

Expression of Interest

EOI Ref no: -PW/PE/CMM/DTG /EOI/2022/1

Dtd.02.07.2022

Subject: - Expression of Interest (EOI) for framing Specifications for ERP Solutions of PEM

- 1.) PEM intends to deploy a robust ERP Solution for major operations viz. Procurement, Financial Accounting, Material Management, Quality, Vendor Development, MIR etc. for better management of operations and support for efficient decision making.

**For detail refer enclosed Technical specification number REF. NO: PE-TS-T-22-ERP/EOI Rev. 0
Dated 10-JUN-2022**

- 2.) The objective of the EOI is to:

- Arrive at details of specification meeting technical requirements, including terms of payment and PQR
- Shortlist interested parties for further processing through open tender Through this Expression of Interest (EOI), PEM seeks responses from interested OEMs and their system integrators (SI).

- 3.) The EOI document in prescribed form duly completed and signed should be submitted (hard copy) original and one photocopy in a sealed cover. The sealed cover super scribed “Expression of Interest (EOI) for framing Specifications for ERP Solutions of PEM”, shall be submitted in tender room addressed to the undersigned by name & designation and sent at the following address **on or before 22/07/2022; 02:00 PM:**

Mr. Ritesh Kumar Jaiswal, DGM/CMM M/s Bharat Heavy Electricals Ltd., Project Engineering Management, Power Project Engineering Institute, HRD & ESI Complex, Plot No 25, Sector-16 A, Noida-201301 Kind Attn: Ritesh Kumar Jaiswal/ CMM E-MAIL: rkjaiswal@bhel.in Ph. No. 0120-4368540 ,9910732251	Mr. Akash Verma, DY MGR/CMM M/s Bharat Heavy Electricals Ltd., Project Engineering Management, Power Project Engineering Institute, HRD & ESI Complex, Plot No 25, Sector-16 A, Noida-201301 Kind Attn: Akash Verma/ CMM E-MAIL: akashverma@bhel.in Ph. No. 0120-4368960 ,9718575780
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Prospective applicants may seek any clarification in regard of EOI from the below mentioned officials:

Mr. SAMARES MANDAL, Manager/DTG. M/s Bharat Heavy Electricals Ltd., Project Engineering Management, Power Project Engineering Institute, HRD & ESI Complex. Plot No 25, Sector-16 A, Noida-201301 E-MAIL: samares@bhel.in Ph. No. 0120- 4213583, 9350808500

Thanking You

Yours faithfully
For & on behalf of BHEL

Akash Vermaa
Dy. Manager/ CMM
BHEL PS-PEM, Noida

**EXPRESSION OF INTEREST (EOI)
FOR
Enterprise Resource Planning (ERP) Solutions for
PEM**



REF. NO: PE-TS-T-22-ERP/EOI
Rev. 0 Dated 10-JUN-2022

BHARAT HEAVY ELECTRICALS LIMITED
POWER SECTOR - PROJECT ENGINEERING MANAGEMENT
NOIDA, UTTAR PRADESH, INDIA

BHARAT HEAVY ELECTRICALS LIMITED
POWER SECTOR - PROJECT ENGINEERING MANAGEMENT
EOI for ERP Solutions for PEM

Contents

DISCLAIMER	3
1. INTRODUCTION	4
2. INSTRUCTION TO INTERESTED PARTIES.....	5
3. PROJECT OBJECTIVE.....	6
3.1 System Architecture.....	7
4. BROAD SCOPE.....	7
4.1 Scope of EOI:	7
4.2 Scope of Work:.....	8
5. RIGHT TO ACCEPT OR REJECT EOI:	8
Annexure-I	9
Annexure-II	13
Annexure-III	18
Annexure-IV	22
Annexure-V	25

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EOI for ERP Solutions for PEM

DISCLAIMER

The information contained in this Expression of Interest (EOI) document provided to the prospective bidders, by or on behalf of Bharat Heavy Electricals Limited (BHEL) or any of its employees or advisors, on the terms and conditions set out in this EOI document and all other terms and conditions subject to which such information is provided.

1. The purpose of this EOI document is to provide the prospective bidders with information to assist the formulation of their proposal. This EOI document does not mean to contain all the information each prospective bidders may require. This EOI document may not be appropriate for all persons and it is not possible for BHEL, its employees or advisors to consider the business / investment objectives, financial situation and particular needs of each prospective bidders who reads or uses this EOI document. Each prospective bidder should conduct his own investigations and analysis and should check the accuracy, reliability and completeness of the information in this EOI document and wherever necessary obtain independent advice from appropriate sources.
2. BHEL, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the EOI document.
3. BHEL may, in its absolute discretion, but without being under any obligation to do so, modify, amend or supplement the information in this EOI document.
4. The issue of this EOI does not imply that BHEL is bound to select and shortlist any bidder(s). Even after selection of suitable prospective bidders, BHEL is not bound to proceed ahead with the prospective bidders and in no case be responsible or liable for any commercial and consequential liabilities in any manner whatsoever.
5. The prospective bidders shall bear all costs associated with the preparation, technical discussion / presentation and submission of response against this EOI. BHEL shall in no case be responsible or liable for these costs regardless of the conduct or outcome of the EOI process.
6. Canvassing in any form by the prospective bidders or by any other agency on their behalf shall lead to disqualification of their EOI.

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EOI for ERP Solutions for PEM

1. INTRODUCTION

BHEL is the largest engineering and manufacturing enterprise in India in the energy-related/infrastructure sector, today. BHEL was established more than 50 years ago, ushering in the indigenous Heavy Electrical Equipment industry in India - a dream that has been more than realized with a well-recognized track record of performance.

BHEL manufactures over 180 products under 30 major product groups and caters to core sectors of the Indian Economy viz., Power Generation & Transmission, Industry, Transportation, Telecommunication, Renewable Energy, etc. The wide network of BHEL's 16 manufacturing divisions, four Power Sector regional centres, over 100 project sites, eight service centres and 18 regional offices, enables the Company to promptly serve its customers and provide them with suitable products, Systems and services -- efficiently and at competitive prices. The high level of quality & reliability of its products is due to the emphasis on design, engineering and manufacturing to international standards by acquiring and adapting some of the best technologies from leading companies in the world, together with technologies developed in its own R&D centres.

BHEL's vision is to become a world-class engineering enterprise, committed to enhancing stakeholder value. The company is striving to give shape to its aspirations and fulfil the expectations of the country to become a global player.

For more information, refer BHEL's website: www.bhel.com.

Project Engineering Management (PEM) Division is BHEL's power plant System Integrator, a nodal agency providing total engineering solutions for conventional thermal and gas-based power projects and conventional island of nuclear power plant, enabling BHEL to offer complete Engineering, Procurement and Construction (EPC) services for power projects.

PEM was born in 1974 as Consultancy Services Division (CSD) to address the market demand for turnkey services in power and related areas. Rechristened in 1976 as Projects Engineering Division (PED), the division has been known as Project Engineering Management (PEM) since 1984 onwards. PEM enjoys a unique position as complete power plant engineering due to a continuous relationship with customers, consultants, national bodies such as CEA, CBIP and BIS, BHEL manufacturing units, vendors and contract execution agencies such as Power Sector Regions of BHEL in all facets of project conceptualization, engineering, execution and commissioning.

For more information about PEM, refer PEM's website: <https://pem.bhel.com>.

PEM intends to deploy a robust ERP Solution for major operations viz. Procurement, Financial Accounting, Material Management, Quality, Vendor Development, MIR etc. for better management of operations and support for efficient decision making.

The objective of the EOI is to:

- Arrive at details of specification meeting technical requirements, including terms of payment and PQR
- Shortlist interested parties for further processing through open tender

Through this Expression of Interest (EOI), PEM seeks responses from interested OEMs and their system integrators (SI).

BHARAT HEAVY ELECTRICALS LIMITED
POWER SECTOR - PROJECT ENGINEERING MANAGEMENT
EOI for ERP Solutions for PEM

2. INSTRUCTION TO INTERESTED PARTIES

- 2.1 Scope of Interested Party shall be limited to response and suggestions to this EOI only.
- 2.2 Scope of work, Deliverables, Timelines, Terms and Conditions, Eligibility / Qualification Criteria, NDA defined in this EOI may get modified / improved at the time of Tender. However, in response to EOI, Interested Party may suggest improvement wherever necessary.
- 2.3 Interested parties may submit their response with detailed concept note / approach paper to address scope of work by email within 20 days from publication of this EOI to below mentioned recipient:

Mr. ABC Bharat Heavy Electricals Limited, PS-PEM, PPEI Building Plot No. 25, Sector 16A, Noida UP Pin:201301 Email: Tel: Mobile:

- 2.4 The details submitted by the Interested Party shall be complete in all respects and BHEL may seek clarifications/additional information as considered necessary. Such clarifications/additional information must be provided within 3 days of BHEL request.
- 2.5 The Interested Parties may be called for interaction and presenting their proposal, if required.
- 2.6 Any request for further information or clarification on the EOI document may be submitted to the above-mentioned officials within 15 days from publication of this EOI.
- 2.7 Duly authorized representative(s) of the Interested Party shall send document over e-mail to above mentioned recipient. Response to EOI should be prepared in such a way so as to provide a straight forward, detailing proposal for scope of work and concise description on Interested Party's organization and manpower capabilities.
- 2.8 Notwithstanding anything contained in this EOI, BHEL reserves the right to accept or reject any proposal and to annul the EOI Process in whole or part, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.
- 2.9 BHEL reserves the right to verify all statements, information and documents submitted by the Interested party in response to the EOI. Any such verification or lack of such verification by BHEL shall not relieve the Interested Party of his obligations or liabilities hereunder nor will it affect any rights of BHEL.

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POWER SECTOR - PROJECT ENGINEERING MANAGEMENT
EOI for ERP Solutions for PEM

- 2.10 The EOI process shall be governed by, and construed in accordance with, the laws of India and the Courts at New Delhi shall have exclusive jurisdiction over all disputes arising under, pursuant to and/ or in connection with the EOI process.
- 2.11 Interested Parties should provide following details:
- 2.11.1 Detail concept note and approach paper to address scope of work, technical and functional specification of the proposed solution along with project milestone timeline chart, manpower resources required and hardware sizing of solution.
- 2.11.2 Details as per format for Expression of Interest in Annexure -I.
- 2.12 Any contradiction found in this EOI document may please be brought to the notice of BHEL immediately for suitable clarifications.

3. PROJECT OBJECTIVE

PEM intends to implement ERP solution to enhance and automate the Operations, Information Reporting and Decision Support System of the organization. The objective of this project is to deploy a scalable & agile ERP platform to have the capabilities of capturing, processing, transmission, import/export, integration of data & reporting for the management based on available data. i.e., ensuring the platform has capabilities of making the reports available 24x7 on the mobile & tablets for quick decision making.

Through implementation of this project, PEM intends to take initiatives to:

- Implementation of ERP solution for better management of operations and support for efficient decision making.
- Enable an integrated, automated, secured and robust platform that secure data from identified sources with no manual intervention.
- Management of Data availability for KPIs (Key Performance Indicators) from various sources – MS SQL, in-house applications, Oracle, etc.
- Deep drill downs of KPIs.
- Comparison of various KPIs.
- Effective internal communication.
- Automated tracking and alerts.
- Building a modernized, new age platform with ease of operation and smooth and sober look and feel

Following are the primary users of the solution:

Top Management Team	Timely availability of Reports and Dashboards anywhere and anytime over mobile app /
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POWER SECTOR - PROJECT ENGINEERING MANAGEMENT
 EOI for ERP Solutions for PEM

	laptop / desktop with drill-down / drill-thru capabilities
Business User	<p>Ability to exercise Function based Access rights to carry out intended processes.</p> <p>Ability to add / modify data, view / import / export reports, quickly customize a report for the management without support from the technology team</p>
For the IT Team	<p>Administration of ERP and Ensuring optimal use of IT resources</p> <p>Ability to troubleshoot Issues, develop and customize reports and interfaces</p>

3.1 System Architecture

Solution to be deployed on-premise at BHEL PEM, Noida. Indicative architecture of system in 3 layers

1. Bottom layer: Data at RDBMS. To be used by IT Admins.
2. Middle layer: (to be used by IT Admins and Domain Experts)
 - a) Data Logic – Framing of Business Rules / import / integration of data from MS SQL, Oracle, in-house applications, MS Excel, flat files etc.
 - b) Framing Analytics / intelligence for presentation of data, dashboard, visualization and reporting etc.
3. Top layer: Users accessing the solution.
 - a) Business / Function users who will be accessing the application and business intelligence reports.
 - b) IT Admin users who will be managing the solution configuration, performance, security etc.

4. BROAD SCOPE

PEM intends to implement a robust ERP solution by integrating all functions and making available MIRs for Top management for faster decision making.

4.1 Scope of EOI:

Interested parties have to provide following documents as part of the scope of EOI:

- Details as per **Annexure-I**.
- Feasibility /Compliance with respect to KPIs as mentioned in **Annexure-II**.
- Feasibility /Compliance with respect to Technical Specification as mentioned in **Annexure-III**.

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POWER SECTOR - PROJECT ENGINEERING MANAGEMENT
EOI for ERP Solutions for PEM

- Mandatory acceptance to NDA as mentioned in **Annexure-IV**.

Further, interested parties may provide additional information / documents with respect to the following documents of BHEL / any other information regarding Terms & Conditions, Taxes & Duties, PQR, Payment Terms etc.:

- Annexure-I
- Annexure-II
- Annexure-III
- Annexure-IV

4.2 Scope of Work:

Following services will be part of the overall scope of ERP Solutions:

- Supply & Installation of ERP Software.
- Sizing of Hardware / Software Licenses requirement (i.e. No. of Operating System Software Licenses including CALs) for optimized usage of resources. Server Hardware and Operating System Software Licenses including CALs will be provided by BHEL.
- RDBMS Scope Optional – Bidder may include in its Scope or exclude from scope. Bidder to mention details of requirements of RDBMS and do installation, configuration and optimization of RDBMS as part of ERP implementation.
- Any other software / third party Tool / API / Others will be under the scope of Bidder.
- Implementation of tentative list of KPIs in Annexure -II. The list of KPIs may get improved post EOI.
- Deploying onsite resources during implementation (including warranty period) and support manpower after installation for 5 years period.
- Bidder to supply ERP software solution in compliance with tentative Technical Specification as mentioned in Annexure-III. The Technical Specification may get improved post EOI.
- Bidder shall provide required training and certifications to concerned BHEL employees for proper management and usage of ERP solution.

5. RIGHT TO ACCEPT OR REJECT EOI:

1) Notwithstanding anything contained in this EOI, BHEL reserves the right to accept or reject any Application and to annul the EOI Process and reject all Applications, at any time without any liability or any obligation for such acceptance, rejection or annulment and without assigning any reasons thereof.

In the event that BHEL rejects or annuls all the Applications, it may, at its discretion, invite all eligible Prospective bidder(s) to submit fresh Applications.

2) BHEL reserves the right to verify all statements, information and documents submitted by the Applicant in response to the EOI. Any such verification or lack of such verification by BHEL shall not relieve the Applicant of his obligations or liabilities hereunder nor will it affect any rights of BHEL.

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EOI for ERP Solutions for PEM

Annexure-I

Format for Expression of Interest

1 Organization Details

Name of the organization	
Type of Organization (Pvt/ Public /Partnership/ LLP etc.)	
Date of Incorporation	
Address of Corporate / Head / Registered Office	
Phone Number of Registered Office	
Website	

2 Contact Person for the Applicant

Name:		Designation:	
Address:		Email:	
Telephone	Office:		Mobile No.:

3 Bidder Work Experience & Eligibility Criteria:

S. No.	Eligibility Criteria	Document(s) to be provided as a proof
1	The Bidder should have Positive Net worth for the last three financial years: 2019-2020, 2020-2021 and 2021-22. <i>Note: In case, the bidder is following calendar year as their accounting year, the equivalent period for considering annual turnover and Net worth is 2019, 2020 and 2021.</i>	Audited Balance Sheet and Profit & Loss statement OR Certificate from statutory Auditors
2	The Bidder should have PAN No. and GST Registration No.	Documentary proof to be submitted
3	The Bidder should have a registered office in India.	Documentary proof to be submitted
4	The Bidder should not be currently black listed / banned for business dealings by any Govt. authority / department / agency or by any BHEL Unit / Region / Division / Office.	Undertaking on Company Letterhead
5	The interested party should be OEM/SI of renowned ERP Software Solution	Name of OEM and name of proposed solution.

BHARAT HEAVY ELECTRICALS LIMITED
POWER SECTOR - PROJECT ENGINEERING MANAGEMENT
EOI for ERP Solutions for PEM

6	The bidder must have supplied at least one single work order as an OEM or System Integrator duly authorized by the OEM, in preceding seven (07) years from the date of EOI period in industries (mention name) for implementation of ERP Software Solution	Provide value of work in Rs. Lakh Type of Industry
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4 Financial credentials of the Interested Party

Financial Year	Annual Turnover (Rs. Crores)	Net Profit (Rs. Crores)
2019-20		
2020-21		
2021-22		

5 Manpower requirements:

Interested Party may suggest best approach with cost optimization for manpower at the time of installation, configuration, deployment and post implementation support, indicative information is as mentioned below:

a. Manpower requirement for installation, configuration and deployment:

- i. Project Manager (Interested Parties may provide required experience) – 1 no.
- ii. Domain Expert (Interested Parties may provide required number and experience) with ERP domain expertise

b. Manpower for post implementation support:

- i. Manpower to be deployed for service, support at BHEL premises for 5 years with Educational qualification of BCA / MCA / MTech / M.Sc. (IT/CS), B. Tech / Graduate in any discipline / Diploma / Post graduate in any discipline with MCSA: SQL 2016 Database Development / Oracle Database 12c Administrator Certified Professional Certification.
- ii. Should have 5 years' experience in service support on OEM solution for Analytics, Business intelligence, Data Management
- iii. Responsibility of Deployed manpower shall be to configure future requirements and administration of solution.

6 Proposed Solution

Particulars	(Provide Responses)
Interested party to submit a) Response and comments on KPIs as per Annexure-II b) Propose KPIs that needs to be added/deleted/updated / Suggestive KPIs of similar industry such as Capital Goods / Manufacturing / Power sector in Indian context.	

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POWER SECTOR - PROJECT ENGINEERING MANAGEMENT
 EOI for ERP Solutions for PEM

c) Technical specifications as per Annexure-III d) Propose Technical Specifications that needs to be added/deleted/updated / Suggestive Technical Specifications of similar industry such as Capital Goods / Manufacturing / Power sector in Indian context. e) Brief approach for implementation, activity with milestone f) Suggestive trainings for BHEL employees for proper use and management of solution	
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7 Completion Period:

Tentative completion time _____(in months) from placement of PO.

Interested Party to provide detailed Milestones and Timeline.

8 Hardware / Software Sizing:

Interested Party to Propose Hardware sizing, Server Operating System Licenses (plus CAL if any) and Database S/w licenses (plus CAL if any) of the ERP based on below indicative existing information:

- I. Name of ERP Application – PULSE by M/s Ramco Systems Ltd.
- II. Application Structure – Client – Server; Ramco eApplication – 3.x
- III. Database – MS SQL Server- 2008 Enterprise Edition
- IV. Total Database size: 1 TB
- V. No. of Users: 500
- VI. Concurrent users: 75

9 Trainings:

Vendor shall provide required training and certifications to concerned BHEL employees for proper management and usage of ERP Solution as per below details.

Suggested No. of Trainers:

Type of Users	Suggested Training Man-days
Top Management	
IT Admins	
End Users	

Any other suggestions regarding Training:

*** use additional sheets wherever required**

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EOI for ERP Solutions for PEM

10 Suggested Payment Terms:

11 Suggested Pre-Qualification Requirements (PQR):

12 Suggested Terms & Conditions (if any):

13 Suggestion regarding Taxes & Duties (if any):

I hereby declare that the details furnished in response to this EOI are true and correct to the best of my knowledge and belief. In case any of the above information is found to be false, I am aware that I may be held liable for it.

Place:

Name & Signature:

Date:

Designation:

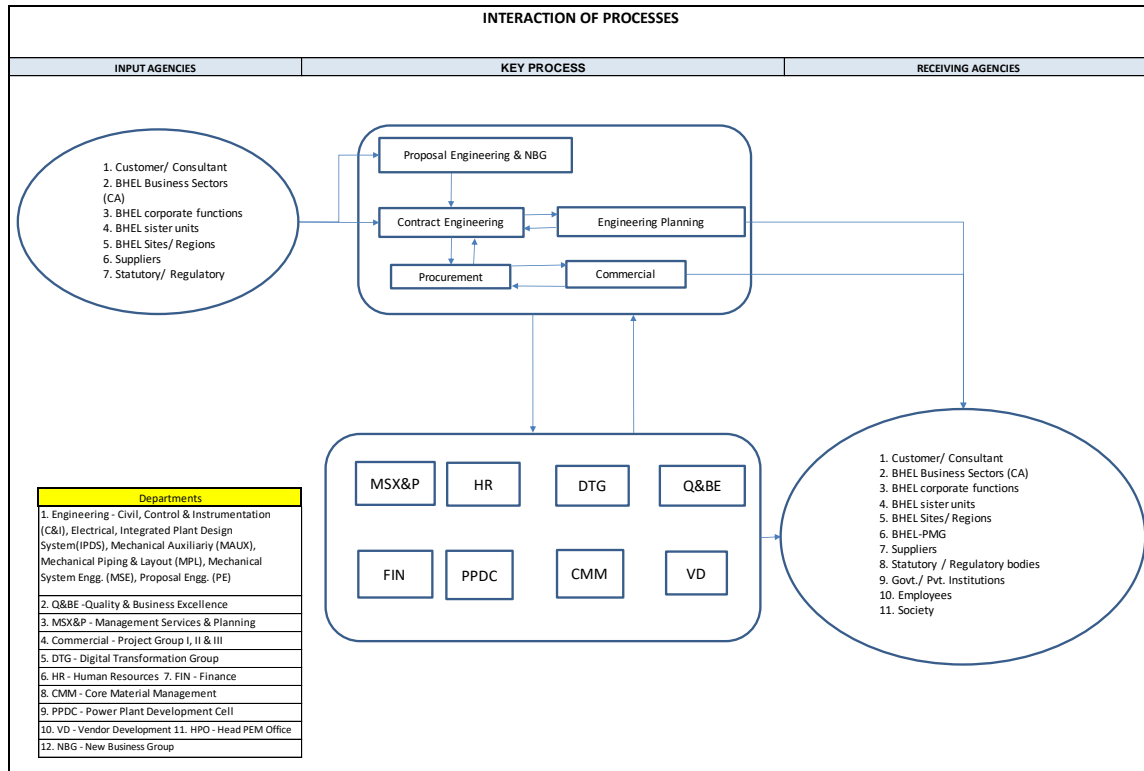
Company Seal

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EOI for ERP Solutions for PEM

Annexure-II

Key Performance Indicators (KPIs)

a) Broad Interaction of Process flow chart is shown below.



b) Refer all major existing process flow charts at Annexure-V

c) Key Performance Indicators - Major Areas are shown below.

Function	Sl. No.	Key Performance Indicators - Major Areas	Feasibility to meet KPI in Interested Party's proposed solutions (Y/N)
Proposal Engineering	1	Pre-order activities (Proposal job no. Registration, Estimation, Assignment Initiation Order (AIO))	
	2	Post-order activities (Contract Job no. Registration, Package Mapping for Projects, Target costing, Contract Initiation Order (CIO))	
Management Services & Planning:	1	Project Budget Plan	
	2	Turnover Plan	
	3	MDL Master Template Preparation	
Engineering	1	Indent Generation	

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EOI for ERP Solutions for PEM

	2	Estimates Preparation	
	3	Technical Recommendations	
	4	Support to MM Departments / Vendor Development Cell	
Material Procurement (PG / CMM)	1	Tendering / Enquiry floating	
	2	Receipt and opening of Tenders	
	3	Commercial Recommendations	
	4	Comparative Statement of tenders	
	5	Ordering Proposal Preparation	
	6	Ordering Rate Contracts	
	7	Techno Commercial MOUs Data Capturing	
	8	Insurance Declaration	
	9	Reverse Auction Preparation	
	10	Data Capturing and Integration with E-Procurement portal	
	11	Procurement Through Government e Marketplace (GeM)	
	12	Bank Guarantee Data Capturing	
	13	Service Contracts (Local Purchase) – Indent, Estimates, Enquiry, Tech. Recommendation, Commercial Recommendations, Ordering Proposal, PO placement	
	14	Vendor Bill processing	
	15	Trade Receivables Discounting System (TReDS) Integration	
	16	Import Orders – LC Data capturing	
	16	Implementation of BHEL's Purchase Policy and Works Policy and Delegations of Power (DOP) for various stages of Procurement activities / workflow-based approval system	
Commercial (PG)	1	Preparation of L2 Network	
	2	Preparation of Billing Break-up – Project & package wise	
	3	Project Management	
	4	Budget Preparation, MIRs	
	5	Material Despatch and Clearance Certificate Preparation	

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EOI for ERP Solutions for PEM

	6	Billing and Cash Collection	
	7	Post COD & Reconciliation Activities	
	8	Data exchange between various in-house applications – SCMS, CQIR, IPMS etc.	
	9	Data Preparation as per Accounting Standards AS7	
Vendor Development	1	Online Product Material Directory (PMD)- vendor code, package code, activation/de-activation of package, capturing & modification in vendor details like address, email, MSME status, registration status (trial, hold, delete, temp code, regular) etc.	
	2	SPR - Supplier performance rating system as per extant BHEL guidelines	
	3	Online visibility of information to supplier – registration status, SPR, PO/invoice wise payment status	
	4	MIRs - 4 non-quote, low SPR, application movement status, low vendor base package list, vendor wise & PO wise SPR report, sourcing letters sent, suppliers with warning letter, Non-Responsive Vendor list (Mfg. Stoppage/Taken-Over), List of foreign Vendors, Vendor Response report, List of Show Cause Notice issued etc.	
	5	OS rating- Preparation of OS rating, marks and IOM	
	6	Vendor communication – Email / SMS notification, Ability to prepare & send letters like sourcing letter, show cause notice, registration & rejection letter	
	7	Sub-vendor Directory	
Finance	1	A/C - 419 - Project Master, Bank Receipt & their adjustments, Reports, Advance Payment, Debit Note, Credit Note	
	2	Misc. payments like Salary, TDS/PF/ GST and bank DBT	
	3	Inter Unit Debit / Credit Data Capturing	
	4	Reconciliation of Accounts	

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EOI for ERP Solutions for PEM

	5	Books & Budgets -GL/TB, Project-wise P & L A/C and reports in excel, Budget and flash results	
	6	Integration with SAP – HR module for personnel payments	
	7	Integration with GST / TReDS / GeM / other in-house or statutory systems	
	8	Repository for Updated Circulars	
	9	Customer Billing & Turnover – Master, Billing Schedule, Multi Currency, supply, freight, PVC, MRC, Event, Final invoices	
	10	INDAS115 accounting	
	11	Accounts Receivables (AR) accounting & Exchange Rate Variation (ERV) accounting and reports	
	12	Accounts Payable (AP), BG monitoring system. Reporting formats for Creditors including account code wise ageing & Exchange Rate Accounting	
	13	Debtors MIR - CF7, PECF7W, PEFCADVANCE, PECFPROVISIONSNEW, CF9 etc.	
	14	Fixed Assets Management and Accounting – Retention, Write-Off, Depreciation, Written down values, GST Compliance, MIR Man hour costing, Daily cash report, Inter unit accounting, Provision for segment reporting	
	15	Provisions accounting & MIR – LD / BG / ERV	
	16	Direct Taxation - Deduction of IT TDS, quarterly returns: 26Q, 27Q and 27EQ, data capturing / extraction for remittance, PAN, Party name taxable amount, TDS deducted, challan and acknowledgement numbers, lower/Nil deduction certificate	
	17	GST – To generate reports from transactional data for filing GSTR1 (outward sales), GSTR3B (Net GST liability) and GSTR7	

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EOI for ERP Solutions for PEM

		(GST TDS), ITC reversals / export invoice criteria meeting notifications, uploading Json file from GSTN in the ERP system to enable IRN and QR code on system generated Invoice	
	18	TDS & TCS - certificate/ report on FORM 26AS , Register Quarter wise, Year wise, PAN wise w.r.t deducted, credit available vis a vis credit availed, MIR	
	19	Bank Reconciliation / Upload Formats for FRAMS/ Processing and Integration with different modes of payment/ Reports w.r.t to paid and outstanding vouchers	

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EOI for ERP Solutions for PEM

Annexure-III

TECHNICAL SPECIFICATION OF ERP SOLUTION

Following are indicative technical specification of ERP Solution

Sl. No.	Requirement	Specification	Compliance (Y/N)
1	Major Modules Required:	Purchasing, General Ledger, Accounts Payable, Accounts Receivable, Sales Order Management System, Inventory, Admin Module	
2	Approx. No. of License Required: Future Scope of License:	100 (Named User) and 10 (Network License) + / - 10% of Total License	
3	Server Configuration:	One Test Environment, One Production environment and one near Disaster Recovery (DR) facility to be implemented. DR to takeover automatically on failing of production server.	
4	Hardware and Software:	<ul style="list-style-type: none"> a) Server Hardware and Operating System Software Licenses including CALs will be provided by BHEL. b) RDBMS Scope Optional – Bidder may include in its Scope or exclude from scope. Bidder to mention details of requirements of RDBMS and do installation, configuration and optimization of RDBMS as part of ERP implementation. c) Supply & installation of ERP software by Bidder. ERP software patches / upgrades / support related to ERP has to be maintained by the prospective bidder. 	

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		d) Any other software / third party Tool / API / Others will be under the scope of Bidder.	
5	Warranty:	One-year post GO LIVE.	
6	Support Duration:	5 years AMC with Onsite support after Warranty. All customizations during AMC will automatically be part of AMC. All upgrades and or patches to be provided to BHEL during Warranty and AMC period without any extra charges.	
7	Data Migration:	Existing data from PULSE ERP system (having MS SQL RDBMS) has to be migrated to new system prior to GO - LIVE operation.	
8	Migration to New / New / another Platform	Bidder to provide necessary support to BHEL if BHEL wish to migrate to some other platform.	
9	Application Type:	Web based. Must be available over web browsers (all standard web browsers) over Private Network of BHEL (MPLS) as well as VPN and Internet. Critical MIRs / workflow-based approval to be made available in Mobile / tablet devices (with standard OEM application in Android / IOS platform). Any other software / API / any other services for making the solution available in Mobile / Tablet will be under the scope of bidder.	
10	Application Security:	Necessary security mechanism should be placed so that the application is protected against OWASP Top 10 most critical security risks / vulnerability (https://owasp.org/www-project-top-ten/). It should be secured / patched / compliant against the risks / vulnerabilities found during periodic VA / PT assessments done by BHEL / Statutory Authorities of	

BHARAT HEAVY ELECTRICALS LIMITED
POWER SECTOR - PROJECT ENGINEERING MANAGEMENT
EOI for ERP Solutions for PEM

		Govt. of India (GOI) / any party appointed by BHEL.	
11	User Authentication:	The application must have Biometric Authentication like fingerprints, facial recognition, voice recognition, irises, palm prints, eye tracking etc. to authenticate users apart from conventional login – ID and strong password system .	
12	Email / SMS / Push Message Alert:	Application should be capable of sending alerts through Email / SMS / Push Message / Social Media to responsible person of BHEL on certain triggers.	
13	Business Intelligence and Analytics:	Various BI and Analytics alerts to be fired / reports to be generated on certain triggers.	
14	Integration with Third Party Software:	Web Service / API based integration with Third Party software / in-house application / others like GST Portal / CPP Portal / TReDS (RXIL) / GeM / other future platforms to be provided as per BHEL's requirements.	
15	User Training:	At least 10 training sessions or more as required by BHEL has to be organised for complete operations of the software to the target audience of end users.	
16	Advanced Training to Administrators:	Advanced training on Maintenance, Troubleshooting, Backup / Restore, Customizations to be provided to BHEL nominated administrators as per requirements (at least 5 sessions: 2 hands-on sessions prior to live and 3 sessions post live).	
17	Implementation Timeline:	Approximate time line for implementation will be 12 months from LOI of the Main Tender.	
18	Performance Measurement, SLA & Penalty:	Prospective bidders to propose the industry best practices Tools / formulae for performance measurement, SLA and Penalty for ERP Software.	

BHARAT HEAVY ELECTRICALS LIMITED
POWER SECTOR - PROJECT ENGINEERING MANAGEMENT
EOI for ERP Solutions for PEM

19	Testing	<p>Prospective bidders to propose ERP Solutions Test plan along with test cases for testing by developers, IT Admins, Business Users and end Users for Unit testing, Integration Testing and Acceptance Testing.</p> <p>Payment plan may be linked with successful completion of Testing. Bidders may propose industry best practices for Testing and Payment Terms linked to Software Testing.</p>	
20	OEM / Implementation Partner:	<p>If the prospective bidder is OEM, then the complete contractual obligations of the project shall be under the OEM.</p> <p>If prospective bidder is not the OEM of the software, then the complete contractual obligations of the project shall be under the joint responsibility of OEM and prospective bidder.</p> <p>Bidder has to submit acceptance letter from OEM regarding joint responsibility along with scope matrix for OEM and prospective bidder.</p>	
21	Demo Application Site	The bidder to provide demo application site for Training and demonstration Purposes with sample / minimal data for various transactions	
22	Document uploading facility	The ERP solution must have facility for uploading documents (MS Word, PDF, EXCEL etc.) wherever required. Size of the document may be limited. Bidder to propose size of uploaded document as per industry best practices.	
23	Search Facility, Checklist facility for Approver / Reviewer, suggestion / tips etc	Search Facility while entering data in various screens, Checklist facility for Approver / Reviewer, suggestion /tips to users based on data analytics / past experiences by same user or other users.	

BHARAT HEAVY ELECTRICALS LIMITED
POWER SECTOR - PROJECT ENGINEERING MANAGEMENT
EOI for ERP Solutions for PEM

Annexure-IV

Format for Non-Disclosure Agreement to be submitted during tender process bid submission:

MUTUAL NON-DISCLOSURE AGREEMENT

This Agreement is made and entered into as of the last date signed below (the "Effective Date") by and between **Bharat Heavy Electricals Ltd.(BHEL)**, a Public Sector Organization having its principal place of business at BHEL House, Siri Fort, New Delhi - 110049 and _____, a _____ corporation, hereinafter called "The Bidder", whose principal mailing address is _____.

WHEREAS in order to pursue the mutual business purpose of this particular project as specified in Bid document for Hiring Consultants for SAP-ERP assessment and review, **BHEL** and the Bidder have an interest in participating in discussions wherein either Party might share information with the other that the disclosing Party considers to be proprietary and confidential to itself ("Confidential Information"); and

WHEREAS the Parties agree that Confidential Information of a Party might include, but not be limited to that Party's:

1. business plans, methods, and practices;
2. personnel, customers, and suppliers;
3. inventions, processes, methods, products, patent applications, and other proprietary rights; or
4. specifications, drawings, sketches, models, samples, tools, computer programs, technical information, or other related information;

NOW, THEREFORE, the Parties agree as follows:

1. Either Party may disclose Confidential Information to the other Party in confidence provided that the disclosing Party identifies such information as proprietary and confidential either by marking it, in the case of written materials, or, in the case of information that is disclosed orally or written materials that are not marked, by notifying the other Party of the proprietary and confidential nature of the information, such notification to be done orally, by e-mail or written correspondence, or via other means of communication as might be appropriate.

2. When informed of the proprietary and confidential nature of Confidential Information that has been disclosed by the other Party, the receiving Party ("Recipient") shall, for a period of three (3) years from the date of disclosure, refrain from disclosing such Confidential Information to any contractor or other third party without prior, written approval from the disclosing Party and shall protect such Confidential Information from inadvertent disclosure to a third party using the same care and diligence that the Recipient uses to protect its own proprietary and confidential information, but in no case less than reasonable care. The Recipient shall ensure that each of its employees, officers, directors, or agents who has access to Confidential Information disclosed under this Agreement is informed of its proprietary and confidential nature and is required to abide by the terms of this Agreement. The Recipient of Confidential Information disclosed under this Agreement shall promptly notify the disclosing Party of any disclosure of such Confidential Information in violation of this Agreement or of any subpoena or other legal process requiring production or disclosure of said Confidential Information.

BHARAT HEAVY ELECTRICALS LIMITED
POWER SECTOR - PROJECT ENGINEERING MANAGEMENT
EOI for ERP Solutions for PEM

3. All Confidential Information disclosed under this Agreement shall be and remain the property of the disclosing Party and nothing contained in this Agreement shall be construed as granting or conferring any rights to such Confidential Information on the other Party. The Recipient shall honour any request from the disclosing Party to promptly return or destroy all copies of Confidential Information disclosed under this Agreement and all notes related to such Confidential Information. The Parties agree that the disclosing Party will suffer irreparable injury if its Confidential Information is made public, released to a third party, or otherwise disclosed in breach of this Agreement and that the disclosing Party shall be entitled to obtain injunctive relief against a threatened breach or continuation of any such breach and, in the event of such breach, an award of actual and exemplary damages from any court of competent jurisdiction.

4. The terms of this Agreement shall not be construed to limit either Party's right to develop independently or acquire products without use of the other Party's Confidential Information. The disclosing party acknowledges that the Recipient may currently or in the future be developing information internally, or receiving information from other parties, that is similar to the Confidential Information. Nothing in this Agreement will prohibit the Recipient from developing or having developed for it products, concepts, systems or techniques that are similar to or compete with the products, concepts, systems or techniques contemplated by or embodied in the Confidential Information provided that the Recipient does not violate any of its obligations under this Agreement in connection with such development.

5. Notwithstanding the above, the Parties agree that information shall not be deemed Confidential Information and the Recipient shall have no obligation to hold in confidence such information, where such information:

5.1. Is already known to the Recipient, having been disclosed to the Recipient by a third party without such third party having an obligation of confidentiality to the disclosing Party; or

5.2. Is or becomes publicly known through no wrongful act of the Recipient, its employees, officers, directors, or agents; or

5.3. Is independently developed by the Recipient without reference to any Confidential Information disclosed hereunder; or

5.4. Is approved for release (and only to the extent so approved) by the disclosing Party; or

5.5. Is disclosed pursuant to the lawful requirement of a court or governmental agency or where required by operation of law.

6. Nothing in this Agreement shall be construed to constitute an agency, partnership, joint venture, or other similar relationship between the Parties.

7. Neither Party will, without prior approval of the other Party, make any public announcement of or otherwise disclose the existence or the terms of this Agreement.

8. This Agreement contains the entire agreement between the Parties and in no way creates an obligation for either Party to disclose information to the other Party or to enter into any other agreement.

9. This Agreement shall remain in effect for a period of one year from the Effective Date unless otherwise terminated by either Party giving notice to the other of its desire to terminate this

BHARAT HEAVY ELECTRICALS LIMITED
POWER SECTOR - PROJECT ENGINEERING MANAGEMENT
EOI for ERP Solutions for PEM

Agreement. The requirement to protect Confidential Information disclosed under this Agreement shall survive termination of this Agreement.

IN WITNESS WHEREOF:

FOR AND ON BEHALF OF

**FOR AND ON BEHALF OF
BHARAT HEAVY ELECTRICALS LTD.**

Signature: _____
Name: _____
Designation: _____
Date: _____

Signature: _____
Name: _____
Designation: _____
Date: _____

Witness

- 1.
- 2.

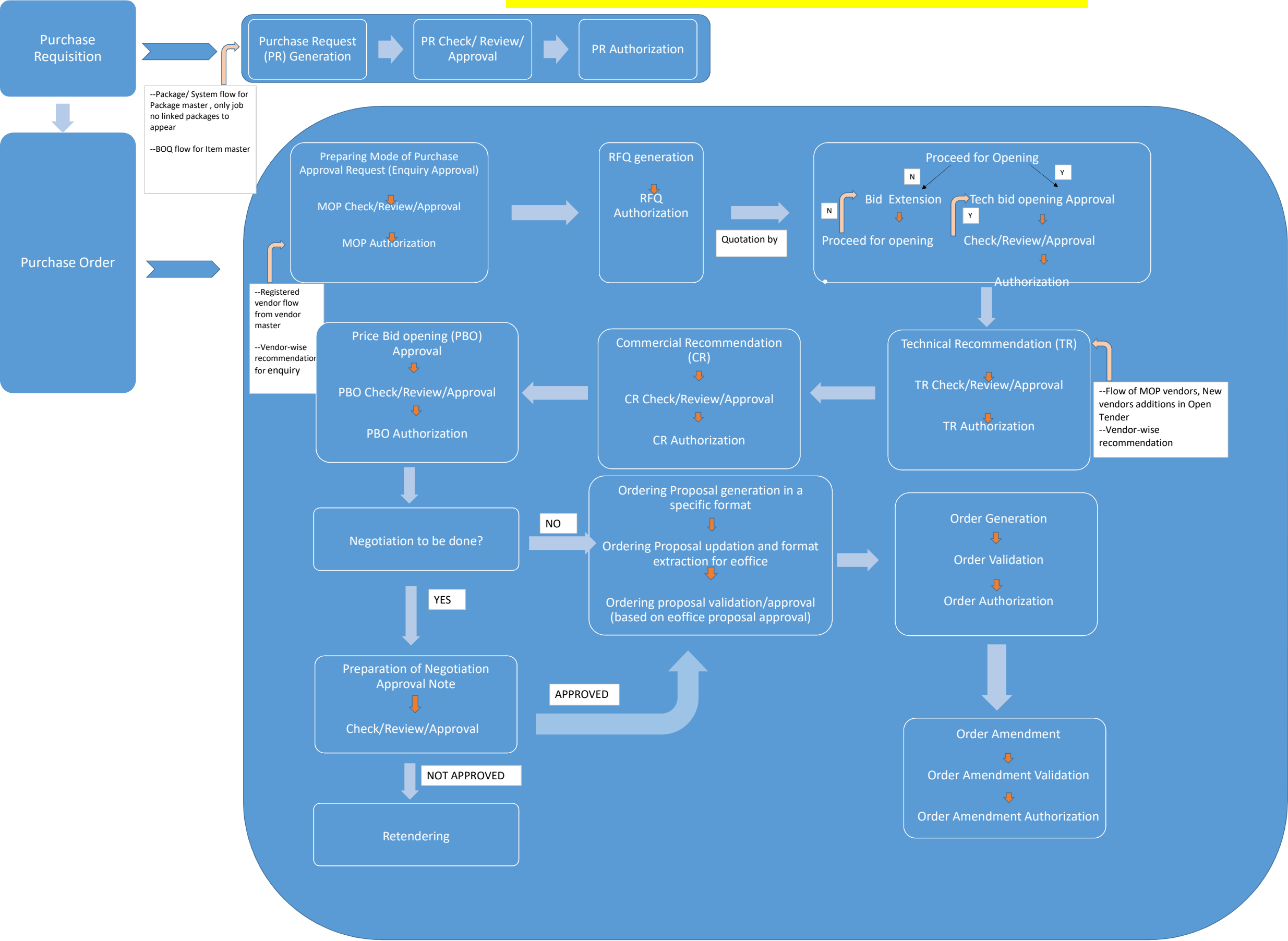
Witness

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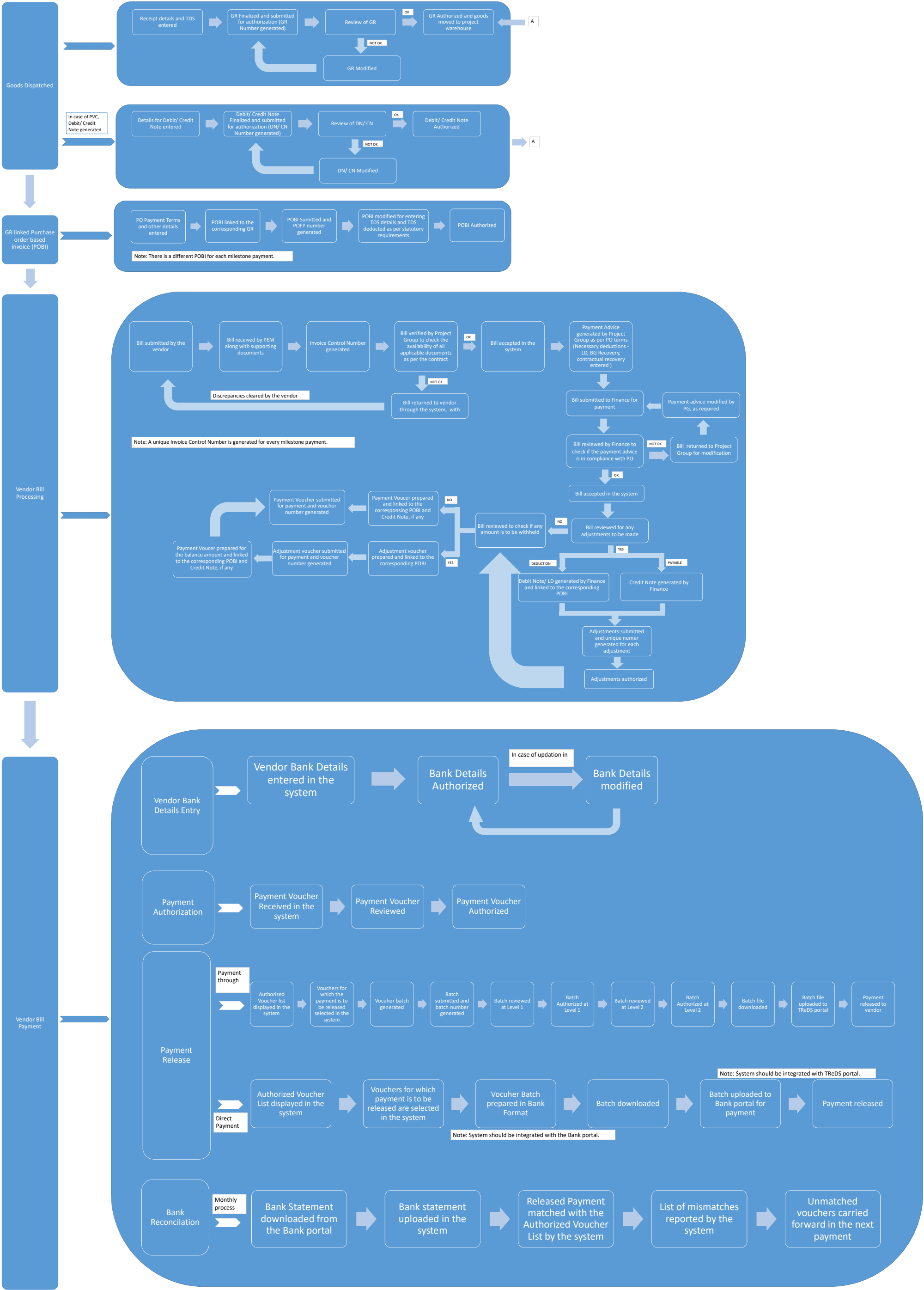
BHARAT HEAVY ELECTRICALS LIMITED
POWER SECTOR - PROJECT ENGINEERING MANAGEMENT
EOI for ERP Solutions for PEM

Annexure-V

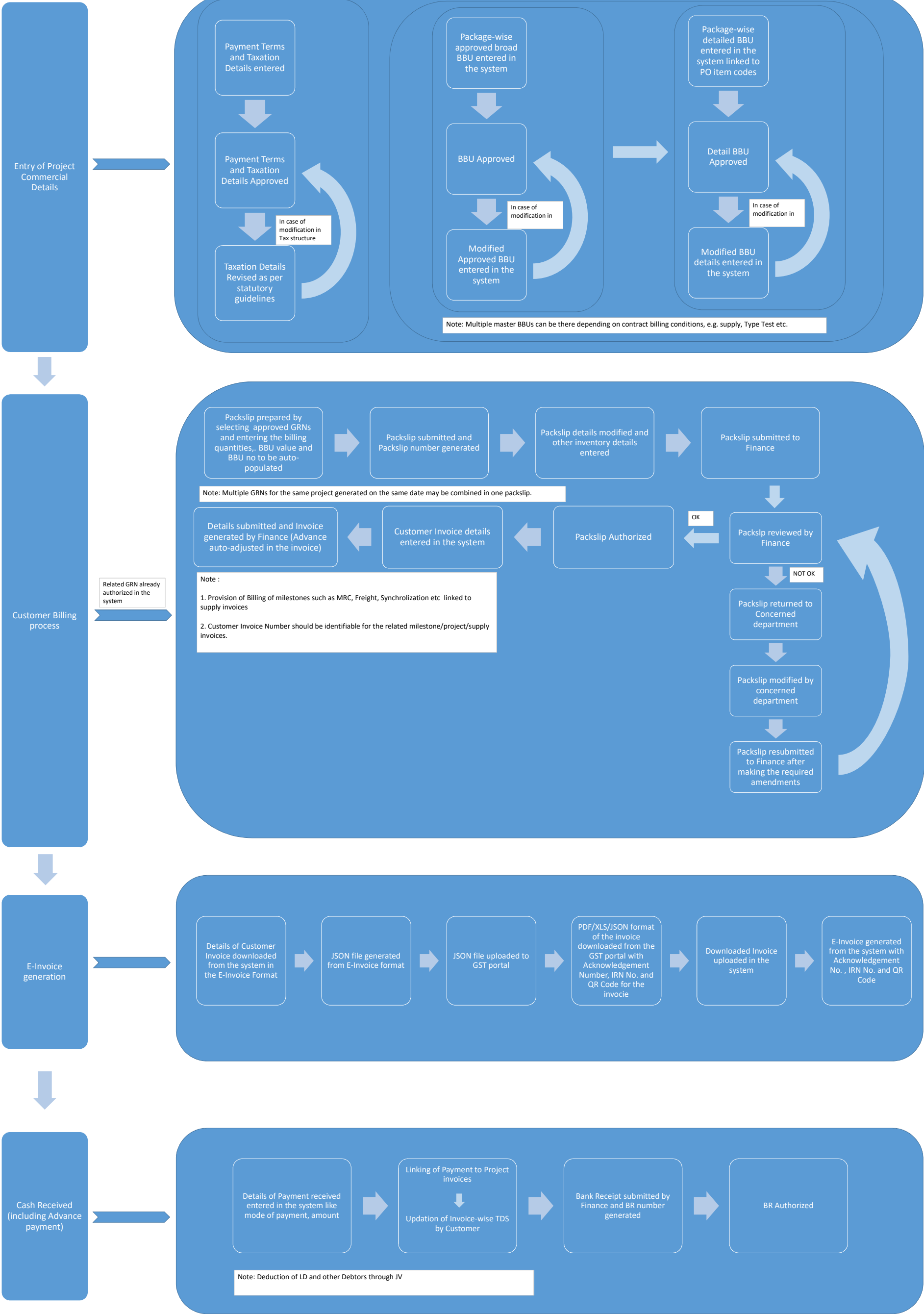
PURCHASE



VENDOR BILL PROCESSING



CUSTOMER BILL PROCESSING



MISC. PAYMENTS

