

**ODISHA STATE CIVIL SUPPLIES CORPORATION LTD.**

(A Govt. of Odisha Undertaking)

REGISTERED OFFICE: C/2, NAYAPALLI, BHUBANESWAR-751012

CIN: U51211OR1980SGC000894

Tel: 0674-2395391, Fax No: 0674-2395291, website: www.oscsc.in

FAX	EMAIL	WEB	SMS
RP	SP	OP	LOCAL

OSCSC-FINII-ACCT-0005-2023

No.

10909

Date:

25-7-23**TENDER CALL NOTICE**

Responses are invited to the Request for Proposals ("RFP") from SAP Support Agency ("Bidders") for the following Work/Service

Name of the Work/Service	RFP for SAP Support and Maintenance Services
Availability of tender documents on the e-tendering portal of Government of Odisha.	Date: 26.07.2023 onwards
Last date of submission of Pre-Bid Queries	Date: 01.08.2023 Till: 17:30 Hrs
Date of Pre-Bid Meeting	Date: 02.08.2023 Time: 11:30 Hrs
Last Date of Submission of Bids	Date: 17.08.2023 Till: 17:30 Hrs

All other details can be seen from the RFP document available on the e-procurement portal of Government of Odisha (<https://tendersodisha.gov.in>) and on the websites of OSCSC Ltd (<https://oscsc.in/>), FS&CW Dept., Govt. of Odisha (<http://www.foododisha.in/>). OSCSC reserves the right to reject any or all bids without assigning any reason thereof.


25-07-23
FA & CAO



RFP for SAP Support & Maintenance Services

RFP Number:

10909

Publish Date:

25.07.2023



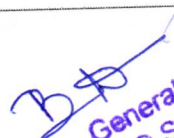
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Odisha State Civil Supplies Corporation Limited
Food Supplies & Consumer Welfare Department, Govt of Odisha

Contents

1. Proposal Data Sheet.....	7
2. Introduction & Background.....	9
2.1 Introduction.....	9
2.2 About Odisha State Civil Supplies Corporation.....	9
2.3 Project Objective.....	9
2.4 Project Background.....	10
3. Scope of the Work:	13
3.1 Broad Scope of Work	13
3.1.1 Operation & Maintenance of existing SAP Modules.....	13
3.1.2 Upgradation/ Enhancement & Development activities	15
3.1.3 Data Migration from Legacy System to SAP	15
3.1.4 Seamless Integration of existing system with SAP.....	16
3.1.5 Assessment of existing IT infrastructure & proposing upgradation requirements.....	17
3.2 SAP Module wise Consultants Roles & Responsibilities:.....	17
3.3 SAP Training requirements.....	19
3.4 SAP Project Documentation	19
3.5 Support Model	20
3.5.1 Operation Plan	20
3.5.2 Office space and other facilities.....	21
3.6 SAP Manpower Requirement	22
3.7 Process of Resource Deployment at OSCSC	22
3.8 Deliverables	22
3.8.1 Monthly Deliverables	23
3.8.2 General Deliverables	23
3.9 Payments to SAP Support Agency.....	24
3.10 Change Management.....	24
3.11 Intellectual Property Rights	25
3.12 Exit Plan	25
4. Instruction to Bidders	25
4.1 Tender document fees & EMD details	26
4.2 Pre-Bid Meeting & Clarifications.....	26
4.3 Format for submission of Pre-Bid queries.....	27
4.4 Responses to Pre-Bid queries and issue of corrigendum/ addendum.....	27
4.5 Debarment.....	27


General Manager (Accounts)
O.S.C.S.C. Ltd., BBSR.

RFP for SAP Support & Maintenance Services

4.6	Preparation and submission of Bid	27
4.6.1	Bid Preparation	27
4.6.2	Language of the bid	28
4.6.3	Documents constituting the Bid	28
4.6.4	Documents establishing Bidder's Qualification	28
4.6.5	Evaluation of Bid	29
4.6.6	Bid Currency	29
4.6.7	Formats and Signing of Bids	29
4.6.8	Deadline for submission of Bid	29
4.7	Late Bid	29
4.8	Withdrawal and resubmission of Bid	29
4.9	Right to accept any Bid and to reject any or all Bids.	30
4.10	Period of validity of Bid	31
4.11	Correspondence with the Bidder	31
4.12	Proposed Manpower Deployment	31
4.13	Amendments in RFP Document	32
4.14	Compliance with Mandatory Requirements	33
4.15	Financial Proposal	33
4.16	Terms & Conditions of Bidders	33
4.17	Deviations in Terms and Conditions of RFP	34
4.18	Right to Publish	34
4.19	Due diligence by Bidders	34
4.20	Clarifications from Bidders	35
4.21	Collusive Proposal	35
4.22	Fraud and Corrupt Practices	35
4.23	Conflict of Interest	36
4.24	Confidentiality	37
4.25	Taxes & Duties	37
4.26	Return of Information to OSCSC	38
4.27	False or Misleading Claims	39
4.28	Criminal Charges and Conviction	39
5.	Evaluation of Bids/Proposals	39
5.1	Evaluation Process:	39
5.2	Opening of Bids	39
5.3	Initial Determination of Compliance with RFP Requirements	40

RFP for SAP Support & Maintenance Services

5.4	Correction of Errors	41
5.5	Prequalification Criteria	41
5.6	Technical Bid Evaluation Procedure	45
5.7	Financial Bid Evaluation	49
5.8	Selection of Winning Bidder	50
5.9	Bid Submission	50
6.	Award of Contract	50
6.1	Notification of Award.....	50
6.2	Signing of Contract.....	50
6.3	Contract Period	51
6.4	Security Deposit	51
6.5	Recovery of sums due.....	52
6.6	Annulment of Award.....	52
7.	Service Level Agreement (SLA)	53
7.1	SLA Details.....	53
7.2	Penalty Clause for SLA	54
8.	Presentation	55
9.	General Terms and Conditions	55
9.1	Language & validity period of RFP	55
9.2	Period of Contract:.....	56
9.3	General Instructions.....	56
9.4	Performance guarantee:.....	56
9.5	Award of contract:	56
9.6	Communication of acceptance:	57
9.7	Termination:	57
9.8	Indemnity:.....	57
9.9	Confidentiality:.....	58
9.10	Force majeure:	58
9.11	Notices:	58
9.12	Dispute Resolution:.....	58
9.13	Applicable law and jurisdiction:	59
9.14	Amendments to the RFP	59
9.15	Other conditions	59
9.16	Authenticity of the Information and Right for Verification	60
9.17	Termination for Insolvency	60

RFP for SAP Support & Maintenance Services

9.18 Agreement	60
Annexure-1: Checklist for Prequalification and Technical Bid Criteria	61
Annexure-2: Bid Participation Cover Letter	63
Annexure-3: Format for power of attorney to authorize signatory	65
Annexure-4: Self Declaration – No Blacklisting	66
Annexure-5: Bidding Organization Details	67
Annexure-6: Turnover & Financial Information	68
Annexure-7: SELF-DECLARATION: Litigation Impact Statement	69
Annexure-8: Security Deposit Cum Performance Bank Guarantee Format	70
Annexure-9: SAP implementation/ maintenance/ support Experience	72
Annexure-10: Summary of CVs of proposed SAP Manpower for the assignment	74
Annexure-11: Format of Curriculum Vitae (CV) for Proposed SAP Manpower	75
Annexure-12: Bill of Quantities (BOQ) Format	76
Annexure-13: Online Bidding Process	77
Annexure-14: Office Memorandum Issued by Works Department, Govt. of Odisha	82
Annexure-15: CA Certificate on Project Details	91
Annexure-16: Format for “Letter of Proposed Association”	92


DISCLAIMER

The information contained in this tender document or subsequently provided to Applicant, whether verbally or in documentary or any other form by or on behalf of the Odisha State Civil Supplies Corporation Ltd. or any of its employees or advisers, is provided to Applicant on the terms and conditions set out in this Tender document. This information is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Odisha State Civil Supplies Corporation Ltd. accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

This Tender document is not an agreement with the prospective applicants or any other person. This Tender document includes statements, which reflect various assumptions and assessments arrived at by the Odisha State Civil Supplies Corporation Ltd. in relation to the assignment. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require. This Tender document may not be appropriate for all persons, and it is not possible for Odisha State Civil Supplies Corporation Ltd., its employees, or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this Tender. The assumptions, assessments, statements, and information contained in this Tender document, may not be complete, accurate, adequate, or correct. Each Applicant should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this Tender document and obtain independent advice from appropriate sources.

The Odisha State Civil Supplies Corporation Ltd., its employees and advisers make no representation or warranty and shall have no liability to any person including any Applicant under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this Tender document or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the Tender document and any assessment, assumption, statement or information contained therein or deemed to form part of this Tender document or arising in any way in this Selection Process.

The Odisha State Civil Supplies Corporation Ltd. also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Applicant upon the statements contained in this Tender document.


General Manager (Accounts)
O.S.C.S.C. Ltd., BBSR.


RFP for SAP Support & Maintenance Services

1. Proposal Data Sheet

TENDER Reference No.: 10909

Date: 25.07.2023

Table 1: Notice Inviting Tender

		Managing Director Odisha State Civil Supplies Corporation Ltd.
Sl. No.	Information	Details
1.	Tender Issuing Authority	Odisha State Civil Supplies Corporation Ltd.
2.	Name of the work	RFP for SAP Support & Maintenance Services
3.	Tender Issue Date	<u>26.07.2023 onwards</u>
4.	Availability of tender documents	The tender is available and downloadable from the Website: www.tendersodisha.gov.in All Subsequent changes to the Bidding document shall be published on the above website.
5.	Non-Refundable Tender Cost	RFP document fee- INR 10,000/- (Non-Refundable) to be submitted online at www.tendersodisha.gov.in as per the rules defined in the portal.
6.	Tentative Project Budget EMD	Rs. 1,50,00,000/- (One Crore and Fifty Lakh) Only. Earnest Money Deposit (EMD) of Rs. 3,00,000/- (Refundable) to be submitted online at www.tendersodisha.gov.in as per the rules defined in the portal.
7.	Performance Bank Guarantee	PBG is 3 % of the total contract value which should be submitted within 15 days from the date of issue of work order / Letter of Intent. PBG should be issued from any Nationalized Bank including the public-sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks.
8.	Period of Work	1 year
9.	Last date and time for submission of queries for clarifications	All the queries/clarification requests should be received on or before <u>01.08.2023</u> till <u>17:30</u> Hrs, through email only with subject line as follows: "Pre-Bid queries -<Bidder's Name>- "RFP for SAP Support & Maintenance Services for Odisha State Civil Supplies Corporation Ltd." The queries shall be submitted in an excel file as per the format prescribed in this tender The Pre-Bid queries to be sent to the following Email Ids: Email ID: mdoscsc@gmail.com The Pre-Bid queries shall be addressed to:

BSP
General Manager (Accounts)
O.S.C.S.C. Ltd., BBSR.

RFP for SAP Support & Maintenance Services

10.	Point of Contact	Managing Director Odisha State Civil Supplies Corporation Ltd., Bhubaneswar, Odisha GM(Accounts), OSCSC SAP Nodal Officer
11.	Date, time, and venue of Pre-Bid meeting	<u>02.08.2023</u> at <u>11:30</u> Hrs Odisha State Civil Supplies Corporation Ltd., Bhubaneswar, Odisha
12.	Last date and time (deadline) for receipt of proposals in response to tender notice	<u>17.08.2023</u> till <u>17:30</u> Hrs
13.	Date, time, and venue of opening of Technical Proposals received in response to the tender notice	<u>18.08.2023</u> at <u>11:30</u> Hrs Odisha State Civil Supplies Corporation Ltd., Bhubaneswar, Odisha
14.	Language	Proposals should be submitted in English only.
15.	Bid validity	Proposals must remain valid up to 180 (One Hundred & Eighty) days from the last date of submission of the Bid.
16.	Bid Submission Procedure:	Submission of e-tender through https://tendersodisha.gov.in/ only. Pl. refer Annexure – 13 for "Online Bidding Process" and Annexure – 14 for "Office Memorandum Issued by Works Department, Govt. of Odisha"

BP
General Manager (Accounts)
O.S.C.S.C. Ltd., BBSR.

2. Introduction & Background

2.1 Introduction

Odisha State Civil Supplies Corporation (OSCSC) invites responses ("Tenders") to this Request for Proposals ("RFP") from SAP Support Agency ("Bidders") for Selection of a team for SAP Support & Maintenance at OSCSC. This RFP is to solicit proposals from the bidders for hiring of a Team for SAP Support & maintenance through a competitive bidding process. Proposals must be received not later than time and date mentioned in the Proposal Data Sheet. Proposals that are received late will not be considered and summarily rejected. OSCSC will award the Contract to the successful bidder whose proposal has been determined as the best value proposal based on Technical and Financial evaluation criteria and accepted by the Tender Accepting Authority. The SAP Support Agency will be responsible for the Operation & Maintenance, Upgradation/ enhancement of the various processes implemented in SAP. The RFP intends to bring out the details with respect to scope of services that are deemed necessary to share with the interested bidders.

The proposals submitted in the prescribed format alone shall qualify for evaluation. The proposals shall be in English and are to be submitted online only. The technical and financial proposals from the interested bidders should be submitted online before the last date and time. The Tender document fee and EMD should also be submitted online.

Bidder's confirmation for acceptance of OSCSC's terms and conditions, eligibility & evaluation criteria shall be categorical. Violation of these requirements will disqualify the bidder.

2.2 About Odisha State Civil Supplies Corporation

Odisha State Civil Supplies Corporation Ltd., a fully owned State Government company that engages on behalf of Govt. of Odisha for, purchase, storage, processing, transport, distribution & sale of essential commodities like food grains.

The corporation in a nutshell, strives to ensure the welfare of the farmers and beneficiaries of the state, through a wide network of public distribution system. It aspires to provide better quality food grains to the consumers using scientific standard of testing & storing.

The primary Policy objective of the OSCSC is to ensure food security for the state through timely and efficient procurement and distribution of food grains. This involves procurement of various food grains, building up and maintenance of food grain stocks, food grain storage, transport and delivery of food grain and monitoring of production, stock, and price levels of food grains.

2.3 Project Objective

Odisha State Civil Supplies Corporation Limited (OSCSC) is looking forward to hire service of reputed firms who shall provide OSCSC with onsite support services on the SAP application modules (FICO, MM, PP, SD) along with associated tools (PI/PO) implemented in OSCSC. These support services and maintenance of the existing SAP system shall be done in line with the scope of work (SOW) specified in this RFP. The scope of work highlighted is tentative in nature and may be subjected to be changed/updated as per the requirement of OSCSC from time to time.

2.4 Project Background

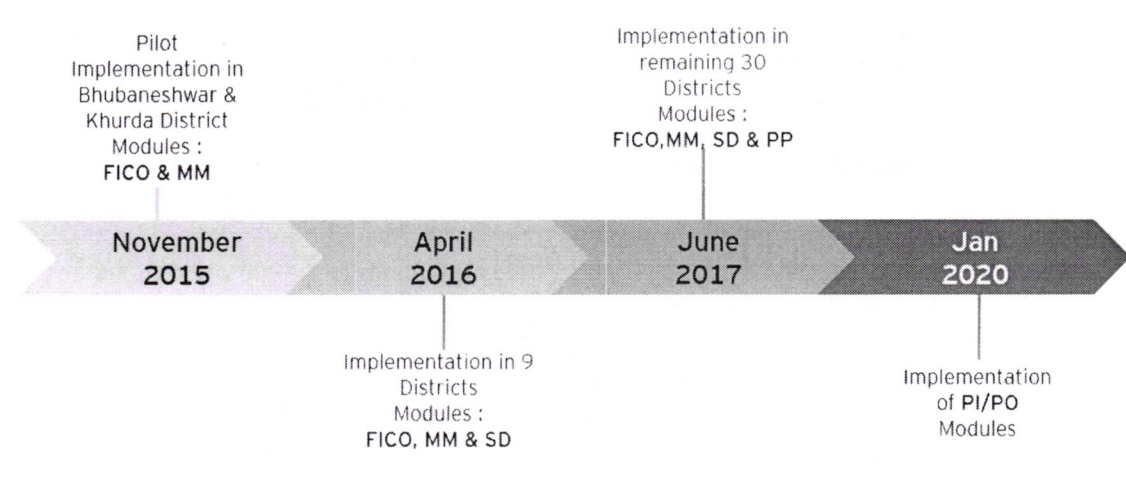
The core area of OSCSC is procurement, storage, and distribution of the food grains. SAP system majorly captures the related financial accounting of the above-mentioned activities. In view of this strategic objective, OSCSC has adopted various IT-enabled initiatives for delivering services to different stakeholders.

The IT initiatives implemented by OSCSC for providing services are as listed below:

- Paddy Procurement Automation System (PPAS)
- Supply Chain Management System (SCMS v2)
- Deliver Certificate/Release Order (DC/RO)
- Online Billing Management System (OBMS)
- SAP ERP Platform

SAP Platform:

- To streamline the financial accounting process, SAP system has been implemented by OSCSC. The first instance of SAP platforms was implemented at OSCSC in November 2015.
- The module wise implementation of various modules of the SAP system are mentioned below.



- In the year 2015 OSCSC outsourced the SAP implementation, maintenance, and handholding work to a System Integrator vendor. The SI vendor provided service till July of 2022, until the contract with OSCSC was concluded.
- After the contract with the SI vendor was concluded OSCSC has initiated the process of floating this tender for selecting a suitable SAP service provider to deploy resources as SAP Support Team to perform the activities of operation & maintenance and Upgradation/ enhancement/ development required for the implemented SAP system at OSCSC. The SAP Support Team will perform the SAP support to enable the smooth functioning of the SAP day-to-day activities and operations performed at its various offices.

RFP for SAP Support & Maintenance Services

- To meet the requirement of OSCSC, SI vendor has implemented various modules of SAP for the proper mapping of various OSCSC business processes and required output generation in terms of reports related to financial and accounting data as well stock data of OSCSC.
- The SAP modules/functionality that have been implemented at OSCSC are as mentioned below:
 - Financial Accounting and Control (FI/CO)
 - Materials and Inventory Management (MM)
 - Sales and Distribution (SD)
 - Production Planning (PP)
- Technology Stack of SAP System implemented at OSCSC:
 - SAP Integration Tool in use: PI/PO (Process Integration/Process Orchestration)
 - SAP Version: ECC 6.0 EHP 7, SP level SP08
 - Database System: SYBASE
 - Operating System: Windows NT
 - SAP Landscape: Three-system (Development, Quality Assurance and Production).
- SAP is integrated with other applications at OSCSC to get the data from various source points. In this bid, there is scope to complete the integration with applications of OSCSC and upgradation/ enhancement of existing integrations as per the requirement of OSCSC. (The detailed status & scope of Integration mentioned in Scope of Work section of this RFP.)
- For proper generation of reports w.r.t finance, accounting and stock, the data migration from legacy systems of OSCSC has been initiated. So, in this bid there is requirement of completion of porting the data from Legacy applications to SAP. (The detailed scope of Data Migration mentioned in the Scope of Work section of this RFP.)
- SAP System is also accessed and used from various office locations of OSCSC across the state.

The list of office locations from where SAP system is accessed are as mentioned below:

Sl. No.	Office Details	Location
1	OSCSC Head Office	Bhubaneswar
2	Angul District Office of OSCSC	Angul
3	Balasore District Office of OSCSC	Balasore
4	Bargarh District Office of OSCSC	Bargarh
5	Bhadrak District Office of OSCSC	Bhadrak
6	Bolangir District Office of OSCSC	Bolangir
7	Boudh District Office of OSCSC	Boudh
8	Cuttack District Office of OSCSC	Cuttack
9	Deogarh District Office of OSCSC	Deogarh
10	Dhenkanal District Office of OSCSC	Dhenkanal
11	Gajapati District Office of OSCSC	Gajapati
12	Ganjam District Office of OSCSC	Ganjam
13	Jagatsinghpur District Office of OSCSC	Jagatsinghpur
14	Jajpur District Office of OSCSC	Jajpur

RFP for SAP Support & Maintenance Services

15	Jharsuguda District Office of OSCSC	Jharsuguda
16	Kalahandi District Office of OSCSC	Kalahandi
17	Kandhamal District Office of OSCSC	Kandhamal
18	Kendrapada District Office of OSCSC	Kendrapada
19	Keonjhar District Office of OSCSC	Keonjhar
20	Khurda District Office of OSCSC	Khurda
21	Koraput District Office of OSCSC	Koraput
22	Malkangiri District Office of OSCSC	Malkangiri
23	Mayurbhanj District Office of OSCSC	Mayurbhanj
24	Nawarangpur District Office of OSCSC	Nawarangpur
25	Nayagarh District Office of OSCSC	Nayagarh
26	Nuapada District Office of OSCSC	Nuapada
27	Puri District Office of OSCSC	Puri
28	Rayagada District Office of OSCSC	Rayagada
29	Sambalpur District Office of OSCSC	Sambalpur
30	Sonepur District Office of OSCSC	Sonepur
31	Sundargarh District Office of OSCSC	Sundargarh

The SAP system is used and accessed from the below mentioned Model Fair Price Shop (MFPS) of OSCSC:

Sr. No.	MFPS Details	Location
1	Khurda - Unit-IV-Bhubaneswar	Khurda
2	Khurda - Barmunda-Bhubaneswar	Khurda
3	Khurda - Sahid Nagar-Bhubaneswar	Khurda
4	Khurda - ID Market-Bhubaneswar	Khurda
5	Cuttack – CDA	Cuttack
6	Cuttack - Buxi Bazar	Cuttack
7	Cuttack - College Square	Cuttack
8	Cuttack - Naya Bazar	Cuttack
9	Sambalpur – Golebazar	Sambalpur
10	Sambalpur – Badbazar	Sambalpur
11	Kandhamal – Phulbani	Kandhamal
12	Keonjhar	Keonjhar
13	Koraput - Raju Street	Koraput
14	Koraput - Gandhi Chowk	Koraput
15	Koraput - Auravind Nagar	Koraput
16	Malkangir – Balimela	Malkangir
17	Malkangir	Malkangir
18	Nuapada	Nuapada
19	Rayagada	Rayagada
20	Rayagada – Gunupur	Rayagada
21	Sundargarh	Sundargarh

The details of SAP users at OSCSC are as mentioned below:

Sr. No.		Count of Current Users
1	Number of SAP users at OSCSC Head Office	45
2	Number of SAP users at OSCSC District Offices	112
3	Total Number of SAP users at OSCSC	157

3. Scope of the Work:

- At Present the majority processes are mapped to SAP application and the selected bidder will deploy resources as **SAP Support Team** for carrying out do day to day maintenance and ensure existing daily work on SAP is not hampered.
- OSCSC has set up an SAP Core Team to look into the SAP operations and will work along with the SAP Support Agency to ensure proper running of the SAP processes. SAP Support Agency will set up a team of consultants from all required Functional and Technical modules to work along with the SAP Core Team of OSCSC.
- The Proposal is to engage Consultants who will work on Onsite Model and shall support OSCSC.
- As the need arises the SAP Support Agency will also be required to do relevant mapping of the business processes as directed by OSCSC from time to time as per business needs, as detailed in the scope of work.

3.1 Broad Scope of Work

The broad Scope of work for the of vendor in this project includes:

- A. Operation and Maintenance of existing SAP Modules with capacity building and support service.
- B. Upgradation / Enhancement, Development of the business process of the modules implemented.
- C. Data Migration from Legacy system to SAP.
- D. Seamless Integration of existing system with SAP system for exchange of data between the existing applications and SAP.
- E. Assessment of existing IT infrastructure & propose upgradation required

3.1.1 Operation & Maintenance of existing SAP Modules

Technical Support:

- To analyze the modules implemented for issue diagnosis and provide resolutions accordingly.
- System configuration and customization - To provide support for configuration of the system for the modification/changes required in the system.
- Customization of report such as Asset procurement register year wise, purchase register etc. with added field as per the requirement of OSCSC.
- Support should be provided every day of the year and any time of the day as the need might arise and the SAP Support Agency is to plan accordingly.

- To carry out the addition/deletion of new fields, changes in the mapping, creating/modifying static and dynamic queues, structural changes etc. related to the existing interfaces.

Bug fixes and patch upgrades:

- Any system error/issue/bug or any recommendations from product vendor of SAP, will be carried out.
- Bug fixes/program changes will be tested by the support team in development environment and subsequently UAT (user acceptance testing) will be done by the end users in quality environment before moving to production.
- To perform the installation of software updates security patches as per availability.
- To perform impact analysis on SAP modules implemented prior to SAP patch installation and submission of reports accordingly.
- The SAP support team will be responsible for setting central patch installation server for the efficient distribution of SAP patches across entire landscape.

System monitoring and management:

- The SAP support team will perform SAP BASIS activities in Development, Quality and Production servers of SAP ECC systems. They will also perform all the System Monitoring and health check activities for smooth running of the servers.
- SAP support team must prepare a maintenance plan, share the document with OSCSC and execute the plan according to the requirement.
- Team must perform all type of monitoring and administrative activities like restarting SAP servers, maintenance of system configuration, administration for Browser-Based User Dialogs, User Administration, RFC/any middleware tool Connections and monitoring, Scheduling Background Tasks, Printer Connections, System Monitoring and Trouble Shooting, Setting up an SAP System Landscape, Creating/ Exporting/importing Transport Requests, SAP Note Assistant, Support Package Upgrades, System Workload Analysis, System trace monitoring, Performance Analysis Monitors, SAP Memory Management , System Load Verification, SAP Table buffering, Database Overview and monitoring.

Other O&M Activities:

- Management and maintenance of all currently implemented SAP modules and tools in SAP system implemented at OSCSC.
- Sharing the details of work of SAP support team along with detailed roles and responsibility of individual in team during contract and providing profile / experience of each individual.
- Real time basis accounts data updating in SAP.
- Ensuring smooth data flow from external applications such as P-PAS, SCMS & OBMS.
- Utilization & monitoring of PI/PO tool as per the requirement and module basis
- Technical support while filing of TDS Return (Both GST & IT) at Head Office by providing accurate information (through reports) from SAP.
- Providing technical support for generation of Financial Statement as per Companies Act and books of Account as per Statutory requirement.

- Supporting the OSCSC SAP core team to gradually get involved in the support process of the SAP operations at OSCSC and be self-sufficient.
- Active participation to technically support OSCSC with the auditing activities and changes/report/data fetch in SAP as is required.
- Technical support for all other MIS of purchase / sales inventory data to be generated from the system.
- Technical support for scheme wise reports and other reports required by Govt. of India and Govt. of Odisha, also as per internal requirement of OSCSC to be generated from SAP.
- Integration with other applications and SAP modules (to be implemented, if any) as the need may arise.
- Documentation for the reports developed along with SOP and process flow.
- Providing support to configure Master Data Management

3.1.2 Upgradation/ Enhancement & Development activities

- Technical support to create KMS reports to be developed/upgraded based on procurement and distribution of food grains for sharing with Govt. of India.
- Integration of various application with SAP. (Please refer to the RFP document for details).
- Controlling (CO) module implementation/upgradation/enhancement.
- Technical support for scheme wise reports and other reports required by GoI and GoO, also as per internal requirement of OSCSC to be generated from SAP.
- Integration with other applications and SAP modules (to be implemented, if any) as the need may arise.
- Reports & smart form (such as Purchase/Sales/Tax Register etc.) are to be developed as per the requirement of OSCSC.
- Review the stock movement system in MM/SD and suggest for any upgradation and enhancement if required.
- Maintenance and upgradation of workflow module if required.

3.1.3 Data Migration from Legacy System to SAP

- The Scope of Data Migration contains the need for the porting of data from various legacy applications of OSCSC to SAP platform.
- The SAP Support Team deployed by selected vendor, is required to support OSCSC in the successful migration of the data.
- SAP Support Team will perform the Data Migration in coordination with SAP Core Team.
- OSCSC shall provide the bidder with the data in Excel / CSV/ XML format for migration if needed.
- In this regard the SAP Support Team is required to carry out following activities:
 - ✓ Carry out study of the existing data in legacy system in consultation with OSCSC officials and other application vendors.
 - ✓ Prepare migration plan and migration script to carry out migration of data from legacy system to SAP application.
 - ✓ Support OSCSC team in the testing of data/records ported to ensure migration has been successfully completed.

RFP for SAP Support & Maintenance Services

- ✓ Predict and take measures for changes that might occur to live data during migration process
- ✓ To analyze the infrastructure requirements to carry out the Porting process.
- Legacy System wise details of records/ files available for Data Migration is listed below:

Sr. No	Application Name	Financial Year Pending	Total Record (Approx.)
1	SCMS 2.0	FY 2020-21 & 2021-22	75 Lakh Line Items
2	PPAS	FY 2020-21 & 2021-22	35 Lakh Line Items
3	DC	FY 2020-21 & 2021-22	5 Lakh Line Items
4	RO	FY 2020-21 & 2021-22	5 Lakh Line Items

3.1.4 Seamless Integration of existing system with SAP

- The Scope of Integration is to capture the data from other applications of OSCSC to SAP platform for seamless generation of reports related to financial, accounting and stock details. The system should support both push and pull of data from applications proposed to be integrated.
- The SAP Support Team deployed is required to support OSCSC in the successful Integration.
- Integration shall be done on a seamless basis to update the data from the existing systems/applications to SAP system on daily basis as per defined schedule automatically.
- In this regard the SAP Support Team is required to carry out following activities:
 - ✓ To study and understand the existing application and the data structure required for integration.
 - ✓ Prepare the Standard Operating Procedure (SOP) for Integration.
 - ✓ Support OSCSC in the integration of existing application with SAP application
 - ✓ Support OSCSC in carrying out integration testing to ensure that the integration has been successfully completed as per the stated requirements.
 - ✓ To perform the maintenance and upgradation of the existing integration with SAP modules.
- Status of the integration of major applications with SAP system & future scope of Integration to bidder:

Sl. No.	Major Applications of OSCSC	Related to SAP Module	Transaction Type	Integration Status
1	P-PAS (Paddy Procurement Automation System)	MM	Paddy procurement/Farmer payment	Partially Integrated but upgradation/ enhancement to be done.
2	SCMS v2 (Supply Chain Management System)	SD/MM	PDS distribution details	Seamless Integration to be done
3	OBMS (Online Billing Management System)	FI	Captures data related to billing of rice millers, L1& L2	Partially Integrated but upgradation/ enhancement to be

RFP for SAP Support & Maintenance Services

			transporters, Handling Contractor	done.
4	DC Application	Sales	Rice & wheat sale to FCI	Seamless Integration to be done
5	RO Application	PP	Paddy conversion to rice	Seamless Integration to be done

Note: The above integration scope mentioned the major activities, however it is not limited to this and may require integration with other applications and SAP modules (to be implemented, if any) as the need may arise.

3.1.5 Assessment of existing IT infrastructure & proposing upgradation requirements

- The SAP application is currently hosted at Odisha State Data Centre (OSDC) on the infrastructure provided by the OSDC. The entire server infrastructure is maintained by OSDC.
- The SAP support team shall be required to carry out the assessment study of the existing IT infrastructure implemented for the SAP platform.
- Based on assessment study, the SAP Support Team shall submit a detailed report w.r.t to the enhancement/ upgradation required in the existing infrastructure to ensure data can be seamlessly migrated from legacy system and SAP system will perform as per the expectation of OSCSC post integration with other business applications of OSCSC.
- The SAP Support Team will submit the Report for Assessment of Existing IT Infrastructure and Hardware requirement recommendation for upgradation to OSCSC.

3.2 SAP Module wise Consultants Roles & Responsibilities:

Module – Finance and Controlling (FICO)

- Month end activities (opening / closing of posting period, reconciliation of ledger & subledger, Depreciation posting of Asset, reporting of statutory part etc.)
- Year-end activities (G/L balance carry forward, Subledger balance carry forward, opening / closing of Asset posting period etc.)
- Ensuring transaction posted from PPAS-SAP integration is correct. Necessary steps needed to be taken to ensure smooth flow of data and ensuring auto detection if the data is not posted correctly.
- Maintenance of Asset Accounting
- Must be expert in functional spec to prepare new reports, smart form and change in existing reports if required.
- To help audit team to get the valid data in technical part.
- Maintenance of Cost Center Accounting, Cost Element Accounting, Profit Center Accounting, and Internal Order Management.
- Conduct Controlling process configuration (if any additional configuration and enhancement required)

Module - Materials Management (MM)

- Support the current MM footprint & suggestion for betterment is expected.

- Analyze and solve the SAP MM issues.
- Conduct SAP MM process configuration (if any additional configuration and enhancement required).
- Tweaking, changing, and maintaining the OSCSC SAP MM integration with other SAP modules, such as FICO, MM, PP etc.
- Month end activities (opening & closing of posting period, stock OB/CB reconciliation, verification of 2/3 way matching & reporting of the verification).
- Year-end activities (define number range, stock OB/CB reconciliation, verification of 2/3 way matching & reporting of the differences).
- Ensuring the purchase data is posted properly in daily basis. Necessary steps need to be taken in case of any error.
- Stock management
- Preparation of Functional Specification for reports if required at any point of time.
- Considering the business process, stock movement from one location to another, and reconciliation.

Module – Sales & Distribution (SD)

- Tweaking, changing, and maintaining the OSCSC SAP Sales order Management cycle.
- Tweaking, changing, and maintaining the OSCSC SAP SD integration with other SAP modules, such as FICO, MM, PP etc.
- Maintaining and upgrading all OSCSC SAP SD procedures related to pricing and billing.
- Technical support for FCI Sales report generation and maintenance through SAP SD module.
- Sales mapped in Legacy applications (DC modules of SCMS) is to be tracked, tweaked, and maintained through SAP SD module.
- OSCSC FPS scheme wise distribution mapped in SAP SD is to be tweaked, changed, and maintained as per requirement.
- OSCSC MFPS scheme wise distribution mapped in SAP SD is to be tweaked, changed, and maintained as per requirement.

Module – Production Planning (PP)

- Design changes, customization, configuration and testing of SAP PP module as per the requirement.
- Identifying gaps, issues and designing work around solutions in SAP PP as the need arises.
- Legacy application system (RO) module integration in SAP PP to be monitored and maintained.
- Repetitive manufacturing process (for grain to rice conversion) mapped in SAP PP to be monitored, maintained, and tweaked as required.
- Tweaking, changing, and maintaining the OSCSC SAP PP integration with other SAP modules, such as FICO, MM, SD etc.

Module – Business Application Software Integrated Solution (BASIS)

- Management & monitoring of server infrastructure in OSDC
- Software upgrades and enhancement

- Role authorization to user
- New releases, Patch, and security updates
- Server performance monitoring
- Data monitoring (backup & restoring data)
- Managing data transports
- SAP Note Application
- Data optimization
- Security Management
- System Administration and Trouble Shooting
- Application & System Software Administration (including performance tuning)
- Application and database level performance tuning.
- Database Administration, optimization and Trouble Shooting

Module – Advance Business Application Programming (ABAP)

- Enhancement of existing reports if required.
- Preparing of Report and smart form (ABAP) such as purchase register, sale register, Tax register, sale Invoice and any reports or smart form if required.
- Maintaining, monitoring, and tweaking of SAP Workflow as per requirement
- Review, maintenance & upgradation of exist Reports
- Proper documentation to be done for the reports

3.3 SAP Training requirements

- SAP Support Team will prepare Training Plan in-coordination with OSCSC and conduct training according to the training plan.
- SAP Support Team should provide training to OSCSC officials and their nominated representative on various modules/reports of SAP application and other associated components.
- The SAP Support Team shall conduct adequate number of training sessions spread over the contract period as & when required.
 - Initially for the first & last two months the selected bidder shall be required to provide training twice in a month to OSCSC users. On Completion of 2 months, 1 Refresher training shall be arranged by the selected bidder every month. However, OSCSC may ask to provide training to OSCSC employees as and when required.
- SAP support team shall prepare the necessary training related documentation such as manuals, presentations, flowcharts, training aids if required for successful delivery of trainings.
- SAP Support Team will provide knowledge sharing session on Upgradation or modifications done/Training of technical staff/domain knowledge to OSCSC SAP Core Team (as per the assessment of gap of the OSCSC SAP Core Team).

3.4 SAP Project Documentation

- SAP support team must update documentation related to SAP software, user manual for any changes, technical updates.

- Frequency of update must be carried out as per the requirement of system management and OSCSC.
- Sharing of all Project Document about processes/reports/integrations/support created during the contract tenure on an ongoing basis.
- To create/upgrade and provide the documents related to manuals for end user, technical document such as BPB (Business Process Blueprint) and any other documents as an when required.
- Prior release of all the project related documents submitted by SAP Support Team, it should be reviewed and approved by OSCSC.
- SAP support team will carry out all the changes in the system through proper documentation and approval mechanism. During this support phase, team should follow this procedure (subjected to approval of OSCSC) for any Change in the system.

3.5 Support Model

- The selected vendor shall be completely responsible for the overall support and maintenance of the SAP project. A detailed functional, technical, and non-functional requirements specification document must be developed by the selected vendor in consultation with OSCSC.
- The scope of this project for the selected vendor includes maintenance, support, configuration, and customization of the ERP – SAP, based on the Requirements provided by OSCSC from time to time. The vendor selected would also be required to create all required documentation including operations manuals, technical manuals, and user manuals.
- The selected vendor shall be responsible for all steps necessary for maintenance of the SAP system including gathering detailed requirements, testing, data migration, training, bug fixing, patch management, enhancements etc.

3.5.1 Operation Plan

- Support would be provided by the Team of Consultants deployed onsite. The onsite location is the OSCSC Head Office at Bhubaneswar, Odisha. The consultants would get in touch with the respective OSCSC staff (i.e., the user of the process from OSCSC side) to understand the business processes in detail and perform a system study with them.
- The SAP Support services will cover Transactional support - This is the support required by the end users who face problems in executing the business transactions, usually in the early stages after going productive on SAP.
 - ✓ Onsite Operational Mode for head office at Bhubaneswar
 - ✓ Offsite Operational Mode for District offices and MFPS (vendor consultants will be supporting from OSCSC HO)

3.5.2 Office space and other facilities

- For the On-site support, OSCSC shall not charge anything to provide the following:
 - ✓ Suitable office space, office supplies, furniture, electricity, internet service required for the deployed consultants
 - ✓ Knowledge Transfer from the existing service provider
 - ✓ Access to the document repository and all project relevant documents

RFP for SAP Support & Maintenance Services

- The vendor has to ensure necessary laptop/ desktop/ workstation and printer (along with consumables) supply for their employees working at the OSCSC premises.

3.6 SAP Manpower Requirement

- SAP Manpower requirement at OSCSC Bhubaneswar Head Office:

Sl. No.	Profile of Consultants	No. of Resources	Required Qualification & Experiences
1	FI/CO Functional Consultant cum Project Lead (Senior)	1	Minimum Qualification: MBA (Finance)/ Chartered Accountant/ ICWA/ CA (Inter)/ICWA (Inter) Mandatory Experience: Minimum two SAP end to end implementation experience with minimum 5-years of experience as functional consultant in SAP FI/CO module
2	FI/CO Functional Consultant (Junior)	1	Minimum Qualification: MBA (Finance)/ ICWA (Inter)/ CA (Inter)/ M. Com Mandatory Experience: Minimum 3-years of SAP experience in FI/CO module as functional consultant
3	MM & PP Functional Consultant (Senior)	1	Minimum Qualification: B. Tech/ B.E./ MCA/ MBA/ CA (Inter)/ICWA (Inter) Mandatory Experience: Minimum 5-years of SAP experience in MM module as functional consultant
4	SD Functional Consultant (Junior)	1	Minimum Qualification: B. Tech/ B.E./ MCA/ MBA/ CA (Inter)/ICWA (Inter) Mandatory Experience: Minimum 3-years of SAP experience in SD module as functional consultant
5	BASIS & PI/PO Technical Consultant (Junior)	1	Minimum Qualification: B. Tech/ B.E./ MCA/ MBA/ CA (Inter)/ICWA (Inter) Mandatory Experience: Minimum 3-years of SAP experience in related module as functional consultant
6	ABAP Technical Consultant (Senior)	1	Minimum Qualification: B. Tech/ B.E./ MCA/ MBA/ CA (Inter)/ICWA (Inter) Mandatory Experience: Minimum 5-years of SAP experience in ABAP module as functional consultant
7	SAP Support Executive with FI exposure	2	Minimum Qualification: B.Sc/ B. Com/ BCA/ BBA/ B. Tech/ B.E./ MCA/ MBA Mandatory Experience: Minimum 2-years of experience in SAP modules (FI/CO as mandatory) as functional consultant

Note:

- Relevant job experience will be considered only after completion of graduation. Therefore, bidders are instructed not to mention any job experience of the proposed candidate/s before completion of graduation.
- Any change of resource from proposed CVs, either during team deployment or in mid-course, must be replaced by equivalent/ better profile, in terms of qualification, certification and experience, as mentioned in the RFP, in consultation with OSCSC.
- In case of any delay in providing equivalent or better replacement either during team deployment at project commencement or in mid-course, 0.5% of work order value per replacement per week of delay shall be deducted from payment.
- The bidder may propose one (1) resource with experience of both BASIS and PI/PO or the bidder may propose two (2) separate resources one for BASIS and one for PI/PO. In both the cases the resource(s) can work from offshore (with onsite presence on need basis). In case of two (2) separate resources, the duration of the deployment will be for 6 months each spread over a period of 12 months for both resources.
- The Bidder is required to quote the rate against 'Sl. No. 1.5 PI/PO & BASIS Technical Consultant (Junior)' for both the resources while quoting in the financial bid. However, two (2) separate profiles shall be shared by the bidder in their technical proposal. Technical evaluation shall be carried out based on CV proposed against BASIS profile.

3.7 Process of Resource Deployment at OSCSC

- The winning bidder will ensure availability of proposed manpower (all eight candidates as per the RFP document) at the OSCSC head office wherein interview of the proposed candidate shall be carried out by OSCSC officials prior to the deployment of resources.
- The interview of all the candidates as mentioned above will be carried out by technical panel comprising of OSCSC officials.
- The date, time and venue of the interview will be conveyed by OSCSC to the selected Bidder.
- All the candidates are to be present along with original documents and a copy of the same documents regarding educational qualification, certification and experiences as claimed in their resumes submitted for this bid. The details of the original documents to be carried by each candidate are once again mentioned as below.
 - ✓ Educational certification of Graduation and/ or Masters
 - ✓ SAP Certification (If available)
- Any candidate not found suitable by OSCSC should be replaced by the successful bidder. Details of replacement candidate should be provided to OSCSC within 7 working days. The replacement candidate also has to go through the interview undertaken by OSCSC as mentioned above. OSCSC will decide the time and venue for the interview of replacement candidate.

3.8 Deliverables

3.8.1 Monthly Deliverables

The Deliverables of SAP Support Team to be submitted to OSCSC on each & every month, mentioned below:

- Monthly Progress Report comprises of the activities performed during the particular month; activities planned for next month etc.
- Monthly attendance report of all its manpower deployed at OSCSC.

- Monthly Ticket/ Issue Log & resolution status.
- Technical support in Monthly closure of all reports of OSCSC in SAP.

Note: All the Monthly deliverables mentioned above has to be completed and requires to be submitted accordingly with the monthly invoice. Each month a performance review meeting will be held by OSCSC to evaluate the deliverables. In absence of any one of the above-mentioned monthly deliverables, OSCSC at its sole discretion may penalize the SAP Support Agency. However, the penalty amount per month will not be more than the 10% of the monthly invoice raised by the SAP Support Agency.

3.8.2 General Deliverables

- Existing IT Infrastructure assessment report & Hardware requirement recommendation report.
- Standard Operation Procedure (SOP) for Integration
- Migration plan to carry out migration of data from legacy system to SAP application.
- Proper planning and guidance for capability building of OSCSC SAP Core Team will be a major deliverable. In this regard an initial study with recommendation report for doing the same should be submitted by the SAP Support Agency. This report should be followed with a quarterly report stating the progress by OSCSC to achieve the goal.
- All ABAP code changes/ creation should be documented and shared with OSCSC.

Note: All the General deliverables mentioned above has to be completed and requires to be submitted to OSCSC within 3 months from the Deployment of SAP Support Team at OSCSC Bhubaneswar Office location.

3.9 Payments to SAP Support Agency

- The SAP Support Agency will be paid at the rates and in accordance with the terms & conditions as agreed to between the agency and OSCSC on monthly basis.
- The SAP Support Agency should raise invoice for every month and submit to OSCSC at Bhubaneswar office by 5th of every subsequent month.
- The monthly invoice amount should be 1/12th of the entire contract value. Required taxes, GST etc. are to be applied on it as applicable.
- The SAP Support Agency shall complete the integration with the systems and applications as per the scope defined in section 3.1.4 within 6 months of award of contract. In case, SAP Support Agency has not completed the integration within the above period, then 50% of monthly payment shall be kept withheld till the completion of all the integration (If delay attributable on the part of SAP Support Agency)
- The Invoice of the SAP Support Agency should be accompanied with the following documents.
 - ✓ Monthly attendance report of all its manpower at OSCSC Bhubaneswar premises duly signed by OSCSC authorized person. The report format will be shared with the winning bidder later by OSCSC.
 - ✓ Report of the monthly issues raised by OSCSC employee at head office and district offices and resolved by the bidder. The report format will be shared with the winning bidder later by OSCSC.

- ✓ Report of other works undertaken by the bidder in the particular month (e.g., data reconciliation, report creation, integration work etc.) are to be shared by the bidder. The report format will be shared with the winning bidder later by OSCSC.
- ✓ Monthly report of SAP technical support for Monthly closure of all reports of OSCSC in SAP duly signed by OSCSC authorized person. The report format will be shared with the winning bidder later by OSCSC.

3.10 Change Management

- To carry out any sort of enhancements/upgradations/changes beyond the Scope of Work mentioned in this RFP document, OSCSC shall communicate to the SAP Support Agency through a written order, to execute any specific development to be rendered for OSCSC.
- The change request/ management procedure to be followed by the SAP Support Agency:
 - a) Identification of the change: The information related to the details of change required shall be shared with the SAP Support Agency by OSCSC.
 - b) Analysis and evaluation of the Change Request: SAP Support Agency will analyse the changes suggested and submit an effort estimation including timeline to OSCSC
 - c) Approval or disapproval of the change request: OSCSC shall do the due diligence and provide approval on the effort and timeline suggested
 - d) Implementation of the change: After receiving the approval from OSCSC, the change will be implemented in accordance with the agreed cost, effort, and schedule by the SAP Support Agency.
 - e) Verification of the change: The change will be verified by the OSCSC on implementation of the change request.
- While approving any change request, if required, OSCSC may ask the SAP Support Agency to deploy the required resources on-site.
- The payment shall be made only after change request activities are complete in all respect and certification by OSCSC thereof.

3.11 Intellectual Property Rights

- The Intellectual Property Rights (IPR) of all software code, data, algorithms, documentation, manuals, digitized documents etc. generated as a part of O&M, upgradation/ enhancement of this project shall solely vest with OSCSC.
- The SAP Support Agency will not have any right to share, use or disclose above mentioned components/artifacts.

3.12 Exit Plan

- The SAP Support Agency will provide systematic exit plan and conduct proper knowledge transfer process to handover operations to the Odisha State Civil Supplies Corporation (OSCSC) SAP Core Team at least 3 months before project closure.
- SAP Core Team of OSCSC will work closely with resource persons of SAP Support Agency at test, staging and production environment during knowledge transfer phase. All knowledge transfer should be documented and possibly recorded.
- The SAP Support Agency will ensure capacity building of SAP Core Team of OSCSC on maintenance of software and infrastructure.

Knowledge Transfer

- The selected bidder has to provide documents like Hand Over Plan document, User Credentials, User manuals, Business Blueprint (BBP) Document and SoPs for integrations etc.

4. Instruction to Bidders

4.1 Tender document fees & EMD details

- 4.1.1 The Bidders shall download the tender document from the website as mentioned in the Proposal Data Sheet.
- 4.1.2 The Tender document fee and EMD has to be paid online at www.tendersodisha.gov.in as per the procedure defined in the portal.
- 4.1.3 The downloading of the tender documents shall be carried out strictly as provided on the web site.
- 4.1.4 The tender document fee is non-refundable and not exempted.
- 4.1.5 The EMD is refundable and will be returned to the unsuccessful bidders within 15 days of announcing the bid winner.
- 4.1.6 This RFP document is available on the web site to enable the Bidders to view and download, and to submit Bids online up to the last date and time mentioned in RFP document.
- 4.1.7 The EMD should be valid for a minimum of 180 days.
- 4.1.8 Forfeiture of EMD: OSCSC hold the right to undisputedly forfeit the EMD in case of the following scenarios as mentioned below:
 - If any document submitted by the Bidder as part of the Bid is found to be not genuine, mis leading, incorrect, forged, or incorrect.
 - If the selected Bidder fails to acknowledge and return to OSCSC a signed copy of the LoA or Agreement within the timeframe allowed by OSCSC.
 - If the selected Bidder fails to submit the PBG within timeframe allowed by OSCSC.
 - If the Bidder withdraws the bid before completion of the Bidding process.
 - If the Bidder has otherwise committed any breach of the terms of this Bid document.
 - In case the selected Bidder does not comply with the requirements of the Price bid.

- In case the technical bid of a bidder contains any information on the price bid of the bidder.

4.2 Pre-Bid Meeting & Clarifications

- 4.2.1** OSCSC shall hold a Pre-Bid meeting with the prospective bidders as mentioned in the Proposal Data Sheet.
- 4.2.2** Any clarification regarding the tender document and any other item related to this project can be submitted to OSCSC as per the submission mode and timelines mentioned in the Proposal Data sheet.
- 4.2.3** Any requests for clarifications post the indicated date and time shall not be entertained by OSCSC. Further OSCSC will reserve the right to issue clarifications.
- 4.2.4** The queries of only those bidders would be considered who shall send the same across e-mail ID to OSCSC as indicated in the proposal Data sheet.
- 4.2.5** It is necessary that the Pre-Bid queries must be submitted in spreadsheet format, along with name and details of the organization submitting the queries as mentioned below. In no event OSCSC will be responsible for ensuring that bidders' inquiries have been received by OSCSC.
- 4.2.6** OSCSC may, at its option, share the answers with all the bidders either at the Pre-Bid meeting or send the clarifications to all the designated representatives of the bidders through emails. The responses to the queries from the individual bidders will be distributed to all the bidders. OSCSC will endeavor to provide responses to all questions. However, OSCSC makes no representation or warranty as to the completeness of any response, nor does the purchaser undertake to answer all the queries that have been posed by the bidders.

4.3 Format for submission of Pre-Bid queries

Bidder's Request for Clarification					
Name & address of the Bidder Submitting Request		Name and Position of Person submitting request		Contact Details of the Organization / Authorized Representative	
				Telephone:	
				Fax:	
				Mobile:	
				E-Mail:	
S. No	Tender Reference			Content of tender requiring Clarification	Points of Clarification Required
	Section	Page #	Clause #		

4.4 Responses to Pre-Bid queries and issue of corrigendum/ addendum

- 4.4.1 OSCSC will formally respond to the Pre-Bid queries after the Pre-Bid conference.
- 4.4.2 OSCSC will endeavor to provide timely response to all queries. However, OSCSC makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does OSCSC undertake to answer all the queries that have been posed by the bidders.
- 4.4.3 At any time prior to the last date for receipt of bids, OSCSC may, for any reason, whether at its own initiative or in response to a clarification requested by prospective Bidders, modify the tender Document by a corrigendum or addendum.
- 4.4.4 The Corrigendum or Addendum (if any), notifications regarding extensions (if any) and clarification to the queries from all bidders will be posted on the website mentioned in the Proposal Data Sheet or emailed to all participants of the Pre-Bid meeting.
- 4.4.5 Any such corrigendum or addendum shall be deemed to be incorporated into this tender.
- 4.4.6 In order to provide prospective Bidders reasonable time for taking the corrigendum or addendum into account, OSCSC may, at its discretion, extend the last date for the receipt of Proposals.
- 4.4.7 Notifications regarding extensions, corrigendum, addendum will be published on the website mentioned in the tender data sheet and there shall be no paper advertisement.

4.5 Debarment

- 4.5.1 The bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices nor should have been blacklisted by any Govt. or Govt. undertaking organization at the time of submission of the bid.

4.6 Preparation and submission of Bid

4.6.1 Bid Preparation

- 4.6.1.1 Bidders are expected to prepare the proposal based on the detailed description of Scope of Work mentioned in this RFP. If necessary, before submitting the Bid, the Bidder may participate in meetings/ discussions/ knowledge gathering sessions with the concern official of OSCSC with prior approval to understand the detailed Scope of Work and other necessary requirements in gaining understanding of the current SAP ERP implementation at OSCSC.
- 4.6.1.2 OSCSC will in no case be responsible or liable for those costs incurred for the above activities, regardless of the conduct or outcome of the bidding process.
- 4.6.1.3 It is mandatory to mention that the Bid should only be prepared by the bidder based on the Scope of Work mentioned in this RFP.

- 4.6.1.4 The bidder shall submit the published RFP document and related corrigendum with pre-qualification and technical bid duly sign and seal by authorized signatory.

4.6.2 Language of the bid

The Bid document prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and OSCSC shall be written in English only. The supporting documents and printed literature furnished by the bidder with the bid may be in any other language provided that they are accompanied by translations of all the pertinent passages in the English language, duly authenticated and certified by the bidder. The supporting materials, which are not translated into English shall not be considered by OSCSC. For the purpose of interpretation and evaluation of the bid, the English language translation shall prevail.

4.6.3 Documents constituting the Bid

The Bid prepared by the Bidder shall comprise the following components:

a) Payment of Tender Document fee and EMD:

- i) Tender document fee and EMD amount as mentioned in the data sheet should be paid online at www.tendersodisha.gov.in
- ii) The fees for Tender document fee and EMD should be paid online as per the procedure defined in the portal www.tendersodisha.gov.in

b) Technical Bid – Technical Online Bid shall comprise of:

Pre-Qualification Compliance Documents and Proposal against the Technical Evaluation Criteria - Includes copies of required documents in appropriate format justifying that the Bidder is qualified to perform the contract if his/her Bid is accepted, and the Bidder has financial & technical capability necessary to perform the contract and meets the criteria outlined in the Pre-Qualification Criteria and fulfill all the conditions of the contract as outlined in Technical Evaluation Parameters in this RFP.

c) Financial Bid – The Financial Online Bid shall include following:

- i) Financial Quote (BOQ): in the prescribed format as mentioned in Annexure-12.

4.6.4 Documents establishing Bidder's Qualification

- a) The Bidder shall furnish, as part of its technical Bid, documents establishing the Bidder's qualification to perform the Contract if its Bid is accepted. The documentary evidence should be submitted by the Bidder electronically in the required format.
- b) The documentary evidence of Bidder's qualification to perform the contract if its Bid is accepted shall be as per qualification requirements specified in Bid document.

- c) All the documents submitted by the Bidder shall be signed by authorized signatory and shall also put company's/authorized signatory's seal.

4.6.5 Evaluation of Bid

- 4.6.5.1 The Applicant will be evaluated as per both its technical and financial bids

4.6.6 Bid Currency

The prices quoted in the proposal shall be in Indian Rupees only. Proposal in any currency other than Indian Rupee (INR) shall be treated as non-responsive and hence shall be rejected.

4.6.7 Formats and Signing of Bids

- 4.6.7.1 The Bidder shall prepare one electronic copy each of the technical Bid and financial Bid separately.
- 4.6.7.2 The Bid document shall be submitted online, at the time of uploading, by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The Bidder's authorization shall be supported by attaching a scanned copy of valid proof of authorization like Power of Attorney/Board Resolution etc.
- 4.6.7.3 The bidder shall provide all the information sought under this RFP. The OSCSC shall evaluate only those bids that are received in the required formats and complete in all respects.

4.6.8 Deadline for submission of Bid

- 4.6.8.1 Bid (Technical and Financial) must be submitted by the Bidder at e-tender website mentioned in proposal data sheet. OSCSC may, at its discretion, extend this deadline for submission of Bid by issuing and publishing a corrigendum on OSCSC website; in such case all rights and obligations of the OSCSC and the Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

4.7 Late Bid

- 4.7.1 Once the Bid submission date and time is over, the Bidder cannot submit his/her Bid. Bidder must start the Bid submission well in advance so that the submission process passes off smoothly. The Bidder will only be held responsible if his/her Bid is not submitted in time due to any of his/her problems/faults or for whatsoever reason, during Bid submission process.

4.8 Withdrawal and resubmission of Bid

- 4.8.1 At any point of time, a Bidder can withdraw his/her Bid submitted online before the Bid submission end date and time, as per instructions provided on the website

- 4.8.2** No Bid may be withdrawn in the interval between the deadline for submission of Bids and the expiration of period of Bid validity. Withdrawal of a Bid during this interval may result in the blacklisting of the Bidder for next 3 years.
- 4.8.3** The Bidder can re-submit his/her Bid as when required till the Bid submission end date and time. The Bid submitted earlier will be replaced by the new one. The payment made by the Bidder earlier will be used for revised Bid and the new Bid submission summary generated after the successful submission of the revised Bid will be considered for evaluation purposes. Resubmission can be done as per instructions provided on the website
- 4.8.4** The Bidder can submit their revised Bids as many times as possible by uploading their Bid documents within the scheduled date & time for submission of Bids as according to the rules of tendering portal.
- 4.8.5** No Bid can be resubmitted after the deadline of submission of Bids is over.

4.9 Right to accept any Bid and to reject any or all Bids.

- 4.9.1** Notwithstanding anything contained in this Bid, OSCSC reserves the right to accept or reject any Bid and to annul the Selection Process and reject all Bids, at any time without any liability or any obligation for such acceptance, rejection, or annulment, and without assigning any reasons thereof.
- 4.9.2** The OSCSC reserves the right to reject any Bid if:
 - 4.9.2.1 At any time, any misrepresentation is made or uncovered, or
 - 4.9.2.2 The Bidder does not provide, within the time specified by OSCSC, the supplemental information sought by OSCSC for evaluation of the Bid.
- 4.9.3** Misrepresentation/ improper response may lead to the disqualification of the Bidder. If such disqualification/ rejection occurs after the Bid has been opened and the L1 Bidder gets disqualified/ rejected, then the department reserves the right to consider the next Lowest Bidder or take any other measure as may be deemed fit in the sole discretion of the OSCSC, including annulment of the Selection Process.
- 4.9.4** In case it is found during the evaluation or at any time before signing of the Contract or after its execution and during the period of subsistence thereof, that one or more of the eligibility criteria have not been met by the bidder or the bidder has made material misrepresentation or has given any materially incorrect or false information, the bidder shall be disqualified forthwith either before the selection or entering into of the Contract, and if the bidder has already been selected or has entered into the Contract, as the case may be, the same shall, notwithstanding anything to the contrary contained therein or in this RFP, be liable to be terminated, by a communication in writing by the OSCSC to the bidder, without the OSCSC being liable in any manner whatsoever to the bidder, as the case may be. In such an event, the OSCSC shall forfeit and appropriate the PBG (Performance Bank Guarantee), as the case may be, as compensation and damages payable to the OSCSC for, inter alia, time, cost, and effort

of the OSCSC, without prejudice to any other right or remedy that may be available to the OSCSC.

- 4.9.5** The OSCSC reserves the right to verify all statements, information and documents submitted by the bidder in response to the RFP. The failure of the OSCSC to undertake such verification shall not relieve the bidder of its obligations or liabilities hereunder nor will it affect any rights of the OSCSC there under.

4.10 Period of validity of Bid

- 4.10.1** Bid shall remain valid for 180 days (one hundred and eighty days) from the Bid submission due date/end date as prescribed by the OSCSC. A Bid valid for a shorter period shall be rejected by the OSCSC as non-responsive.
- 4.10.2** In exceptional circumstances, OSCSC 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. A Bidder may refuse the request without forfeiting its Bid security. A Bidder granting the request will not be required nor permitted to modify its Bid.
- 4.10.3** During the Bid validity period, the Bidder is expected to keep available the personnel proposed for the assignment.
- 4.10.4** OSCSC will make its best effort to evaluate the Bids and sign the contract within this period. If OSCSC wishes to extend the validity period of the proposals, the Bidders who do not agree, OSCSC shall have the right not to extend the validity of their proposals.
- 4.10.5** The validity of bids may be extended by mutual consent of the respective bidders and the OSCSC.

4.11 Correspondence with the Bidder

- 4.11.1** No Bidders or its Technical Partners shall contact OSCSC on any matter relating to this Bid from the time of Bid opening to the time contract is awarded.
- 4.11.2** Any effort by the Bidder or by its Technical Partners to influence OSCSC in the Bid evaluation, bid comparison or contract award decisions, may result in the rejection of his Bid.
- 4.11.3** The OSCSC shall not entertain any correspondence with from any bidder in relation to acceptance or rejection of any bid.

4.12 Proposed Manpower Deployment

- 4.12.1** The winning bidder should deploy the proposed manpower within 20 (twenty) days of getting the work order.
- 4.12.2** Any change of resource from proposed CVs, either during team deployment or in mid-course, must be replaced by equivalent/ better profile, in terms of qualification, certification and experience, as mentioned in the RFP, in consultation with OSCSC.

- 4.12.3** In case of any delay in providing equivalent or better replacement either during team deployment at project commencement or in mid-course, 0.5% of work order value per replacement per week of delay shall be deducted from payment.
- 4.12.4** The deployed manpower at the OSCSC Bhubaneswar office premises need to report to office and accordingly attendance register should be maintained and submitted with monthly invoice.
- 4.12.5** OSCSC office time is 10 am to 6 pm. OSCSC office is open from every Monday to Friday and odd numbered Saturdays of the month. However, the deployed manpower may have to stretch time as demanded by the SLA. Unauthorized absence by any resource shall invites action like immediate dis-engagement of the concerned resource.
- 4.12.6** For any absence of any manpower not approved by OSCSC, the vendor will not be claiming the daily charge of the manpower for the number of days he/she is absent in a month.
- 4.12.7** Absence/ leave of manpower when planned should be properly notified to OSCSC beforehand and permission from OSCSC should be obtained for the same. Every manpower deployed by the SAP Support Agency is entitled to only 12 days leave in a year.
- 4.12.8** The responsibility of the conduct and action of deputed manpower at OSCSC is the direct responsibility of the vendor. Any damages caused to OSCSC property by the deputed manpower has to be made good by the vendor.
- 4.12.9** Any replacement of a manpower either during team deployment or mid-course from the resource whose CV was proposed as part of the proposal should be done with an equivalent or higher profile. Deputation of a replacement manpower will be only allowed after OSCSC conducts the interview of the proposed candidate and is satisfied.
- 4.12.10** Any manpower replacement requested by OSCSC has to be done within 15 days (inclusive of non-working days).

4.13 Amendments in RFP Document

- 4.13.1** OSCSC may, in its absolute discretion, but without being under any obligation to do so, whether at its own initiative or in response to clarifications requested by a bidder, update, amend or supplement the information in this RFP document.
- 4.13.2** At any time prior to the deadline for submission of the Bids, OSCSC may amend the RFP document by issuing addendum/corrigendum without notifying any Bidder or without giving any reason. Any corrigendum issued shall be part of the Bidding document and shall be communicated by the OSCSC on its previously mentioned websites. In case of issuing addendum/ corrigendum, the last date of Bid submission may be extended by OSCSC, if felt necessary by OSCSC.
- 4.13.3** OSCSC will bear no responsibility or liability arising out of failure to note or check the corrigendum in time or otherwise by the Bidder.
- 4.13.4** The Bidders are requested to refrain from requesting extension of time on any grounds since the same will not be entertained by OSCSC.

4.13.5 No clarification obtained through verbal communication by the Bidder with any employee of OSCSC will be deemed as addendum/corrigendum to this RFP document. The Bidder acting on such a verbal communication will do so at his own risk and OSCSC shall bear no responsibility for any outcome arising out of this.

4.13.6 Notwithstanding anything to the contrary contained in the RFP, the detailed terms specified in the Agreement shall have overriding effect; provided, however, that any conditions or obligations imposed on the Selected Bidder hereunder shall continue to have effect in addition to its obligations under the Agreement.

4.14 Compliance with Mandatory Requirements

All proposals/Bids will be reviewed for compliance with the mandatory requirements as contained within the RFP. The proposals/Bids deemed non-responsive will be eliminated from further consideration.

4.15 Financial Proposal

4.15.1 Financial Bid shall include the following document:

Sr. No.	Document Type	Document Format
1.	Financial Quote	As per BoQ (Refer Annexure – 12)

4.15.2 The Bidder as part of its financial Bid should account for all out of pocket and other expenses including all permits, approvals, travel cost and licenses etc. that may be required for completion of all items as mentioned in the scope of work of this RFP document.

4.15.3 The Financial Proposal should exclude all the GST/Service Tax, other Taxes, Duties, CESS, etc.

4.15.4 The prices/rates quoted by the Bidder shall remain firm (fixed) during the entire Contract Period and shall not be subject to any variation on any account. A Bid submitted with variable price quotation will be treated as non-responsive and hence shall be liable to be rejected.

4.15.5 The Financial bid shall not be uploaded with Pre-qualification and/or technical bid. Any bid response that includes financial bids / rates submitted with pre-qualification and/or technical bid shall be rejected.

4.16 Terms & Conditions of Bidders

4.16.1 Any terms and conditions of the Bidder will not be acceptable at any stage of Bidding process.

4.16.2 Any terms and conditions of the Bidders mentioned in the Bid will not be considered as a part of their Bids and/or contract.

4.17 Deviations in Terms and Conditions of RFP

- 4.17.1** No deviations in the terms and conditions as laid out in the RFP will be accepted.
- 4.17.2** The evaluation committee overseeing the RFP reserves the right to waive minor irregularities. The evaluation committee also reserves the right to waive mandatory requirements provided that all of the otherwise responsive Bids fail to meet the same mandatory requirements and/or doing so does not otherwise materially affect the procurement. This right is at the sole discretion of the OSCSC evaluation committee.
- 4.17.3** Bidders are advised to exercise adequate care in quoting the price. No modification/correction in the Bids will be entertained after the Bid submission date.
- 4.17.4** Provided that a Proposal is substantially responsive, OSCSC may, at its discretion, request the Bidder to submit the necessary information or documentation, within a reasonable period, to rectify nonmaterial nonconformities or omissions in the Proposal related to documentation requirements. Such omission shall not be related to any aspect of the Financial Proposal of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.
- 4.17.5** Provided that the Financial Proposal is substantially responsive, OSCSC will correct arithmetical errors during evaluation of Financial Proposals on the following basis:
 - 4.17.5.1** 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, unless in the opinion of OSCSC there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected; or
 - 4.17.5.2** 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; and
 - 4.17.5.3** If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.
- 4.17.6** If the Bidder does not accept the correction of errors, its Bid shall be disqualified.

4.18 Right to Publish

Throughout the duration of this bidding process and contract term, Bidders must secure from OSCSC, written approval prior to the release of any information that pertains to the potential work or activities covered by this procurement or the subsequent contract. Failure to adhere to this requirement may result in disqualification of the Bid or termination of the contract.

4.19 Due diligence by Bidders

- 4.19.1** Each Bidder should conduct its own study in order to respond to this RFP document.
- 4.19.2** OSCSC makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations on any claim the potential Bidder may make in case of failure to understand the requirement and respond to the RFP document.

4.20 Clarifications from Bidders

- 4.20.1** OSCSC may at its sole discretion contact the Bidder for clarification of the response.
- 4.20.2** OSCSC reserves the right to verify the credentials (including documents, declarations, self-certifications) provided by the Bidders by its own means and methods. In case OSCSC receives feedback contrary to the responses of the Bidder or is not satisfied with compatibility of the experience with the required standards/expectations, OSCSC reserves the right to form its own opinion and even reject the Bids.
- 4.20.3** OSCSC/ Evaluation Committee may use other sources of information in proposal evaluation as required.

4.21 Collusive Proposal

- 4.21.1** Bidders and their employees, authorized representative, advisors and any other person associated with the Bidder in any manner, must not engage in any collusive proposal, anti-competitive conduct or any other similar conduct with any other Bidder or any other person in relation to the preparation or submission of Bid.
- 4.21.2** In addition to any other remedies available under any law or any contract, OSCSC reserves the right, in its sole and absolute discretion, to reject any submission lodged by a Bidder that engaged in any collusive proposal, anti-competitive conduct or any other similar conduct with any other Bidder or any other person in relation to the preparation or lodgment of proposals, and further the PBG may be invoked and can be blacklisted for next 3 years.

4.22 Fraud and Corrupt Practices

- 4.22.1** The Bidders and their respective employees shall observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained herein, OSCSC may reject any submitted Bid without being liable in any manner whatsoever to the Bidder if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process.
- 4.22.2** OSCSC may also initiate appropriate legal action under relevant Indian laws against the Bidder found indulging in fraud and corrupt practices.
- 4.22.3** Without prejudice to the rights of OSCSC hereinabove, if a Bidder is found by OSCSC to have directly or indirectly or through any other person, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding process, such Bidder shall not be eligible to participate in any tender/RFP issued by OSCSC for a minimum period of 2 (two) years from the date such Bidder is found by OSCSC to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

- 4.22.4** Misrepresentation and/or improper response by any Bidder may lead to disqualification of the Bidder. If any such disqualification is detected at any stage of Bidding process/implementation, such Bidders are liable to be blacklisted.
- 4.22.5** Bids, which in the opinion of OSCSC, have been completed with the improper assistance of employees of OSCSC and ex-employees of OSCSC, or with the utilization of information unlawfully obtained from OSCSC, will be excluded from further consideration, and shall be rejected.
- 4.22.6** For the purposes of this section, the following terms shall have the meaning hereinafter respectively assigned to them:
- 4.22.6.1 "Corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process
- 4.22.6.2 "Fraudulent practice" means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, to influence the Bidding Process.
- 4.22.6.3 "Coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person's participation or action in the Bidding Process
- 4.22.6.4 "Undesirable practice" means establishing contact with any person connected with or employed or engaged by OSCSC with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process.
- 4.22.6.5 "Restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Applicants with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

4.23 Conflict of Interest

- 4.23.1** OSCSC requires the Bidders to provide professional, objective, and impartial advice and at all times and to hold Odisha State Civil Supplies Corporation Ltd interest paramount
- 4.23.2** The Bidders should strictly avoid conflicts with other assignment or their own corporate interests and act without any consideration for future work.
- 4.23.3** Neither the selected Bidder nor any of its personnel, spouse, children, or any person having a common interest with the selected bidder shall engage in any personal, business, or professional activity which conflicts or could conflict with any of their obligations in relation to this project.
- 4.23.4** A Bidder may be considered to be in a conflict of interest with one or more parties in this Bidding process if, including but not limited to:
- 4.23.4.1 Have controlling shareholders in common; or
- 4.23.4.2 Receive or have received any direct or indirect subsidy from any of them; or
- 4.23.4.3 Have the same legal representative for purposes of this Bid; or
- 4.23.4.4 Have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on

the Bid of another Bidder, or influence the decisions of OSCSC regarding this Bidding process; or

- 4.23.4.5 A bidder participates in more than one Bid in this Bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which it is involved.
- 4.23.4.6 A bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the goods and services that are the subject of the Bid.

4.24 Confidentiality

- 4.24.1 After the opening of Bids, information relating to the examination, clarification, evaluation and comparison of Bids, and recommendations concerning the award of contract shall not be disclosed to Bidders or other persons not officially concerned with such process.
- 4.24.2 Any effort by a Bidder to influence OSCSC or others connected in the process of examination, clarification, evaluation, and comparison of Bids, and in decisions concerning the award of Contract, may result in the rejection of his Bid.
- 4.24.3 No Bidder shall contact OSCSC on any matter relating to its Bid, from the time of the opening of Bids to the time the contract is awarded. Any effort of the Bidder to influence OSCSC in its decision in respect of Bid evaluation, bid comparison or award of the contract shall result in the rejection of the Bid and forfeiture of the Bid security. During the Bid preparation process, the Bidders will focus their inquiries and communications, if any, to only the authorized nodal officer of OSCSC.
- 4.24.4 Canvassing in connection with "Request for Proposal" is strictly prohibited. The submitted Bid of the Bidder who resorts to canvassing is liable to be rejected. The Bid containing uncalled remarks, or any additional conditions are liable to be rejected.
- 4.24.5 The OSCSC shall treat all information, submitted as part of the bid, in confidence and will require all those who have access to such material to treat the same in confidence. OSCSC may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/ or the OSCSC

4.25 Taxes & Duties

- 4.25.1 Indirect Taxes
 - 4.25.1.1 The Service provider agrees to and, hereby accepts full and exclusive liability for payment of any and all taxes, duties, charges, and levies as per the Applicable Laws as applicable for the Scope of Supply in accordance with the provisions of this Service Order / Agreement. In case it is increased or decreased under any statute, rules, regulations, notifications, etc. of any Authority, the impact shall be to the account of OSCSC subject to submission of documentary evidence to the satisfaction of OSCSC.

- 4.25.1.2 In case any fresh tax is imposed by any Authority under any Applicable Law during the Contract Period, the Service provider shall deposit the same to the appropriate Authority which shall be reimbursed by OSCSC on actuals and upon submission of documents evidencing such payment.
- 4.25.1.3 Obligations relating to Goods and Services Tax (GST) to be fulfilled by the service provider.
- 4.25.1.4 The service provider should file the GST Returns as required in the GST Acts, and details of Invoice submitted to OSCSC, and GST amount charged thereon should reflect in Form GSTR-2A within a reasonable time, to make OSCSC enable to take Input Tax Credit (ITC) of the GST amount paid against those Bills.
- 4.25.1.5 If due to any reason attributable to the service provider, Input credit of the GST amount paid on Invoices raised by the service provider is not available to OSCSC/denied by the dept. then the same will be recovered from the payments of the service provider or the service provider must deposit an equivalent amount.
- 4.25.1.6 The service provider has to comply with all the Provisions of GST Acts, Rules and Notifications issued there under.
- 4.25.1.7 The service provider will comply with the "Anti profiteering Measure" as required under CGST Act.
- 4.25.1.8 The service provider hereby undertakes to indemnify OSCSC, from any liabilities arising in future due to noncompliance by the service provider of the GST Acts, Rules, and any other Acts currently in force and applicable to the service provider in relation to the job assigned to the service provider by OSCSC.
- 4.25.2 Direct Taxes**
 - 4.25.2.1 TDS as applicable shall be deducted under Income Tax Act,1961 and certificate of deduction shall be provided by OSCSC to the Service provider in accordance with the provisions of Income Tax Act,1961.

4.26 Return of Information to OSCSC

- 4.26.1** OSCSC reserves the right, in its sole and absolute discretion, to demand that at any stage all written information provided by OSCSC (whether confidential or otherwise and without regard to the type of media on which such information was provided to any Bidder, including all copies of such information) be:
 - 4.26.1.1 Returned to OSCSC, in which case the Bidder must promptly return all such information to the address identified by OSCSC; or
 - 4.26.1.2 Destroyed by the Bidder, in which case the Bidder must promptly destroy all such information and provide OSCSC with written certification that it has been destroyed.

4.27 False or Misleading Claims

- 4.27.1** OSCSC may in its absolute discretion exclude or reject any proposal that in the opinion of OSCSC contains any false or misleading claims or statements. OSCSC has no liability to any person or agency for excluding or rejecting any such proposal.

4.28 Criminal Charges and Conviction

- 4.28.1** The Bidder warrants that it has disclosed and will continue to disclose during the term of this Contract full details of all criminal convictions and all pending criminal charges against it or any of its personnel and associates that would reasonably be expected to adversely affect the Bidder and the company who owns the patent of the technology being offered or the Bidder's capacity to fulfil its obligations under this contract.

5. Evaluation of Bids/Proposals

To evaluate the Tender, Odisha State Civil Supplies Corporation Ltd shall formulate a Tender Evaluation Committee (TEC) (also referred to as "Evaluation Committee"). The Evaluation Committee shall evaluate the Technical and Financial Bids as per the process mentioned below.

5.1 Evaluation Process:

- 5.1.1** Tender Evaluation Committee (TEC) will evaluate and compare the Bids that have been determined to be substantially responsive.
- 5.1.2** Tender Evaluation Committee shall review the Proposal along with Eligibility Criteria. To assist in the examination, evaluation, and comparison of the Bids, and qualification of the Bidders, Evaluation Committee may, at its discretion, ask any Bidder for a clarification of its Bid.
- 5.1.3** All Bidders that are found eligible after the pre-qualification check shall be considered for technical bid evaluation.
- 5.1.4** All bidders that are found eligible after technical bid evaluation (scoring minimum 60 marks in the technical evaluation) shall be considered for financial evaluation.
- 5.1.5** The Financial Proposals of Bidders will be opened in the presence of their representatives, who may choose to attend the session on the specified date, time and address as will be conveyed by the OSCSC.

5.2 Opening of Bids

- 5.2.1** Bid Opening shall take place at OSCSC Office in Bhubaneswar. Proposals submitted online along with the Tender Document fee and EMD shall be considered for Bid opening as per the timelines mentioned in the Bid Data Sheet.
- 5.2.2** In case of tender document fee and EMD are not paid online as per the timeline mentioned in Bid Data Sheet, the Bid submitted online would be rejected.
- 5.2.3** Opening of Bid
- 5.2.3.1** The Bidder's representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of Bid opening being declared a

holiday for OSCSC, the Bids shall be opened at the appointed time and place on the next working day.

- 5.2.3.2 The OSCSC will open all technical Bids, in the presence of Bidder's representatives who choose to attend the Bid opening process on the prescribed date and time of opening at the prescribed venue as mentioned in RFP.
- 5.2.3.3 If any information furnished by the Bidder is found to be incomplete, or contained in formats other than those specified herein, the OSCSC may, in its sole discretion, exclude the relevant information from computation for the Bidder.
- 5.2.3.4 Where any information is found to be patently false or amounting to a material misrepresentation, the OSCSC reserves the right to reject the Bid.
- 5.2.3.5 To facilitate evaluation of Bids, the OSCSC may, at its sole discretion, seek clarifications in writing from any Bidder regarding its Bid.

5.3 Initial Determination of Compliance with RFP Requirements

- 5.3.1 During Bid opening, preliminary scrutiny of the Bid documents will be made to determine whether they are complete, whether required payment have been furnished and whether the Bids are generally in order. The TEC will perform an initial review of all proposals that are submitted on time. After initial review, the Committee may recommend discontinuing the evaluation of any proposal which it considers unacceptable prima facie for any reason such as:
 - 5.3.1.1 The proposal is not a reasonable effort to respond to the requirements of the RFP.
 - 5.3.1.2 The proposal contains technical deficiencies, such as not all the requirements of the solution are addressed, and proposed solution is not in accordance with the requirements of the OSCSC.
 - 5.3.1.3 The Bidder shall provide all supporting documents for all the information submitted as a part of this RFPs response. Any claim without the required supporting document would not be considered for the purpose of scoring. The supporting documents submitted must be valid as on the date of submission of the Bids.
- 5.3.2 To assist in the scrutiny, evaluation, and comparison of offers, OSCSC may, at its discretion, ask some or all the Bidders for clarification of their offers on any of the points mentioned therein and the same may be sent through email. No change in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by OSCSC in the evaluation of the Bids.
- 5.3.3 OSCSC reserves the right to reject any Bid which is non-responsive and no request for alteration, modification, substitution, or withdrawal shall be entertained by the OSCSC in respect of such Bid after the submission last date and time.

5.4 Correction of Errors

- 5.4.1** Bidders are advised to exercise adequate care in quoting the prices. No modification/correction in quotations will be entertained once the Bids/proposals are submitted. Even before submission of the proposal, care should be taken to ensure that any corrections/overwriting in the proposal are initialed by the person signing the proposal form.
- 5.4.2** In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall be considered final.

5.5 Prequalification Criteria

The Bidder must possess the requisite experience, strength, and capability in providing the services necessary to meet the requirements as described in this RFP document. The Bidder must also possess the technical know-how and the financial wherewithal that would be required to successfully provide the Services required by the OSCSC. The basic eligibility criteria are as mentioned in the table below. All documents required in the table below should be provided for evaluation.

Please note, that the interested firms should have the credentials to meet all of the following criteria to become eligible bidders for the selection process of vendor for SAP Support and Maintenance Services at OSCSC:

RFP for SAP Support & Maintenance Services

Sr. No.	Basic Requirement	Specific Requirements	Documents Required
1	Legal Entity	Should be Company registered under Companies Act, 1956 or 2013 OR a partnership firm registered under LLP Act, 2008 OR Partnership firms registered under Indian Partnership Act, 1932	Certificate of Incorporation/ Registration as applicable
2	Annual Turnover	The Bidder should have an average annual turnover of at least INR 2 Crores in last three financial years (i.e. 2019-20, 2020-21 and 2021-22).	Financial Capability Statement in prescribed format (Annexure – 6) along with supporting audited financial statement for each year issued by statutory auditor.
3	Positive Net Worth during the time of Bid Submission	The net worth of the bidder must be positive in the financial year ending on 31st March 2022. Proof of Positive Net Worth during the time of Bid Submission to be submitted.	Financial Capability Statement in prescribed format (Annexure – 6) along with supporting audited financial statement issued by statutory auditor.
4	Power of Attorney	Bidder must submit the copy of board resolution or the power of attorney of authorised signatory along with the Bid.	Board Resolution Or Power of Attorney with appropriate supporting documents (Annexure – 3)
5	Technical Capability	The bidder must have experience of successful implementation or support of at least three (3) projects based on SAP applications during past five years from the date of bid submission. From above submitted three (3) successful implementations / support services, at least one project should be full scope implementation of the SAP enterprise application with at least two covering functional areas from FI/CO, MM, SD, PP etc.	Annexure – 9 and Work order + Completion certificates from the client OR Work order + Phase completion certificate from the client OR Work order + CA Certificate* (Annexure-15) confirming the payment received from

RFP for SAP Support & Maintenance Services

Sr. No.	Basic Requirement	Specific Requirements	Documents Required
			clients for the said project
6	PAN, Income Tax Return file for last 3 Financial Year and GST Certificate	The bidder shall have PAN, valid Income tax registration certificate/ Income Tax Return of last 3 Financial Year (2019-20, 2020-21, 2021-22) and valid GST registration certificate.	1.Copy of PAN 2.Income Tax Return file of last 3 financial years 3.Copy of GST Registration certificate.
7	Blacklisting	The bidder should not be blacklisted by any Government entity in India as on date of bidding.	Undertaking of the authorized signatory (Annexure – 4)
8	Tender Fee	Proof of payment to be submitted	The Tender document fee should be paid online at www.tendersodisha.gov.in as per the procedure defined in the portal.
9	Earnest Money Deposit (EMD)	Proof of payment to be submitted	EMD amount should be paid online at www.tendersodisha.gov.in as per the procedure defined in the portal.
10	Bid Participation Cover Letter	Bid Participation Cover Letter	Technical Bid Submission cover letter as per Annexure-2
11	FI/CO Functional Consultant cum Project Lead (Senior) proposed in this bid	Minimum Qualification: MBA (Finance)/ Chartered Accountant/ ICWA/ CA (Inter)/ ICWA (Inter) Mandatory Experience: Minimum two SAP end to end implementation experience with minimum 5-years of experience as functional consultant in SAP FI/CO module	Self-declaration by the candidate (SAP Manpower) on the CV as per Annexure-11.
12	FI/CO Functional Consultant (Junior) proposed in this bid	Minimum Qualification: MBA (Finance)/ ICWA (Inter)/ CA (Inter)/ M. Com Mandatory Experience: Minimum 3-years of SAP experience in FI/CO module as functional consultant	Self-declaration by the candidate (SAP Manpower) on the CV as per Annexure-11.

RFP for SAP Support & Maintenance Services

Sr. No.	Basic Requirement	Specific Requirements	Documents Required
13	MM & PP Functional Consultant (Senior) proposed in this bid	Minimum Qualification: B. Tech/ B.E./ MCA/ MBA/ CA (Inter)/ICWA (Inter) Mandatory Experience: Minimum 5-years of SAP experience in MM module as functional consultant	Self-declaration by the candidate (SAP Manpower) on the CV as per Annexure-11.
14	SD Functional Consultant (Junior) proposed in this bid	Minimum Qualification: B. Tech/ B.E./ MCA/ MBA/ CA (Inter)/ICWA (Inter) Mandatory Experience: Minimum 3-years of SAP experience in SD module as functional consultant	Self-declaration by the candidate (SAP Manpower) on the CV as per Annexure-11.
15	BASIS & PI/PO Technical Consultant (Junior) proposed in this bid **	Minimum Qualification: B. Tech/ B.E./ MCA/ MBA/ CA (Inter)/ICWA (Inter) Mandatory Experience: Minimum 3-years of SAP experience in related module as functional consultant	Self-declaration by the candidate (SAP Manpower) on the CV as per Annexures-11.
16	ABAP Technical Consultant (Senior) proposed in this bid	Minimum Qualification: B. Tech/ B.E./ MCA/ MBA/ CA (Inter)/ICWA (Inter) Mandatory Experience: Minimum 5-years of SAP experience in ABAP module as functional consultant	Self-declaration by the candidate (SAP Manpower) on the CV as per Annexure-11.
17	SAP Support Executive proposed in this bid	Minimum Qualification: B.Sc/ B. Com/ BCA/ BBA/ B. Tech/ B.E./ MCA/ MBA Mandatory Experience: Minimum 2-years of experience in SAP modules (FI/CO as mandatory) as functional consultant	Self-declaration by the candidate (SAP Manpower) on the CV as per Annexure-11.

** The CA certificate to confirm the payment received from the client against the particular Work Order has to be shared by the bidder as per Annexure-15 of this bid document*

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General Manager (Accounts)
O.S.C.S.C. Ltd., BBSR.

**** In case, the Bidder is unable to provide onsite a person who is proficient in both BASIS & PI/PO then in that case, the Bidder can provide a BASIS junior consultant onsite. The prequalification and technical marking will be done on basis of the BASIS consultant only as well as billing. However, the bidder must ensure that they provide offshore support with PI/PO consultant to ensure that the work is not hindered. Details of offsite PI/PO Consultant is to be shared with OSCSC before commencement of work.**

5.6 Technical Bid Evaluation Procedure

Following the QCBS method, in the first stage, the Technical Proposal will be evaluated on the basis of experience of the bidder, financial turnover, Bidder's profile, presentation and Key Personnel and other relevant technical requirements etc. Only those Bidders who submit complete RFP documents and score 60 marks or more out of 100 marks in their Technical Proposals shall be qualified for next round i.e., financial bid round.

The scoring criteria for evaluation of Technical Proposals is as mentioned below.

Sl. No.	Criteria	Level	Score	Max Score
1	Average Annual Turnover in last 3 (Three) Financial Years	More than INR 2 Crore and up to INR 5 Crore	5	10
		More than INR 5 Crore and up to INR 10 Crore	7	
		More than INR 10 Crore	10	
2	Bidder should have relevant experience in implementation or providing maintenance support services for SAP projects.	<p>The base number of SAP projects executed for evaluation would start from 4 Projects.</p> <p>For each number of project increase in number of SAP projects executed, additional 2 mark will be awarded, to the maximum of 10 marks.</p> <p>Example:</p> <p>4 projects ---- 2 marks</p> <p>5 projects ---- 4 marks</p> <p>6 projects ---- 6 marks</p> <p>As documentary proof bidder must submit Annexure – 9 and Work order + Completion certificates from the client</p> <p>OR</p> <p>Work order + Phase completion certificate from the client</p>	---	10

RFP for SAP Support & Maintenance Services

Sl. No.	Criteria	Level	Score	Max Score
		OR Work order + CA Certificate (Annexure-15) confirming the payment received from clients for the said project		
3	Authorized SAP Partner	SAP Gold Partner and above (Bidder to submit the copy of certificate)	5	5
		Below SAP Gold Partner (Bidder to submit the copy of certificate)	3	
		Not an SAP Partner	0	
4	CMMi Certification	CMMi Level 3 (Bidder to submit the copy of certificate)	3	5
		CMMi Level 5 (Bidder to submit the copy of certificate)	5	
5	Presentation on this RFP project implementation and methodology	Understanding the OSCSC requirement	5	25
		Deployment Strategy	5	
		Past Implementation Case Studies	5	
		Integration Methodology and Experience	5	
		Execution Methodology	5	
6	FI/CO Functional Consultant cum Project Lead (Senior)	Holds SAP FI/CO Certification (if Yes 4 marks, if not then zero marks)	4	10
		Holds PRINCE2/ PMP Certification (if Yes 2 marks, if not then zero marks)	2	
		<i>Has more than 5 years and less than 7 years of experience as FICO Functional Consultant</i>	1	
		<i>Has more than 7 years and less than 10 years of experience as FICO Functional Consultant</i>	2	
		<i>Has more than 10 years of experience as FICO Functional Consultant</i>	4	
7	FI/CO Functional Consultant (Junior)	Has more than 3 years and less than 5 years of experience as FICO Functional Consultant	4	6
		Has more than 5 years and less than 7 years of experience as FICO Functional Consultant	5	
		Has more than 7 years of experience as FICO Functional Consultant	6	
8	MM & PP Functional Consultant (Senior)	Has more than 5 years and less than 7 years of experience as MM Functional Consultant	4	6
		Has more than 7 years and less than 10 years of experience as MM Functional Consultant	5	


General Manager (Accounts)
O.S.C.S.C. Ltd., BBSR.

RFP for SAP Support & Maintenance Services

Sl. No.	Criteria	Level	Score	Max Score
		Has more than 10 years of experience as MM Functional Consultant	6	
9	SD Functional Consultant (Junior)	Has more than 3 years and less than 5 years of experience as SD Functional Consultant	4	6
		Has more than 5 years and less than 7 years of experience as SD Functional Consultant	5	
		Has more than 7 years of experience as SD Functional Consultant	6	
10	BASIS & PI/PO Technical Consultant (Junior)	Has more than 3 years and less than 5 years of experience as BASIS Technical Consultant	4	6
		Has more than 5 years and less than 7 years of experience as BASIS Technical Consultant	5	
		Has more than 7 years of experience as BASIS Technical Consultant	6	
11	ABAP Technical Consultant (Senior)	Has more than 5 years and less than 7 years of experience as ABAP Technical Consultant	4	6
		Has more than 7 years and less than 10 years of experience as ABAP Technical Consultant	5	
		Has more than 10 years of experience as ABAP Technical Consultant	6	
12	SAP Support Executive - 1st	Has more than 2 years and less than 3 years of experience in related SAP module (preferably FICO) as Functional Consultant.	1	2.5
		Has more than 3 years and less than 4 years of experience in related SAP module (preferably FICO) as Functional Consultant.	1.5	
		Has more than 4 years of experience in related SAP module (preferably FICO) as Functional Consultant.	2.5	
13	SAP Support Executive - 2 nd	Has more than 2 years and less than 3 years of experience in related SAP module (preferably FICO) as Functional Consultant.	1	2.5
		Has more than 3 years and less than 4 years of experience in related SAP module (preferably FICO) as Functional Consultant.	1.5	
		Has more than 4 years of experience in related SAP module (preferably FICO) as Functional Consultant.	2.5	

Total Technical Marks = 100

Note:

- a) All the submitted documents for Pre-qualification, Technical Evaluation including annexure should have authorized signatory's sign and company / firm's seal.
- b) In case of proposed manpower evaluation, marks will be given only for claimed highest experience range.


General Manager (Accounts)
O.S.C.S.C. Ltd., BBSR.

5.7 Financial Bid Evaluation

- 5.7.1** The Financial Bid contains documents as mentioned in Annexures- 12
- 5.7.2** For financial evaluation, the total Lump-sum cost of the assignment indicated in the Financial Proposal, excluding all applicable taxes, GST etc. shall be considered.
- 5.7.3** Buyer will determine whether the Financial Proposals are complete, qualified, and unconditional. The cost indicated in the Financial Proposal shall be deemed as final and reflecting the total cost of services.
- 5.7.4** Omissions, if any, in costing any item shall not be entitled to the Bidder to be compensated and the liability to fulfill its obligations as per the terms within the total quoted price shall be that of the Bidder.
- 5.7.5** The lowest Financial Quote will be given a financial score of 100 points. The financial scores of other proposals will be computed as follows:

$$FS1 = 100 \times (FMQ/FX1)$$

Where,

- FS1 is computed Financial Score of Bidder 1
- FMQ is the exact Financial Lowest Quote obtained
- FX1 is the exact Financial Quote of Bidder 1

For example – If A is the lowest bidder who has bid Rs. 20 for a project and B and C are the other 2 bidders with bids of Rs. 40 and Rs. 60, normalized scores of A is taken as 100, B is taken as $(100 \times 20/40=50)$ and C is taken as $(100 \times 20/60=33.3)$.

5.7.6 Combined and Final Evaluation

- Proposals will finally be ranked according to their combined technical score (TS) and financial score (FS) scores as follows:
- Combined Score (S) = $0.7(TS)+0.3(FS)$

Where TS and FS are weights assigned to the Technical Proposal and Financial Proposal, which shall be 70% and 30% respectively.

- 5.7.7** The Selected Bidder shall be the Bidder with the highest combined score(S). The second highest Bidder shall be kept in reserve and may be invited in its discretion for negotiations in case the first-ranked Bidder withdraws or fails to comply with the requirements specified in this RFP, as the case may be.
- 5.7.8** Evaluation Process:
Buyer reserves the right to seek clarifications from the Participating organizations. The Organization shall be required to furnish such clarifications. In the course of evaluation, if in buyer's opinion, the Technical Proposal is materially deficient or inconsistent in any aspect or fraudulent; the Proposal shall be declared Non-responsive and shall not be considered for further evaluation.
- 5.7.9** The financial bid of only the qualified bidders will be opened in the presence of their representatives on a specified date and time to be intimated to the respective Bidders by OSCSC, and the same will be evaluated by a duly constituted Committee.

5.8 Selection of Winning Bidder

- 5.8.1 The bidder(s) who is found to be the highest scorer in the previously described QCBS method will be declared the winner.
- 5.8.2 In Case multiple bidders get same **Combined Score**, then the bidder securing highest technical marks shall be awarded the contract.
- 5.8.3 Letter of Intent (LoI) will be issued to the winning bidder on recommendation of Tender Committee.

5.9 Bid Submission

- 5.9.1 Online bids (complete in all respect) must be uploaded at www.tendersodisha.gov.in latest by the deadline given in Date Sheet
- 5.9.2 The technical and financial bids should be submitted online as per the submission procedure of www.tendersodisha.gov.in
- 5.9.3 For more details on tender submission procedure, please refer Annexure-13 and Annexure-14.
- 5.9.4 The Tender document fee and EMD amount as per the RFP data sheet should be paid online at www.tendersodisha.gov.in as per the procedure defined in the portal.

6. Award of Contract

Following finalization of selected Bidder, the contract shall be signed between OSCSC and the empaneled Bidder to whom work has been allocated. After signing of the Contract Agreement, no variation in or modification of the term of the contract shall be made except by written amendment signed by both parties.

6.1 Notification of Award

- 6.1.1 The successful Bidders for award shall be notified by the OSCSC in writing or by email, that its proposal has been accepted (hereinafter the "Letter of Intent"), prior to the expiration of the period of validity of the proposals. The receipt of this letter shall be acknowledged by the successful Bidder in writing and shall send its acceptance letter (hereinafter the "Letter of Acceptance").

6.2 Signing of Contract

- 6.2.1 Once the OSCSC notifies the successful Bidder that its proposal has been accepted, pursuant to the Bidder for acknowledging the Letter of Intent (LoI), the successful Bidders and OSCSC shall sign the Contract as early as possible, within 15 days. This shall be subject to the furnishing of the Security Deposit in the form of Bank Guarantee (BG) or Demand Draft as stated in clause above. The signing of the Contract shall amount to award of the Contract and the successful Bidder shall initiate the execution of the work as specified in the Contract.

6.3 Contract Period

- 6.3.1** The contract shall remain in force for a period of One (1) year from the date when the Bidder is called upon to perform the services i.e., date of issuance of Letter of Award. On mutual consent of selected vendor and OSCSC the contract period can be extended for one or two years at agreed terms and conditions of both parties.

6.4 Security Deposit

- 6.4.1** The successful Bidder at its own expense will have to furnish a security deposit (as mentioned in data sheet) in the form Demand Draft payable to OSCSC or an unconditional and irrevocable Bank Guarantee drawn from a scheduled bank acceptable to OSCSC. No interest will be paid on the Security Deposit amount.
- 6.4.2** All incidental charges, costs, taxes, whatsoever such as premium, commission etc. with respect to the Demand Draft/Bank Guarantee shall be borne by the Bidder. In case the Security Deposit is submitted in the form of Bank Guarantee, then the successful Bidder shall ensure that the Bank Guarantee is always valid during the Term of the contract (including any renewal) and for a period of 180 days beyond all the contractual obligations/ completion of contract period/ tenure of the appointment. No cost of whatsoever in nature shall be borne by OSCSC.
- 6.4.3** In the event of the Bidder being unable to service the Contract for whatever reason, OSCSC will encash the Security Deposit. Notwithstanding and without prejudice to any rights whatsoever of OSCSC under the Contract in the matter, the proceeds of the Security Deposit shall be payable to OSCSC as compensation for the Bidder's failure to perform/comply with its obligations under the Contract. OSCSC shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days.
- 6.4.4** Before encashing, the Bidder will be given an opportunity to represent before OSCSC. The decision of OSCSC on the representation given by the vendor shall be final and binding. If circumstances so warrant, the matter may be referred to an Arbitrator(s) as appointed under Dispute Resolution, Arbitration & Legal Jurisdiction.
- 6.4.5** The Security Deposit is required to protect OSCSC against the risk of selected Bidder's conduct, which would warrant the Security Deposit forfeiture.
- 6.4.6** Any dispute, difference or controversy of whatever nature howsoever arising under, or out of, or in relation, to this tender or the Service Order / Agreement (including its interpretation) between OSCSC and the service provider, and so notified in writing by either party to the other party shall, in the first instance, be attempted to be resolved amicably and the parties agree to use their best efforts for resolving all disputes arising under or in respect of this tender promptly, equitably and in good faith. In the event of any dispute between the parties, it is agreed that a discussion shall be held between the service provider and OSCSC within 7 (seven) days from the date of reference to discuss and attempt to amicably resolve the dispute. If such meeting does not take

place within the 7 (seven) day period or the dispute is not amicably settled within 15 (fifteen) days of the meeting, the dispute, if referred to, shall be decided by the Civil Court of competent jurisdiction at Bhubaneswar. There shall be no arbitration between the Parties. The provisions of Arbitration & Conciliation Act, 1996 as amended from time to time, shall have no application to the present work.

- 6.4.7** Governing law and jurisdiction: This Service Order / Agreement shall be construed and interpreted in accordance with and governed by the laws of State and Central Government in force in India. The Courts at Bhubaneswar shall have exclusive jurisdiction over all matters arising out of or relating to this Service Order / Agreement.

6.5 Recovery of sums due

- 6.5.1** All costs, damages, or expenses which the OSCSC may have paid, for which under the Service Order / Agreement, the Service provider is liable, may be recovered by the OSCSC (he is hereby irrevocably authorized to do so) from any money due to or becoming due to the Service provider under this Service Order / Agreement or other Service Orders / Agreements and/or may be recovered by action of law or otherwise. If the same due to the Service provider be not sufficient to recover the recoverable amount, the Service provider shall pay to the OSCSC, on demand, the balance amount.

6.6 Annulment of Award

- 6.6.1** Failure of the successful Bidder to comply with Eligibility criteria, technical evaluation criteria and other terms and conditions set out in the RFP document shall constitute sufficient ground for the annulment of the award of contract, in which event OSCSC may make the award to the Bidder who quoted second lowest financial bid (and so on) or may call for new Bids.

7. Service Level Agreement (SLA)**7.1 SLA Details**

Severity Levels	Severity Type	Description	Resolution Duration	Uptime %
S1 Business Standstill	Critical	<ul style="list-style-type: none"> An application is unavailable and blocks the execution of the primary business process. A workaround is not possible. A business-critical part of an application is not available. A workaround is not possible. Business-critical functions cannot be executed. A workaround is not possible. 	Up to 4 Hours	99%
S2 Performance Degradation/ Partial Impact	High	<ul style="list-style-type: none"> Important functions perform with response times that deviate significantly from the agreement. The user is able to work but is unable to achieve a normal productivity level due to the problem. Partial unavailability of system or components. 	Up to 24 Hours	99%
S3 Regular, Default Category	Medium	<ul style="list-style-type: none"> A non-business critical part of an application is unavailable. A workaround is not possible, but the user is able to achieve a normal productivity level. The problem has few consequences for the user and workaround is possible. The majority of the functions operate normally. 	Up to 48 Hours	98%
S4 No Immediate Impact to Business	Low	<ul style="list-style-type: none"> The problem has few consequences for the user and there is a workaround. The application or its parts are used by a very few users & the unavailability will not affect business. 	Up to 72 Hours	98%

NOTE:

- Support request (either ticket or CHANGE REQUEST (CR)) will be reported to SAP support team via call/e-mail/letter by OSCSC indicating urgency level.
- Delay attributable to OSCSC like delay in providing input / testing feedback / decision will not be counted while arriving at resolution time of any ticket.

Downtime Calculation methodology:

- Downtime will be calculated from OSCSC's reporting time.
- Please note that data integration or requests as raised by OSCSC, post its target completion date will be considered as downtime of severity 1, 2 or 3 and will be defined by OSCSC in the request
- Please note that data reconciliation requests as raised by OSCSC, post its target completion date will be considered as downtime of severity 1, 2 or 3 and will be defined by OSCSC in the request
- Please note that Report creation requests as raised by OSCSC, post its target completion date will be considered as downtime of severity 1, 2 or 3 and will be defined by OSCSC in the request

RFP for SAP Support & Maintenance Services

- Effective Downtime-hours will be calculated by assigning appropriate weight to each severity parameter.
- The basis of downtime calculation is as follows:

Severity Weight Formula for Effective Downtime-hours Calculation:

- ✓ $S1 \times (1.0) \text{ Weight} \times \text{Down time in Hours}$
- ✓ $S2 \times (0.6) \text{ Weight} \times \text{Down time in Hours}$
- ✓ $S3 \times (0.4) \text{ Weight} \times \text{Down time in Hours}$
- ✓ $S4 \times (0.2) \text{ Weight} \times \text{Down time in Hours}$

NOTE:

- Monthly downtime % = (effective downtime in hours X 100)/ (8*24)
- Where (8*24) is number of hours in 24 days of a month (not considering 2 Saturdays and 4 Sundays in a month).
- In case of Severity 1 and 2 (S1 & S2) incidents, the respective user from OSCSC will also be available to support the vendor during trouble shooting.
- Please note that planned maintenance time are not considered inside the required uptime.

7.2 Penalty Clause for SLA

- Penalty will be charged as at the rate of 1% of the total contract rate per month for each 1% decrease in the uptime (Desired uptime as per severity level) with a maximum of 10% of the contract cost.
- If the monthly uptime falls below 90%, contract / Order may be cancelled and OSCSC may claim entire PBG amount as penalty.

NOTE:

- Downtime due to issues related to Server Maintenance in the data center shall not be calculated in the downtime calculation of Bidder. In such cases no penalty shall be imposed.
- Please note that the daily working hours will be 10 am to 6 pm, and the time beyond this stretch (10 am to 6 pm) and public holidays will not be added to the downtime.

8. Presentation

- 8.1 The bidder shall be evaluated based on the presentation to be given to OSCSC as part of the technical bid evaluation.
- 8.2 The date, time and venue of the presentation will be conveyed by OSCSC to the qualified Bidders on a later date.
- 8.3 The Bidders should come prepared to the presentation along with their laptop to give the presentation from a softcopy.
- 8.4 The presentation should mention the name of the bidding organization along with contact person's name, designation and contact details (Email, mobile etc.)
- 8.5 The presentation should cover initially provide a brief description of the bidding organization clearly mentioning the following details.
 - Inception of the organization
 - Organization structure
 - Financial of turnover of the organization (at least in last 3 financial years)
 - Number of SAP functional consultants it has on its payroll
 - Number of SAP projects (implementation/maintenance) it has undertaken
- 8.6 The first slide of the presentation should clearly mention the name and number of this RFP.
- 8.7 The hardcopy of the presentation should be submitted by the Bidder to OSCSC on the same date.
- 8.8 The presentation must be attended and presented by the candidate proposed as FI/CO Functional Consultant cum Project Lead (Senior) along with him at least two persons from the proposed list of first six SAP Technical/ Functional consultants should attend and participate in the presentation.
- 8.9 The evaluation of the presentation will be on following parameters as mentioned in the table:

Sl. No.	Technical Evaluation Parameters	Min. Mark	Max. Mark	Total Possible Accumulative Score
1	Understanding the OSCSC requirement	0	5	25
2	Deployment Strategy	0	5	
3	Past Implementation Case Studies	0	5	
4	Integration Methodology and Experience	0	5	
5	Execution methodology	0	5	

9. General Terms and Conditions

9.1 Language & validity period of RFP

- 9.1.1 Application shall be submitted in English only. The responses to this RFP shall remain valid for acceptance up to 30 days from the date of opening of applications. However, the Application validity period can be extended by another 15 days at the sole

discretion of OSCSC authority which shall be binding on Bidder. Offers of any Bidder not kept open for the prescribed period shall be summarily rejected.

9.2 Period of Contract:

- 9.2.1** The period of contact shall be for one year. On satisfactory performance of the scope of work, it may be extended by OSCSC at its own discretion. The extension timeline and rate will be on mutual agreement between the vendor and OSCSC.

9.3 General Instructions

- 9.3.1** The Bidders are requested to go through the instructions, eligibility criteria and technical specifications given in the RFP document. Failure to furnish all required information duly indexed and page numbered will be at the bidder's risk and may result in the rejection of the bid proposal.
- 9.3.2** Each page of the bid document should be signed by the authorized signatory and seal of the company should be affixed below it, as a token of confirmation, that the response to RFP document has been read and understood.

9.4 Performance guarantee:

- 9.4.1** The successful bidder shall furnish Performance Security for an amount of 3% of the total quoted value of the bid or contract, to ensure due performance of the contract within fifteen (15) days or earlier from the date of receipt of communication from OSCSC informing "Acceptance of Bid". The Performance Security can be furnished either in the form of Bank Guarantee or in the form of FDR (Pledged in favor of The Managing Director, OSCSC Ltd.) for the entire duration of the contract + 180 days.
- 9.4.2** The performance security will be returned after a period of 60 days of expiry of the Agreement on provision of satisfactory services. The decision as to what constitutes "unsatisfactory service" shall solely lie with OSCSC and shall be final & binding.
- 9.4.3** Earnest Money of successful bidder will be refunded on receipt of performance guarantee.

9.5 Award of contract:

- 9.5.1** The contract shall be awarded to winning bidder, by conveying acceptance of their proposal by OSCSC in writing and on submission of PBG.
- 9.5.2** All the terms and conditions as stated in the RFP documents, Appendices and Acceptance conveyed by OSCSC would constitute the terms of agreement
- 9.5.3** The selected winning bidder is expected to commence the Assignment on the date and at the location to be specified in the Agreement to be issued by OSCSC as per its requirement & on the term & conditions specified.

9.6 Communication of acceptance:

- 9.6.1** Acceptance of RFP conditions by the Indenter will be communicated by registered letter/ speed post / fax / e-mail or a formal letter of 'Acceptance of Bid' by hand, informing amount of Performance Security to be deposited. The award of work order, when issued to successful bidder, constitutes the contract with collateral supports from terms and conditions of the tender/RFP limitation notices as well as formal agreement on non-judicial stamp paper if any, all of which finally form the contractual obligations to be adhered to / performed by the bidder.
- 9.6.2** Non-performance of any such obligations makes the bidder liable for consequential effects.

9.7 Termination:

9.7.1 By OSCSC:

- 9.7.1.1** OSCSC may terminate, by not less than thirty (30) days written notice of termination to the Vendor, to be given after the occurrence of any of the events as specified below:
- 9.7.1.2** If the Vendor commits breach of contract or do not remedy/rectify a failure in the performance of their obligations under the Contract.
- 9.7.1.3** If the Vendor become insolvent or bankrupt.
- 9.7.1.4** If the Vendor is unable to perform a material portion of the Services for a period of not less than Seven (7) days; or
- 9.7.1.5** If OSCSC, in its sole discretion, decides to terminate the Contract at any stage. In the event of violation of any of the terms & conditions of Contract by the Vendor, the PBG (Performance Bank Guarantee) shall stand forfeited in addition to blacklisting of Vendor for a period of 3 years.

9.7.2 By the Vendor:

- 9.7.2.1** The Vendor may terminate the Contract, by not less than Thirty (30) days' written notice to OSCSC; provided no service providing process is in progress/pending with OSCSC.

9.8 Indemnity:

- 9.8.1** The Service Provider shall indemnify OSCSC and keep indemnified against any loss or damage, claims, compensation, penalty, fine, levies, etc. on account of slackness, deficiency, failure to observe any obligations under the contract, failure to comply with statutory/ mandatory provisions pertaining to the contract by the Service Provider in respect of the services provided etc., whatsoever.

9.9 Confidentiality:

9.9.1 The Service Provider and its employees shall undertake to maintain absolute Confidentiality and shall not divulge in any way any information relating to the conversations, events, ideas, concepts, know-how, techniques, data, facts, figures and all information concerning or relating to OSCSC Ltd and its affairs to which the Service Provider/ their employees etc. have access, in the course of performance of the contract and after the completion of the contract.

9.10 Force majeure:

9.10.1 A Force Majeure means –any event or circumstance or a combination of events which are beyond the reasonable control of the affected Service provider, which such Service provider could not have prevented or reasonably overcome with the exercise of reasonable skill and care in relation to the implementation of this project, which do not result from the negligence of such Service provider or the failure of such Service provider to perform its obligations hereunder which are of an incapacitating nature and of a severe magnitude and have a material adverse effect on the affected Service provider's obligations under this project. A Service provider shall be entitled to suspend or excuse performance of its respective obligations under this project to the extent such performance is impeded by a Force Majeure event. Under such circumstances, the number of days lost due to Force Majeure will be added to the contract duration period.

9.11 Notices:

9.11.1 Any notice, request, or consent made pursuant to the Contract shall be in writing and shall be deemed to have been made when delivered by post/e-mail/hand delivery under acknowledgment to an authorized representative of the respective Parties. However, where such communication is by way of e-mail, the same shall be only from the official E-Mail ID(s) followed by written confirmation duly signed by authorized signatory.

9.12 Dispute Resolution:

9.12.1 All disputes, if any, arising amongst the contract process shall be resolved by arbitration. The arbitration shall be conducted in the English language and the venue of the arbitration shall be in Bhubaneswar

9.12.2 All disputes of differences arising out of or in connection with the present contract including the one connected with the validity of the present contract, or any part thereof should be settled by bilateral discussions.

RFP for SAP Support & Maintenance Services

- 9.12.3** The sole arbitrator will be appointed by OSCSC, whose decision in this regard will be final & binding.
- 9.12.4** Any dispute, disagreement of question arising out of or relating to this contract or relating to service or performance (except as to any matter the decision or determination whereof is provided for by these conditions), which cannot be settled amicably, shall within sixty (60) days or such longer period as may be mutually agreed upon, from the date on which either party informs the other in writing by a notice that such dispute, disagreement or question exists, will be referred to an Arbitrator, nominated by the Secretary/ Principal Secretary/ Additional Chief Secretary of OSCSC of Food Public Distribution and Consumer Affairs.
- 9.12.5** Each party shall bear its own cost of preparing and presenting its case and if any party fails to comply with any decision reached consequent upon arbitration proceeding pursuant to this clause, may terminate this contract by giving a written notice of termination of minimum 30 days to the bidder.

9.13 Applicable law and jurisdiction:

- 9.13.1** The Contract shall be interpreted in accordance with the laws of the Union of India.
- 9.13.2** In case of a legal dispute the jurisdiction for its settlement will be that of a Court of Law having Jurisdiction at Bhubaneswar.

9.14 Amendments to the RFP

- 9.14.1** Before the last date of the receipt of the proposals, the OSCSC, may amend any of the RFP conditions as may be desired or wherever OSCSC feels that such an amendment is necessary. Any such amendments to the RFP conditions will also be put on the appropriate forum at least one week before the last date of submission of the RFP.

9.15 Other conditions

- 9.15.1** The bidder should submit the proposal only in the Form issued by the OSCSC or in the form downloaded from the website (mentioned in Proposal Data Sheet). As a token of acceptance of the conditions, each page of the proposal bid document should be duly signed with company's seal affixed below the signatures. OSCSC reserves the right to reject any bid proposal without assigning any reasons thereof, and the same shall not be questioned on any ground, whatsoever.
- 9.15.2** Timing and sequence of events resulting from this RFP shall ultimately be determined by OSCSC
- 9.15.3** Responses are subject to rejection if they limit or modify any of the terms and conditions or specifications of this RFP

- 9.15.4** Neither the bidder nor any of bidder's representatives shall have any claims whatsoever against OSCSC or any of its respective officials, agents, or employees arising out of or relating to this RFP or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).
- 9.15.5** The Bidder should not bid under any Consortium. No Consortium bid shall be allowed for this Tender.
- 9.15.6** The Bidder is not allowed to do sub-contracting of the work in this RFP.
- 9.15.7** The bidder hasn't been blacklisted by any Central/State Government institution on account of similar or any other services. (To be furnished as a self-declaration, duly signed, and stamped by authorized person)
- 9.15.8** The bidder has no pending litigation with any government department or any client or any individual on account of similar or any other services. (To be furnished as a self-declaration, duly signed, and stamped by authorized person)

9.16 Authenticity of the Information and Right for Verification

- 9.16.1** OSCSC reserves the right to verify all statements, information and documents submitted by the potential bidder in response to the RFP. Any such verification or lack of such verification by the OSCSC shall not relieve the bidder of its obligations or liabilities hereunder nor will it affect any rights of the OSCSC there under.
- 9.16.2** In case it is found during the evaluation of the responses or at any time during the subsequent procurement process or before signing of the contract or after its execution and during the period of project execution resulting out of the contract thereof, that one or more of the pre-qualification conditions have not been met by the bidder, or the bidder has made material misrepresentation or has given any materially incorrect or false information, the bidder shall be disqualified forthwith if not yet awarded the contract either by issue of the letter of intent or entering into a contract.

9.17 Termination for Insolvency

- 9.17.1** The OSCSC may at any time terminate the work awarded by giving a written notice to the bidder. Termination will be without compensation to the bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the OSCSC.

9.18 Agreement

- 9.18.1** Successful bidder shall have to enter into agreement with OSCSC envisaging the full terms & conditions regarding support and maintenance of SAP-ERP at OSCSC Bhubaneswar office premises as mentioned earlier.

RFP for SAP Support & Maintenance Services

Annexure-1: Checklist for Prequalification and Technical Bid Criteria

S. No	Checklist: Prequalification and Technical Bid Criteria	Page Number
1	Legal Entity	
2	Annual Turnover	
3	Positive Net Worth during the time of Bid Submission	
4	Power of Attorney	
5	Technical Capability	
6	PAN, Income Tax Return file for last 3 Financial Year and GST Certificate	
7	Blacklisting	
8	Tender Fee	
9	Earnest Money Deposit (EMD)	
10	Bid Participation Cover Letter	
11	Authorized SAP Partner	
12	CMMi Certification	
13	Number on SAP projects (implementation/ maintenance / support services) obtained (Annexure – 9 and supporting documents)	
14	Bidding Organization Details (Annexure-5)	
15	CA Certificate on Project Details (Annexure-15)	
16	Published RFP document duly sign and seal by authorized signatory	
17	Self-Declaration: Litigation Impact Statement (Annexure-7)	
18	CV of FI/CO Functional Consultant cum Project Lead (Senior) proposed in this bid	
19	CV of FI/CO Functional Consultant (Junior) proposed in this bid	

RFP for SAP Support & Maintenance Services

20	CV of MM & PP Functional Consultant (Senior) proposed in this bid	
21	CV of SD Functional Consultant (Junior) proposed in this bid	
22	CV of BASIS & PI/PO Technical Consultant (Junior) proposed in this bid	
23	CV of ABAP Technical Consultant (Senior) proposed in this bid	
24	CV of SAP Support Executive 1 proposed in this bid	
25	CV of SAP Support Executive 2 proposed in this bid	

RFP for SAP Support & Maintenance Services

Annexure-2: Bid Participation Cover Letter

Should be on Company letter head

[Date]_____

To,
The Managing Director,
Odisha State Civil Supplies Corporation Ltd.
C/2, Nayapalli, Bhubaneswar-12

Sub: Technical Proposal for SAP Support & Maintenance Services for OSCSC Ltd.

Dear Sir,

With reference to your RFP document dated <<dd/mm/yyyy>>, we, having examined the Bidding Documents and understood their contents, hereby submit our Proposal for the aforesaid Project.

Primary and Secondary contacts for our company are:

	Primary Contact	Secondary Contact
Name:		
Designation:		
Address:		
Mobile No.		
e-mail ID		

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to OSCSC is true, accurate, verifiable, and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the OSCSC in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short-listing process or unduly favors our company in the short-listing process, we are liable to be dismissed from the selection processor termination of the contract during the project, if selected to do so, for undertaking the SAP support project at OSCSC.

We hereby unconditionally declare to accept and abide by all the terms and conditions as mentioned in this RFP document.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Duly authorized to sign the RFP Response for and on behalf of _____ (ORGANIZATION NAME) _____
Yours Sincerely,

(Signature)

Name:

Title:

Date:

(Name and Address of Company)

Seal/Stamp of Bidder

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I, certify that I am of the, and
that..... who signed the above response is authorized
to bind the bidding organization.

Signature

Date:

(Seal Here)

Annexure-3: Format for power of attorney to authorize signatory

POWER OF ATTORNEY

[To be executed on non-judicial stamp paper of Rs.100/- in accordance with relevant Stamp Act. The stamp paper to be in the name of the company who is issuing the power of attorney.]

We, M/s. _____ (name of the firm or company with address of the registered office) hereby constitute, appoint and authorize Mr. or Ms. _____ (Name and residential address) who is presently employed with us and holding the position of _____, as our Attorney to do in our name and our behalf all or any of the acts, deeds or things necessary or incidental to our RFP for the Project _____ (name of the Project), including signing and submission of the RFP (mention name and ID of the RFP etc.) response, participating in the meetings, responding to queries, submission of information or documents and generally to represent us in all the dealings with Client or any other Government Agency or any person, in connection with the works until culmination of the process of bidding till the Project Agreement is entered into with _____ (Client) and thereafter till the expiry of the Project Agreement.

We hereby agree to ratify all acts, deeds and things lawfully done by our said Attorney pursuant to this power of attorney and that all acts, deeds, and things done by our aforesaid Attorney shall and shall always be deemed to have been done by us.

Dated this the _____ day of _____ 20____

.....
(Signature and Name of authorized signatory)

.....
(Signature and Name in block letters of all the remaining partners of the firm Signatory for the Company)

.....
Seal of firm Company

Witness 1:

Witness 2:

Note:

- a. To be executed by all the members individually.
- b. The Mode of execution of the power of attorney should be in accordance with the procedure, if any laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.
- c. Board Resolution or Power of Attorney with appropriate supporting documents required

Annexure-4: Self Declaration – No Blacklisting

(On Organization Letter head)

Location, Date:

FROM: .[Name of Participating Agency with Complete Address of Communication]

To,

The Managing Director,

Odisha State Civil Supplies Corporation Ltd.

C/2, Nayapalli, Bhubaneswar-12

Subject: SELF-DECLARATION – NO BLACKLISTING

Dear Sir,

I/ We hereby declare that presently our Company/ firm _____ is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body.

We further declare that presently our Company/ firm _____ is not blacklisted and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,
Yours faithfully,

Authorized Signatory
[Signature with Date and Seal]

Name and Title of the Signatory: _____

Name of the company with complete address: _____

RFP for SAP Support & Maintenance Services

Annexure-5: Bidding Organization Details

Sl. No.	Details of the Organization	Remark
1	Name of Organization	
2	Nature of the legal status in India	
3	Nature of business in India	
4	Date of Incorporation	
5	Date of Commencement of Business	
6	Address of the Headquarters	
7	Address of the Registered Office in India	
8	Supporting Documents	
9	Certificate of Incorporation from Registrar of Companies (ROC), PAN, Service tax	
10	Name of Authorized contact person	
11	Email of Authorized contact person	
12	Phone number of Authorized contact person	
13	Does the organization have an office in Bhubaneswar, Odisha (if yes, provide address and office phone number)	
14	Number of employees in the payroll of the organization	
15	Number of SAP Functional Consultants in the payroll of the organization (e.g., 2 (MM), 3 (SD), 4 (FICO) etc.)	
16	Number of SAP Technical Consultants in the payroll of the organization (e.g., 2 (ABAP), 2 (BASIS) etc.)	
17	Number of SAP Certified Consultants in the payroll of the organization	
18	Number of SAP support maintenance projects done	
19	Number of SAP implementation projects done	
20	Is the organization SAP certified partner? (Yes/No) If an SAP certified partner, please provide SAP Partner ID	

I hereby declare that the information provided above is true to my knowledge.
Yours Sincerely,

(signature)

Name:
Date:

Designation:
Stamp:

Annexure-6: Turnover & Financial Information

[To be submitted on letterhead of Statutory Auditor/ CA]

TO WHOM IT MAY CONCERN

I hereby declare that I have scrutinized and/ or audited the financial statements of M/s _____.
Net Worth as on 31st March 2022 and Turnover* of the Bidder for the three financial years as under:

Financial Year	Turnover (in INR)
2019 - 20	
2020 - 21	
2021 - 22	
Average Turnover (For above mentioned 3 FYs)	

Particulars	Net-Worth (in INR)
As on the 31 st March 2022	

*** To be provided from Audited Financial statements of Account**

I also certify that M/s _____ has not filed for insolvency in the last 3 financial years as disclosed by the records and documents produced before us and information and explanation given to us.

For

M/s
Chartered Accountants / Statutory Auditor

Signature

Name of Chartered Accountant/ Auditor:

Membership No./ Registration No.:

Seal/ Stamp:

Date:

Place:

Annexure-7: SELF-DECLARATION: Litigation Impact Statement

(Should be on Organization letter head)

[Date]

To,
The Managing Director,
Odisha State Civil Supplies Corporation Ltd.
C/2, Nayapalli, Bhubaneswar-12

Reference: Notice of RFP for SAP Support & Maintenance Services

Dear Sir,

We have read and understood the contents of the Request of Proposal and pursuant to this hereby confirm that we satisfy the eligibility criteria laid out therein.

We hereby confirm that, there is no litigation (including court, arbitration and other proceedings), inquiry or order from any regulatory authority, current or pending against us, which if adversely determined might have material adverse impact on our ability to carry on our business or pay our debts as they fall due or on our ability to enter into any of the transactions contained in or contemplated in respect of the support and maintenance of SAP-ERP installed at OSCSC.

Yours Sincerely,

(Signature)

Name:

Designation:

Organization stamp/Seal:

Annexure-8: Security Deposit Cum Performance Bank Guarantee Format

(PROFORMA OF BANK GUARANTEE)

THIS DEED OF GUARANTEE executed on this the _____ day of _____ at _____ by _____ (Name of the Bank) having its Head/ Registered office at _____ hereinafter referred to as "the Guarantor" which expression shall unless it be repugnant to the subject or context thereof include successors and assigns;

In favor of

Odisha State Civil Supplies Corporation Ltd, (hereinafter referred to as "OSCSC", which expression shall, unless repugnant to the context or meaning thereof include its administrators, successors, or assigns.

WHEREAS

- A. By the Agreement ("AGREEMENT") being entered into between OSCSC and _____, a company incorporated under the provisions of the Companies Act, 1956, having its registered office _____, Selected Agency for SAP Support and Maintenance Service at OSCSC (hereinafter referred to as "The Project").
- B. As per terms of RFP, the Selected Bidder is required to furnish to OSCSC, an unconditional and irrevocable bank guarantee for an amount of INR _____ only as security for due and punctual performance/discharge of its obligations under the Agreement relating to Selection of Agency for Hiring of resources at OSCSC, as specified under the - scope of work of this RFP.
- C. At the request of the Selected Bidder, the Guarantor has agreed to provide bank guarantee, being these presents guaranteeing the due and punctual performance/ discharge by the Selected Bidder of its obligations relating to the Project.
- D. Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by OSCSC to forfeit the same without assigning any reason for imposing sanction for violation of Integrity Pact.

NOW THEREFORE THIS DEED WITNESSETH AS FOLLOWS:

1. Capitalized terms used herein but not defined shall have the meaning assigned to them respectively in the Agreement.
2. The Guarantor hereby irrevocably guarantees the due and punctual performance by _____ (hereinafter called "the Selected Bidder") of all its obligations relating to the scope of work by the Selected Bidder, in accordance with the Agreement.
3. The Guarantor shall, without demur, pay to OSCSC sums not exceeding in aggregate INR _____, within five (5) calendar days of receipt of a written demand therefor from OSCSC stating that the Company has failed to meet its obligations under the Agreement. The Guarantor

shall not go into the veracity of any breach or failure on the part of the Selected Bidder or validity of demand so made by OSCSC and shall pay the amount specified in the demand, notwithstanding any direction to the contrary given or any dispute whatsoever raised by the Selected Bidder or any other Person. The Guarantor's obligations hereunder shall subsist until all such demands are duly met and discharged in accordance with the provisions hereof.

4. In order to give effect to this Guarantee, OSCSC shall be entitled to treat the Guarantor as the principal debtor. The obligations of the Guarantor shall not be affected by any variations in the terms and conditions of the Agreement or other documents or by the extension of time for performance granted to the Selected Bidder or postponement/non exercise/delayed exercise of any of its rights by OSCSC or any indulgence shown by OSCSC to the Selected Bidder and the Guarantor shall not be relieved from its obligations under this Guarantee on account of any such variation, extension, postponement, non-exercise, delayed exercise of any of its rights by OSCSC or any indulgence shown by OSCSC, provided nothing contained herein shall enlarge the Guarantor's obligation hereunder.
5. This Guarantee shall be irrevocable and shall remain in full force and effect until _____ (180 days after completion of tenure of appointment) unless discharged / released earlier by OSCSC in accordance with the provisions of the Agreement. The Guarantor's liability in aggregate be limited to a sum of INR. _____
6. This Guarantee shall not be affected by any change in the constitution or winding up of the Selected Bidder/the Guarantor or any absorption, merger, or amalgamation of the Concessionaire/the Guarantor with any other Person.
7. The Guarantor has power to issue this guarantee and discharge the obligations contemplated herein, and the undersigned is duly authorized to execute this Guarantee pursuant to the power granted under _____.

IN WITNESS WHEREOF THE GUARANTOR HAS SET ITS HANDS HEREUNTO ON THE DAY, MONTH AND YEAR FIRST HEREINABOVE WRITTEN.

SIGNED AND DELIVERED

by _____ Bank, by the hand of Mr. /Ms.
_____ it's _____ and authorized official.

Signature:

Seal:

Date:

Annexure-9: SAP implementation/ maintenance/ support Experience

Sl. No.	ERP Implementation Project Information (one form for each)	Details
1	Primary Contract/Sub-Contract	
2	Client Name (in Full) *	
3	Client Address	
4	Name of the person who can be referred to from Clients' side, with name, designation, email, phone	
5	Nature of business / operations of client	
6	Nature of Client (Govt./Semi Govt./ PSU/ Private sector etc.)	
7	Functional areas of business covered in the project	
8	SAP modules handled in this project (e.g., FICO/MM/SD/Workflow/ PIPO/PP etc.)	
9	Implementation Geographical Location/ Number of Locations / business units at which the project is implemented	
10	Duration of engagement (with Start date and end-date/expected end-date)	
11	Scope of the Project (SAP Consulting/ SAP Implementation/ SAP support/ SAP maintenance/ SAP training etc.)	
12	Version of SAP instance in this project	
13	Total number of users for this SAP project	
14	Work order awarding date	
15	Colour scanned copy of this work order attached	
16	Number of SAP experiences claimed in this Bid	
17	Serial number of this experience in this Bid (e.g., 3rd of 5 experiences etc.)	
18	Value of the work order in INR	
19	Page number of Work order as mentioned in technical bid	
20	Page number of Completion/ Phase Completion/ CA Certificate as mentioned in technical bid	

Notes*:

- The organization/ agency that provided the work order to execute the SAP implementation/ support project to the participating bidder will only be considered as client.
- The bidder needs to provide the work order from the client mentioned at Serial #2, failing which this particular experience of the bidders shall not be considered for evaluation.

RFP for SAP Support & Maintenance Services

I hereby declare that the information provided above is true to my knowledge.
Yours Sincerely,

(Signature)

Name:
Date:

Designation:
Stamp:

Annexure-10: Summary of CVs of proposed SAP Manpower for the assignment

(Note: The selected bidder needs to submit the candidate's self-attested certificates pertaining to candidate's educational qualification and work experiences, as and when required by OSCSC)

Sl. No.	Name of the Candidate	Position Proposed	Highest Educational Qualification	SAP Functional/ Technical Consultant Experience in years	Expertise in SAP modules/s	Have SAP Certification
1		FI/CO Functional Consultant cum Project Lead (Senior)				
2		FI/CO Functional Consultant (Junior)				
3		MM & PP Functional Consultant (Senior)				
4		SD Functional Consultant (Junior)				
5		BASIS & PI/PO Technical Consultant (Junior)				
6		ABAP Technical Consultant (Senior)				
7		SAP Support Executive – 1st				
8		SAP Support Executive – 2nd				

I hereby declare that the information provided above is true to my knowledge.

Yours Sincerely,

(signature)

Name:

Date:

Designation:

Stamp:

RFP for SAP Support & Maintenance Services

Annexure-11: Format of Curriculum Vitae (CV) for Proposed SAP Manpower

Name:					Passport Sized Photo
Position Proposed For:					
Number of SAP implementation experience:					
Years with the Bidding Firm/ Company*:					
Gender:					
Date of Birth:					
Nationality:					
Address:					
Email:					
Phone:					
Relevant years of experience as SAP Functional/ Technical Consultant: Mention the years of experience in each of the SAP module work with. For ex. FI/CO (2.5 Years), MM (2 Years), SD (1 Year): Relevant years of experience in working with Gov. Organization:					
Educational Qualification Details: (Starting from the Highest Qualification, add as many as required)					
Sl. No.	Educational Qualification	Institute	Start Date	End Date	
Experience Details: (Starting from the most recent job, add as many as required)					
Sl. No.	Name of the Employer	Designation	Start Date	End Date	Brief Job Responsibility
Language Proficiency:					
Sl. No.	Language	Reading Skill Level	Writing Skill Level	Speaking Skill Level	Typing Skill Level
Certification: I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience. Signature of SAP Manpower with Date: _____ Full name of SAP Manpower: _____ Authorized Signatory [In full and initials signature]: _____					

RFP for SAP Support & Maintenance Services

Note*:

- In case the resource proposed by the bidder is not on bidder's payroll as on date of bidding, then bidder may mention "**Not Applicable**" against the box - "**Years with the Bidding Firm/Company**" in Annexure-11.
- However, in such a scenario bidder will have to share a declaration by the proposed resource in the Annexure Format (**Annexure-16 of the RFP**) and also by authorized signatory along with the CV in Annexure-11.

Annexure-12: Bill of Quantities (BOQ) Format

BOQ

(Sample format of www.tendersodisha.gov.in BOQ has been attached for reference. Financial Proposal to be submitted online by the bidders in the following format only.)

Validate Print Help

Item Rate BoQ

Tender Inviting Authority: Managing Director, OSCSC Ltd.

Name of Work: Selection of Agency for SAP support and maintenance services at OSCSC

Contract No: 5391 dtd 15-04-2023

Name of the Bidder/ Bidding Firm / Company :					
PRICE SCHEDULE					
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only). Please note that quote is excluding of any tax and GST Components. Tax and GST components will be added as and when the invoices are raised, at the established requirement and rate of tax and GST, during the time of generating invoices.					
Sl. No.	Item Description	No. of resources	BASIC RATE per Annum (12 Months) in Figures To be entered by the Bidder Rs. P	TOTAL AMOUNT per Annum (12 Months) Without Taxes	TOTAL AMOUNT In Words
1	2	4	13	53	55
1	Type of Manpower				
1.1	FI/CO Functional Consultant cum Project Lead (Senior)	1		0.00	INR Zero Only
1.2	FI/CO Functional Consultant (Junior)	1		0.00	INR Zero Only
1.3	MM & PP Functional Consultant (Senior)	1		0.00	INR Zero Only
1.4	SD Functional Consultant (Junior)	1		0.00	INR Zero Only
1.5	PI/PO & BASIS Technical Consultant(Junior)	1		0.00	INR Zero Only
1.6	Workflow & ABAP Technical Consultant (Senior)	1		0.00	INR Zero Only
1.7	SAP Support Executive 1	1		0.00	INR Zero Only
1.8	SAP Support Executive 2	1		0.00	INR Zero Only
Total in Figures				0.00	INR Zero Only
Quoted Rate in Words				INR Zero Only	

Annexure-13: Online Bidding Process

1. Potential bidders participating in the bidding process will be required to submit a detailed Technical Bid & Financial Bid in response to the Tender Call Notice.
2. **Registration in Portal:** Bidders intending to participate in the tender are required to register in the Portal i.e. **www.tendersodisha.gov.in** furnishing required information about them. This is a onetime activity for registering in Portal. During registration, the Bidder has to attach a Digital Signature Certificate (DSC) to his / her unique user ID. The DSC used must be of appropriate class (Class II or Class III) issued from a registered Certifying Authority recognised by CCA India such as n-Code, Sify, TCS, MTNL, etc. He / She has to submit the relevant information as asked for about him / his firm / company. The portal registration of the bidder is to be authenticated by the State Procurement Cell after verification through online certificates / documents such as (i) PAN and (ii) Registration Certificate (RC) / GST Registration Certificate and GSTIN (for procurement of goods) of the concerned bidder. The time period of validity in the portal is at par with validity of RC / GST Registration Certificate and GSTIN. Any change of information by the bidder is to be re-authenticated by the State Procurement Cell. After successful authentication bidder can participate in the online bidding process.

To log on to the portal the Bidder is required to type his/her user ID and password. The system will again ask to select the DSC and confirm it with the password of DSC. For each login, a user's DSC will be validated against its date of validity and also against the Certificate Revocation List (CRL) of respective CAs stored in system database. The system checks the unique ID, password and DSC combination and authenticates the login process for use of portal. Only one valid DSC should be registered by a Bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.

Bidders are advised to register their valid e-Mail address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

3. **Downloading Tender Documents:** The tender documents uploaded by the Tender Inviting Officer in the website **www.tendersodisha.gov.in** will appear in the section of "Upcoming Tender" before the due date of tender sale. Once the due date has arrived, the tender will move to "Active Tender" Section of the *homepage*. The publication of the tender will before specific period of time till the last date of submission of tenders as mentioned in the 'Notice Inviting Tender' after which

the same will be removed from the list of Active tenders. Any bidder can view or download the tender documents from the website.

4. Furnishing scanned copy of all required documents with his / her signature is mandatory otherwise his/her tender shall be declared as non-responsive and thus liable for rejection.
5. Tender document Fees & Earnest money Deposit shall be in shape of payment through online system only through a process as per works Department office Memorandum vide Letter No.17254 dated 05.12.2017 failing which the bid shall be rejected (Copy of the Memorandum is attached).
6. A bid is said to be complete if accompanied by cost of bid document and appropriate bid security. The system shall consider only the last bid submitted through the e-Procurement portal.
7. In the case of any failure, malfunction, or breakdown of the electronic system used during the e-tender process, the tender inviting authority shall not accept any responsibility for failures or breakdowns other than in those systems strictly within their own control.
8. Any third party/company/person under a service contract for operation of e-tender system in the State or his/their subsidiaries or their parent companies shall be ineligible to participate in the tender processes that are undertaken through the e-tender system irrespective of who operates the system.
9. **Format of the Tender:** The Tender shall be submitted in two parts:
 - (a) Part I : Technical Bid
 - (b) Part II : Financial Bid
10. **Contents of Technical Bid:** The bidder must submit the particulars / documents as detailed in Check List given in the tender document online within the timeline as set out in the Notice Inviting Tender failing which the tender ***shall be treated as incomplete and disqualified in Technical Bid.***
11. **Contents of Financial Bid:**
 - (a) The Bidder must upload the Financial Bid online as prescribed in the specified location only in the protected Bill of Quantities **online BoQ (in ".xls" format).**
 - (b) The Bidder shall submit the financial bid online.
 - (c) Mentioning of rate anywhere in the bid documents other than the designated location of financial bid (online BoQ) by the Bidder shall result in disqualification of the Bidder.
12. **Signing of Tender:**
 - (a) The prospective bidder can download the tender from the website any time after issue of tender and save it in his system and undertake the necessary preparatory work off-line and upload the completed bid with his/her signature at his convenience within the due date and

time of submission. The bidder shall only submit **single** copy of the tender including required documents and Financial Bid in the e-Procurement portal i.e. www.tendersodisha.gov.in within due date of submission. In the Financial Bid the bidder has to write the figures in the designated cell only. The Bidders are advised to up-load the completed Tender document well ahead of the last date & time of receipt to avoid any last moment problem of power/link failures etc.

- (b) The bidder shall go through the Tender carefully and list the documents those are asked for submission. He shall prepare all documents including declaration form, annexures and price bid etc., and store in the system. The bidder shall also ensure payment of Tender document fee and EMD before submission of tender completed in all respects.
- (c) The Bidder shall log in to the portal with his DSC and move to the desired tender for uploading the documents in appropriate place one by one simultaneously checking the documents. Once the Bidder makes sure that all the documents have been up-loaded in appropriate place, he clicks the submit button to submit the tender to the portal.
- (d) The tenders once submitted by due date cannot be retrieved or corrected. Tenders cannot be re-opened and cannot be submitted after due date and time. Therefore, only after satisfying that all the documents have been uploaded, the bidder should click on submit button.
- (e) In the e-Procurement process each process is time stamped. The system can identify each individual who has entered into the portal for any tender and the time of entering into the portal.
- (f) The Bidder should ensure clarity of the document uploaded by him to the portal especially the scanned documents by taking out sample printing. Non-submission of legible documents may render the tender non-responsive.

13. Signing of Tender: The Bidder shall digitally sign on all statements, documents and certificates uploaded by him, owning responsibility for their correctness/authenticity as per IT Act 2000. If any of the information furnished by the Bidder is found to be false/fabricated/bogus, Corporation shall have the right to disqualify him/her without giving any notice or reason without prejudice to the other rights like forfeiture of EMD or summarily terminate the contract with forfeiture of Security Deposit, as the case may be, and may take any other steps that the Corporation may have under the Contract and Law which includes debarment on participating in any tender of OSCSC for a period of 05 years.

14. Submission of Tender: For submission of Tenders through the e-Tender Portal, the bidder shall upload the scanned copy/copies of document in prescribed format wherever warranted in support of eligibility criteria and qualification information. The bidder shall have to produce the original documents in support of the scanned copies of documents, statements etc. uploaded in the portal on the specified date. Bid documents may be scanned with 100 dpi with black and white option. Any addendum /corrigendum /correction issued shall be part of the tender documents and shall be notified on the website. And the bidder is required to take those into account before submitting the tender by the due date.

The Officer inviting tender will provide entire tender document along with appendices and enclosures in the portal. The bidder shall carefully go through the document and prepare the required documents and upload the scanned documents in Portable Document Format (*printable in A4 size paper*) to the portal in the designated locations of Technical Bid. He will fill up the rates in designated Cell and upload the same in designated locations of Financial Bid (BoQ) and no other format shall be used to upload the Financial Bid. Mentioning of rate anywhere in the Bid documents other than the designated location of Financial Bid (**online BoQ**) by the bidder shall result in disqualification of the bidder. Use of DSC of appropriate class shall affect submission of documents.

- 15.** The bidder must digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 16.** The bidder needs to upload the required documents, annexures for consideration.
- 17.** The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 18.** Tender documents shall be accompanied with EMD of the required amount as indicated in the tender document. The bidder shall have to pay the tender paper cost along with the Tender. Bidders will be required to pay through on-line mode as mentioned in Clause-2 (v) towards Tender Document Fee and EMD.
- 19.** All credentials, documents and copies of certificate / information called for shall be submitted along with the Tender papers.
- 20. Deadline for Submission of Tender:** The online submission will remain active till the last date and time of tender submission. Once the date and time (Server date and time) is over, the bidder will not be able to submit the tender. The date and time of tender submission shall remain **unaltered**

even if the specified date for the submission of tenders declared as a holiday for the Officer Inviting the Tender.

21. Prior to submission of tender, the bidder needs to ensure the following among other thing:

- a) Payment of Tender document fees & EMD.
- b) The entire tender document is properly indexed with page number.
- c) The documents to be up-loaded are properly visible and duly signed.
- d) Filling of all the prescribed annexures /appendices as detailed in the Tender.
- e) Enclosing necessary supporting documents.

22. Late Tenders: The system shall reject submission of any tender through portal after closure of the receipt time. For all-purpose the server time displayed in e-tender portal shall be the time to be followed by the bidder and concerned officers.

23. Modification and Withdrawal of Tenders: In the e-Tender Portal, it is allowed to modify the tender any number of times before the final date and time of submission. The bidder shall have to log on to the system and resubmit the documents as asked for by the system including the price bid. In doing so, the tenders already submitted by the bidder will be removed automatically from the system and the latest tender only will be admitted. But the bidder should avoid modification of tender at the last moment to avoid system failure or malfunction of Internet or traffic jam or power failure. If the bidder fails to submit his modified tenders within the designated time of receipt, the tender already in the system shall be taken into consideration.

In the e-Tender Portal, withdrawal of tender is allowed before expiry of the closure time of the tender. But, in such case, he must write a letter with appropriate reasons for his withdrawal addressed to the Officer inviting the tender and upload the scanned document to portal in the respective tender before the closure date and time of receipt of the tender. After opening of technical bid, no withdrawal of tender is allowed. If the bidder withdraws his/her tender, the EMD will be forfeited.

Annexure-14: Office Memorandum Issued by Works Department, Govt. of Odisha


**GOVERNMENT OF ODISHA
WORKS DEPARTMENT

OFFICE MEMORANDUM

File No.07556900012016- 17254 /W, dated, 5.12.17

Sub: Electronic Receipt, Accounting and Reporting of Cost of Tender Paper and Earnest Money Deposit on submission of bids.

1. The State Government have been working on formulation of rules and procedures for Electronic receipt, accounting and reporting of the receipt of Cost of Tender Paper and Earnest Money Deposit on submission of bids through the e-procurement portal of Government of Odisha i.e. "<https://tendersodisha.gov.in>" for some time past.
2. Electronic receipt of cost of tender paper has been successfully tested through SBI payment gateway. Now it has been decided to introduce electronic receipt of **Cost of Tender Paper and Earnest Money Deposit on submission of bids** through payment gateway of designated banks such as SBI/ICICI Bank/HDFC Bank for all Government Departments, State PSUs, Statutory Corporations, Autonomous Bodies and Local Bodies etc. in phases(ANNEXURE-I). The process outline as well as accounting and reporting structure are indicated below:
 - a) It will be carried out through a single banking transaction by the bidder for multiple payments like **Cost of Tender Paper and Earnest Money Deposit on submission of bids**
 - b) Various payment modes like Internet banking/ NEFT/RTGS of Designated Banks and their Aggregator Banks as well can be accessed by the intending bidders.
 - c) Reporting and accounting of the e-receipts will be made from a single source.
 - d) Credit of receipts into the Government accounts and to the designated Bank account of the participating entities indicated in Para 2 above would be faster.
3. Only those bidders who successfully remit their **Cost of Tender Paper and Earnest Money Deposit on submission of bids** would be eligible to participate in the tender/bid process. The bidders with pending or failure payment status shall not be able to submit their bid. Tender inviting authority, State Procurement Cell, NIC, the designated Banks shall not be held responsible for such pendency or failure.



4. Banking arrangement:

- a) Designated Banks (SBI/ICICI Bank/HDFC Bank) payment gateway are being integrated with e-Procurement portal of Government of Odisha (<https://tendersodisha.gov.in>)
- b) The Designated Banks participating in **Electronic receipt, accounting and reporting of Cost of Tender Paper and Earnest Money Deposit on submission of bids** will nominate a Focal Point Branch called e-FPB, who is authorized to collect and collate all e-Receipts. Each such branch will act as the Receiving branch and Focal Point Branch notwithstanding the fact that the bidder might have debited his account in any of the bank's branches while making payment.

5. Procedures of bid submission using electronic payment of tender paper cost and EMD by bidder :

- a) The bidders have to log onto the Odisha e-Procurement portal (<https://tendersodisha.gov.in>) using his/her digital signature certificate and then search and then select the required active tender from the "Search Active Tender" option. Now, submit button can be clicked against the selected tender so that it comes to the "My Tenders" section.
- b) **Uploading of Prequalification/Technical/Financial bid:** The bidders have to upload the required Prequalification /Technical/Financial bid, as mentioned in the bidding document and in line with Works Department office memorandum No.7885/W dt.23.07.2013.
- c) **Electronic payment of tender paper cost and EMD :** Then the bidders have to select and submit the bank name as available in the payment options :
 - i. A bidder shall make electronic payment using his/her internet banking enabled account with designated Banks or their aggregator banks.
 - ii. A bidder having account in other Banks can make payment using NEFT/RTGS facility of designated Banks.
 - Online NEFT/RTGS payment using internet banking of the bank in which the bidder holds his account, by adding the account number as mentioned in the challan as an interbank beneficiary.



RFP for SAP Support & Maintenance Services

d) **Bid submission:** Only after receipt of intimation at the e-Procurement portal regarding successful transaction by bidder the system will activate the 'Freeze Bid Submission' button to conclude the bid submission process.

e) **System generated acknowledgement receipt for successful bid submission:**
System will generate an acknowledgement receipt for successful bid submission. The bidder should make a note of 'Bid ID' generated in the acknowledgement receipt for tracking their bid status.

6. Settlement of Cost of Tender Paper:

- a) **Cost of Tender Paper :** In respect of Government receipts on account of **Cost of Tender Paper**, the e-Procurement portal shall generate a MIS for the State Procurement Cell (SPC). The MIS will contain an abstract of the cost of tender paper collected with reference to **Bid Identification Number**. The State Procurement Cell shall generate Bank-wise challans under the head of Account for **Cost of Tender Paper** and instruct the designated Banks to remit the money to the proper head of account of State Government. In respect of the cost of tender paper received through the e-procurement portal, the remittance to the Cyber Treasury account will be made to the Head of Account 0075-Misc. General Services-800-Other Receipts -0097-Misc. Receipts-02237-Cost of Tender Paper.
- b) For the time being, the State Procurement Cell (SPC) will use over the counter payment facility of the Odisha Treasury portal. Thereafter, remittance through NEFT & RTGS will be facilitated through the Odisha Treasury portal.
- c) Similarly, in case of State PSUs, Statutory Corporations, Autonomous Bodies and Local Bodies etc. **Cost of Tender Paper**, the e-Procurement portal shall generate a MIS for the State Procurement Cell (SPC). The MIS will contain an abstract of the cost of tender paper collected with reference to **Bid Identification Number**. The cost of tender papers will be credited to the registered Bank account of the concerned State PSUs, Statutory Corporations, Autonomous Bodies and Local Bodies etc
- d) Bank will refund (in case the Tender Inviting Authority (TIA) issues such instructions) the tender fee and EMD to the bidder, in case the tender is cancelled before opening of Bid as per direction received from TIA through e-procurement system.
- e) Back-end Transaction Matrix of Electronic receipt of Cost of Tender Paper and Earnest Money Deposit on submission of bids is enclosed in the **Annexure- I**.

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7. Settlement of Earnest Money Deposit on submission of bids:

- a) The Bank will remit the **Earnest Money Deposit on submission/cancellation of bids** to respective bidders accounts as per direction received from TIA through e-procurement system.

8. Forfeiture of EMD :

Forfeiture of **Earnest Money Deposit on submission of bid** of defaulting bidder is occasioned for various reasons.

- a) In case the **Earnest Money Deposit on submission of bid** is forfeited, the e-Procurement portal will direct the Bank to transfer the EMD value from the Pooling Account of SPC to the registered account of the tender inviting authority.
- b) The Tender inviting authorities of the Government Departments will deposit the forfeited **Earnest Money Deposit on submission of bid**, in the State Government Treasury under the appropriate head (8782-Cash Remittances and Adjustments between the officers rendering accounts to the same Accounts Officer-102-P.W.Remittances-1683-Remittances-91028-Remittances into Treasury) after taking the amount as a revenue receipt in their Cash Book under the head 0075-Misc. General Services-00-101-Unclaimed Deposits-0097-Misc. Receipts-02080-Misc. Deposits and submit the detail account to D.A.G , Puri as a deposit of the Division.
- c) By clicking submit button, system will initiate the forfeiture of EMD. System will not allow the evaluator to edit the initiation after clicking the submit button. Forfeiture option can be carried out in phased manner like one bidder at a time.

9. Role of the Banks:

- a) Make necessary provision / customizations at their end to enable the provision for online payments / refunds as per this document.
- b) Provide necessary real-time message to bidders regarding successful or unsuccessful transactions during online payment processes and redirect them to e-Procurement website with necessary transaction reference details enabling them to submit their bids.
- c) The bank shall ensure transfer of funds from the pooling account to the Government Head/current account of PSUs/ULBs within the next bank working day as per the directions generated from e-Procurement portal.
- d) Bank should provide timely reports and reference details to NIC enabling them to carry out their role as stated below.
- e) Refund of amount to bidders as per the XML file provided by e-Procurement system on the next bank working day from the date of generation of the XML file and also provide a confirmation to NIC on the same.



10. Role of State Procurement Cell:

- a) Communicate requirements of Government departments/ State PSUs/ Autonomous Bodies/ ULBs online payment requirements to National Informatics Centre / the authorised Banks for mapping/ customization.
- b) In every working day, the State Procurement Cell shall generate MIS from the e-Procurement portal to ascertain the tender paper cost received in the e-Tendering process separately bank-wise for the Government Department and the PSUs/ULBs. The SPC shall generate bank-wise separate online challans from the Odisha Treasury portal and make the remittance through over the counter facility or NEFT/RTGS (as and when this functionality is available in Treasury portal) and issue instruction to the bank for remittance of the receipt to the State Government account.
- c) The State Procurement Cell shall be responsible for providing challan details and MIS in respect of the remittance towards tender paper cost to the Tender inviting authorities for their record.
- d) State Procurement Cell shall monitor the progress of e-Tendering by different Government Departments / State PSUs/ Autonomous Bodies / ULBs through MIS. State Procurement Cell shall monitor and send monthly progress reports to the Government.
- e) The e-Procurement system will generate a consolidated refund & settlement XML file as an end of the day activity.
- f) e-procurement system will provide a web service for Payment Gateway (PG) provider to pull the encrypted refund and settlement details in XML file against a day.
- g) Similarly, Payment Gateway (PG) provider will provide a web service to pull the refund and settlement status against a day.
- h) e-procurement system will update the status accordingly for reconciliation report.

11. Role of National Informatics Centre :

- a) Customize e-Procurement software and web-pages of Government of Odisha (<https://tendersodisha.gov.in>) to enable the provision for electronic payment.
- b) The NIC, Odisha will modify / rectify the errors in electronic data relating to the Chart of Account.
- c) NIC will provide an interface to organisations to download the electronic receipt data.
- d) Enable automatic generation of daily XML files from e-Procurement system and ensure delivery of the same to the authorised Banks for enabling automatic refund/settlement of funds.

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- e) NIC shall enable the e-Procurement portal to generate MIS as required for the State Procurement Cell in order to make remittance of the tender paper cost to the State Government account using the Odisha Treasury Portal.

12. Role of Cyber Treasury :

- a) The cost of the tender paper deposited by the SPC using the Odisha Treasury Portal which will be accounted for by the Cyber Treasury and it shall submit the accounts to A.G. (O) as per the established process.
- b) The Cyber Treasury will provide MIS as required to the SPC for the purpose of accounting and reconciliation of the electronic remittances made to the State Government account.

13. Redressal of Public grievances :

- a) The State Procurement Cell, Odisha, National Informatics Centre, Odisha and the e-FPB will have an effective procedure for dealing with, public complaint for e-Receipt related matters. In case, any mistake is detected by any of the stakeholders in reporting of receipt of tender paper cost and EMD, either suo moto or on being brought to its notice, the State Procurement Cell, Odisha, National Informatics Centre, Odisha unit, Cyber Treasury and the bank will promptly take steps for rectification. The e-Focal Point Branch of the participating Banks, National Informatics Centre, Odisha and the State Procurement Cell, Odisha will notify the contact number and address of the Help Desk for resolution of any dispute regarding e-Receipt.

14. Applicability and modification of existing rules / orders:

The modalities prescribed in this Office Memorandum for downloading of tender paper, submission and rejection of bid, acceptance of Bids as well as refund and forfeiture of earnest deposit will be applicable for electronic submission of bids through e-procurement portal. Existing provisions regulating cost of Tender Paper and Earnest Money Deposit in OPWD Code and OGFR would stand modified to the extent prescribed in this Office Memorandum.

15. These arrangements would be made effective after signing of MoU between the designated Banks and the State Procurement Cell, firming up of Banking arrangements and technical integration between designated Bank and e-Procurement Portal.

- 1 This shall take effect from the date of issue of this Office Memorandum.
- 2 Accordingly, relevant existing codal / contractual provision exist vide Office Memorandum No.6785/W dt 09.05.2017 of Works Department stands modified to the above extent.
- 3 This has been concurred in by the Finance Department vide their UOR No.-39-WF-I dt.09.11.2017

Shree 5/11/17
E.I.C-cum-Secretary to Government
(P.T.O.)

RFP for SAP Support & Maintenance Services

Memo No. 17255

/W, dated, 5.12.17

Copy forwarded to P. S. to Hon'ble Chief Minister, Odisha for information and necessary action.

Jahnu
5/12/2017
FA - cum- Addl. Secretary to Government

Memo No. 17256

/W, dated, 5.12.17

Copy forwarded to OSD to Chief Secretary, Odisha / Sr. P.S. to Development Commissioner-cum-Additional Chief Secretary, Odisha / Sr. P.S. to Additional Chief Secretary, Finance for information and necessary action.

Jahnu
5/12/2017
FA - cum- Addl. Secretary to Government

Memo No. 17257

/W, dated, 5.12.17

Copy forwarded to All Departments / Managing Director, OB & CC Ltd., Bhubaneswar / Managing Director, OCC Ltd., Bhubaneswar for information and necessary action.

Jahnu
5/12/2017
FA - cum- Addl. Secretary to Government

Memo No. 17258

/W, dated, 5.12.17

Copy forwarded to EIC (Civil), Odisha, Bhubaneswar / All Chief Engineers, Odisha / All Superintending Engineers / All Executive Engineers (under Works Department) for information and wide circulation among subordinate offices.

Jahnu
5/12/2017
FA - cum- Addl. Secretary to Government

Memo No. 17259

/W, dated, 5.12.17

Copy forwarded to the Principal Accountant General (A&E), Odisha, Bhubaneswar / Principal Accountant General, Odisha, Puri Branch, Puri for information and necessary action.

Jahnu
5/12/2017
FA - cum- Addl. Secretary to Government

Memo No. 17260

/W, dated, 5.12.17

Copy forwarded to the Director, Treasuries & Inspection, Odisha, Bhubaneswar for information and necessary action.

Jahnu
5/12/2017
FA - cum- Addl. Secretary to Government

ANNEXURE-I

Back-end Transaction Matrix of Electronic receipt and remittance of Cost of Tender Paper and Earnest Money Deposit on submission of bids.

	Cost of Tender Paper	Earnest Money Deposit on submission of bids
Government Departments	<p>I. The <i>payment</i> towards the cost of Tender Paper, in case of Government Departments, shall be collected in separate pooling accounts opened in Focal Point Branch called e-FPB of respective designated banks [as stated in Para 2] at Bhubaneswar on T+1 day.</p> <p>II. With reference to the Notice Inviting Tender/ Bid Identification Number, the amount so realised is to be remitted to Government Account under the Head of Account 0075-Misc. General Services-800-Other Receipts -0097-Misc. Receipts-02237-Cost of Tender Paper through Odisha Treasury Portal after opening of the bid.</p>	<p>I. In case of tenders of Government Departments, amount towards Earnest Money Deposit on submission of bids shall be collected in a pooling account opened for this purpose at Focal Point Branch called e-FPB of respective designated banks at Bhubaneswar, and the banks will remit the amount to respective bidder's account within two working days on receipt of instruction from TIA through refund and settlement of e-procurement system.</p> <p>II. In case of forfeiture of Earnest Money Deposit on submission of bids, the e-Procurement portal will direct the Bank to transfer the EMD value from the Pooling Account of SPC to the registered account of the tender inviting authority within two working days of receipt of instruction from TIA.</p>
State PSUs, Statutory Corporations, Autonomous Bodies and Local Bodies	<p>I. In case of State PSUs, Statutory Corporations, Autonomous Bodies and Local Bodies etc. the amount towards Cost of Tender Paper on submission of bids shall be collected in separate pooling accounts opened in Focal Point Branch called</p>	<p>I. Amount towards EMD on submission of bids shall be collected in a separate pooling account of Focal Point Branch called e-FPB of respective designated banks at Bhubaneswar and the banks will remit the amount to respective bidder's</p>

RFP for SAP Support & Maintenance Services

	e-FPB of respective designated banks at Bhubaneswar on T+1 day.	account on receipt of instruction from TIA through refund and settlement of e-procurement system within two working days from receipt of such instruction
II.	The Paper cost will be transferred to the respective current accounts of concerned State PSUs, Statutory Corporations, Autonomous Bodies and Local Bodies etc. after opening of bid.	II. In case of forfeiture of Earnest Money Deposit on submission of bids, the e-Procurement portal will direct the Bank to transfer the EMD value from the Pooling Account of SPC to the registered account of the tender inviting authority within two working days of receipt of instruction from TIA.

Signature

RFP for SAP Support & Maintenance Services

Annexure-15: CA Certificate on Project Details

[To be submitted on letterhead of CA/ Statutory Auditor]

TO WHOM IT MAY CONCERN

I hereby declare that I have scrutinized and examined the projects details and financial statements of M/s_____. Project wise revenue/ payment received by the bidder (name of the Bidder) as per the Books of Account is as follows:

Lol/ Work Order Date	Client Name	Name of the Project / Work order details	Type of Services Provided	Work Order Value (INR)	Payment Received Against the Work Order (INR)

I certify that M/s_____ has carried out projects in the above-mentioned table as disclosed by the records and documents produced before us and information and explanation given to us.

For

M/s.

Chartered Accountants

Signature:

Name of Chartered Accountant / Statutory Auditor:

Membership No.:

UDIN No.:

Seal/ Stamp:

Date:

Place:

Annexure-16: Format for "Letter of Proposed Association"

Kind Attn: <Insert Firm's Name>

Subject: Letter of Association

Dear Mr. _____, (Bidder's Authorized Signatory)

This has reference to a requirement for "RFP for SAP Support & Maintenance Service. Through this letter I, <Insert Name>, hereby request <Insert Firm's Name> to propose my name as part of its Bid for the Project.

It is agreed as under:

1. This Letter of Association may be treated as a formal consent to <Insert Firm's Name> to propose the name of <Insert Name> for the position of <Proposed Position> for the Project to the Client.
2. We both agree to join hands for this Project on an exclusive basis and shall not associate with any other bidder shortlisted for this project in any form for the purpose of this Bid. This would mean we both shall not use or provide support and/or use or provide assistance / guidance to any other bidder for creating their proposal for this Project. Neither of us shall propose our names in any capacity with any other Bidder for the purpose of this Bid.
3. We both confirm that our past or current association with any project, employer, or any other business or non- business relationship, does not in any way conflict our associating with this Project or in any way compromise the independence of each other for the purpose of this Project.
4. Should <Insert Firm's Name> win this project you and me both agree on a detailed agreement which shall govern the terms and conditions of our relationship for the Project.
5. This letter shall be construed and interpreted in accordance with the Laws of India, and the Courts of Odisha, India shall have the exclusive jurisdiction in all disputes arising here under.

Thank you.

Sincerely,

Full Signature _____
(Insert Name)

Accepted and agreed as above:
Bidder's Authorized Signatory

Date:

Place: