre of arbitration shall be in Mumbai.
2. The contract shall be governed by the Indian law. The suits/claims in respect of this contract shall be in the courts having jurisdiction at Mumbai.

### **7.6 Sub-Contracting**

The Bidder shall not assign this Contract or sub-contract any portion or portions of the Contract without Owner's prior written consent, however, it shall not absolve the Bidder of the responsibility of fulfilling Owner's requirements.

### **7.7 Liquidated Damage**

The liquidated damages is an estimate of the loss or damage that Owner may have suffered due to delay in performance or non-performance of any or all the obligations (under the terms and conditions of the purchase contract relating to supply, delivery, installation, operationalization, implementation, training, support/services, acceptance, etc., of the solution by the bidder).

In such delay in performance or non performance of any or all of the obligations, the bidder shall be liable to pay the owner a fixed amount for each day of delay / non-performance of the obligations by way of liquidated damages, details of which is specified in **Annexure 3.3 Penalty**. Without any prejudice to the Owner other rights under the law, the Owner shall recover the liquidated damages, if any, accruing to the Owner, as above, from any amount payable to the bidder either as per the purchase contract, executed between the parties.

Liquidated Damages is not applicable for reasons attributable to the Owner and Force Majeure. However, it is the responsibility/onus of the bidder to prove that the delay is attributed to the Owner and Force Majeure. The bidder shall submit the proof authenticated by the bidder and the Owner that the delay is attributed to the Owner and Force Majeure along with the bills requesting payment.

### **7.8 Risk Purchase**

In case -

- the bidder withdraws the offer submitted by him/ her after it is accepted by the Owner
- the bidder fails to supply the goods and services as per the Terms & Conditions of the Contract
- the bidder at any time repudiated the contract wholly or in part
- The bidder goes into liquidation voluntarily or otherwise.
- If deductions on account of liquidated Damages exceeds more than 30% of the total contract price

, the Owner shall be at liberty to cancel the Purchase Order and to get the contract executed by another party of its choice by giving 30 day's notice with 15 days of curing period. The owner reserves the right to recover any dues payable to the selected bidder from any amount outstanding to the credit of the new party, including the pending bills and/or invoking Bank Guarantee, if any, under this contract recover from the selected bidder the extra cost and the other loss incidentals to the breach of Contract on the part of the bidder apart from other legal recourses.

### **7.9 Termination of Services**

Owner reserves the right to terminate BIDDERS services with 60 (Sixty) days prior notice without any reason.

### **7.10 Force Majeure**

“Force Majeure” means an event beyond the control of the Owner and the Bidder which makes it impossible or illegal for a party to perform the Contract, which is not attributable to the fault or negligence of the party affected and/or its Sub-Bidders and which could not have been foreseen or prevented by that party when exercising reasonable diligence, including but not limited to:

- earthquakes, landslides;
- explosion and fire, unless as a direct result of the Bidder or of his Sub Bidder’s negligence or acts or omissions;
- riot, commotion, sabotage or civil disorder, unless solely restricted to employees of the Bidder or of its Sub-Bidders;
- contamination by radio-activity from any nuclear fuel, nuclear waste or radio-active toxic explosion;
- war, hostilities (whether or not war is declared), invasion, act of foreign enemies or embargo; and.
- rebellion, revolution, insurrection, or military or usurped power or civil war

In the event of Force Majeure

- Neither the Owner nor the Bidder shall be responsible for any failure to fulfil its obligations under the Contract if and to the extent that fulfilment has been delayed, hindered or prevented by Force Majeure, provided that the Bidder shall have the benefit of this provision only if it takes all reasonable steps to protect the Work and minimise the effects of any Force Majeure event on the Work and the progress thereof.
- Should the Bidder be delayed by Force Majeure in performing any of its obligations under the Contract, that party shall notify the other party immediately giving the full particulars thereof along with tangible proof thereof submitted and intimated within 3 (three) days of the onset of such event, in writing and shall use its best efforts to minimise the effect of the Force Majeure on the Work and to take remedial measures.
- In the event of Force Majeure, the obligations affected by Force Majeure shall be suspended, as will any payment in respect of the suspended obligations, and the parties shall consult together with the view to determining mutually acceptable measures to overcome the difficulties arising there from. Under no circumstances shall the Contract Price be increased for the financial impact on either party of any Force Majeure.

### **7.11 Liability**

Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum aggregate liability of bidder for all claims under or in relation to this Agreement, shall be, regardless of the form of claim(s), shall be limited to 100% of contract value.

### **7.12 Indemnification**

The bidder shall, at its own cost and expenses, defend and indemnify the Owner against all third-party claims including those of the infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from use of the Products or any part thereof in India.

The bidder shall expeditiously meet any such claims and shall have full rights to defend itself therefrom. If the Owner is required to pay compensation to a third party resulting from such infringement, the Bidder shall be fully responsible therefor, including all expenses and court and legal fees.

The Owner will give notice to the bidder of any such claim and shall provide reasonable assistance to the Bidder in disposing of the claim. The bidder shall also be liable to indemnify the Owner, at its own cost and expenses, against all losses/damages, which the Owner may suffer on account of violation by the Bidder of any or all national/international trade laws, norms, standards, procedures, etc.

### **7.13 Bid Response Cost**

All costs and expenses (whether in terms of time or money) incurred by the Recipient/ Respondent in any way associated with the development, preparation and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by the Owner, needs to be borne entirely and exclusively by the Recipient / Respondent.

### **7.14 RFP Modification**

- The Owner reserves the right to alter the requirements specified in the RFP for any reasons prior to the last date of submission of RFP. The Owner also reserves the right to delete one or more items from the list of items specified.
- The Owner may revise any part of the RFP, by providing a written addendum to all the short-listed bidders till the award of the contract. The Owner reserves the right to issue revisions to this RFP at any time before the award date.

### **7.15 Interest Liability**

In case of any delay in payment due to any reason, Owner shall not pay any interest on delayed payment.

### **7.16 Other**

- Any technical or commercial bid submitted cannot be withdrawn/ modified after the closing date and time for submission of the bid offers unless specifically permitted by the Owner. However, the bidder may modify or withdraw its offer after submission provided that, the Owner, prior to the closing date and time receives a written notice of modification or withdrawal.
- The bidder has to adhere to the time schedule of activities mentioned in the RFP and no request to change the last date or extend period/time for submission shall be entertained by the Owner. However, the Owner reserves its right to extend the date/time for submission of the responses without assigning any reason by notifying all the short listed bidders.
- The Owner reserves the right to accept or reject any and all proposals, to revise the RFP, to request one or more re-submissions or clarifications from one or more bidders, or to cancel the process in part or whole. No bidder is obligated to respond to or to continue to respond to the RFP.
- All payments are subject to deduction of all statutory dues applicable, if any.
- The RFP and all supporting documentation/templates are the sole property of the Owner and shall NOT be redistributed without the prior written consent of the Owner. Violation of this will be a breach of trust and may, inter-alia, cause the bidder to be irrevocably disqualified.
- The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with the Owner in relation to the provision of services. Neither the Owner nor any of its directors, officers, employees, agents, representative, contractors gives any representation or warranty (whether oral or written), express or implied as to the accuracy, updating or completeness of any writings, information or statement given or made in this RFP document. Neither the Owner nor any of its directors, officers, employees, agents, representative, and contractors has carried out or will carry out an independent audit or verification or investigation or due diligence exercise in relation to the contents of any part of the RFP document.

- Any additional or different terms and conditions proposed by the bidder will be rejected unless expressly assented to, in writing by SBICAP.