

Dear Sir,

Maharashtra State Electricity Distribution Company Limited (MSEDCL), a Limited Company, incorporated under the Companies Act, 1956 came into existence on June 6, 2005 after unbundling the erstwhile Maharashtra State Electricity Board into four companies. MSEDCL is engaged in the business of electricity distribution. MSEDCL has planned to implement Enterprise Resource Planning (ERP) SOLUTION across all its functions.

This tender document is a summary document for conducting feasibility study for implementing a feasible and scalable ERP SOLUTION across the company, where interested bidders are advised to visit MSEDCL and conduct the study to understand more on the requirements. A detailed tender will be issued later once the feasibility study is completed.

The interested bidders are requested to respond to this summary tender document as a confirmation on meeting the qualification criteria and their interest to bid for the tender. It is mandatory for the bidders to visit MSEDCL and conduct the study to understand more on the requirements. It shall be expressly agreed therein by the Bidder that he has read, visited MSEDCL for the detailed study, and understood the complete requirements and other documents /requirements.

The interested bidders should send an email to [cpm@mahadiscom.in](mailto:cpm@mahadiscom.in) and follow by a formal letter (on the company letter head) duly signed by the Authorized Signatory to the below mentioned address.

OFFICE OF CHIEF PROJECT MANAGER (MIS)  
MAHARASHTRA STATE ELECTRICITY  
DISTRIBUTION COMPANY LTD.  
4<sup>th</sup> FLOOR, PRAKASHGAD, PLOT NO. - 9.  
Prof. A. K. MARG, BANDRA (EAST),  
E-mail: [cpm@mahadiscom.in](mailto:cpm@mahadiscom.in)  
Web : <http://www.mahadiscom.in/>

Following are the key dates for Interested Bidders:

1	Issue summary tender to Bidders	13-Sep-10
2	Date and time for Bidder's to submit their expression of interest	18-Sep-10 @ 15.00 hrs
3	Date and time for submission of document on MSEDCL study	24-Sep-10 @ 15.00 hrs

Chief Project Manager (MIS)  
Maharashtra State Electricity Distribution Company Ltd.



# **Maharashtra State Electricity Distribution Company Limited**

**MAHARASHTRA STATE ELECTRICITY  
DISTRIBUTION COMPANY LTD.  
4<sup>th</sup> FLOOR, PRAKASHGAD, PLOT NO. - 9.  
Prof. A. K. MARG, BANDRA (EAST),**

**Draft Tender Document No MSEDCL/IT/ERP/10-11/1  
“SUMMARY TENDER DOCUMENT FOR THE  
IMPLEMENTATION OF ERP SOLUTION AT  
MSEDCL”  
Version 1.0**

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## 1. DEFINITION

Definitions: In the contract (as hereinafter defined) the following words and expressions shall have meaning hereby assigned to them except where the context otherwise requires.

- 1.1 “EMPLOYER ” or “Owner” or “Purchaser” or “Principal” or “MSEDCL” means Maharashtra State Electricity Company Limited having its Registered Office at Prakashgad, Bandra (East), Mumbai 400051 and includes Employer’s representatives or successors or assigns. Employer’s representatives include “Project Manager”.
- 1.2 ‘ERP Product Vendor’ is the agency supplying ERP product.
- 1.3 “Implementation Partner” (IP) / “System Integrator” (SI) / “Bidder” can be a company or an corporation and is the agency who provides all necessary services for the successful implementation of the ERP product, revamping the current Billing solution and integration with other ancillary systems
- 1.4 “Project Manager” or “Project Co-ordinator” means the person appointed by MSEDCL to perform the duties delegated by MSEDCL.
- 1.5 “ERP SOLUTION” covers implementation of ERP Application, project management & control, revamping (Upgrading) of existing Billing solution to n-tier architecture and integration with other ancillary systems.
- 1.6 “ERP Software/ERP Product/ERP Application” means Software that provides the operating and management instructions for the underlying hardware, databases and such other Software as the parties may agree in writing to be ERP Software/ ERP Product/ ERP Application. Such ERP Software/ERP Product/ ERP Application includes but is not restricted to, micro-code embedded in hardware (i.e., “firmware”), operating systems, communications, system and network management, utility software etc.
- 1.7 “Services” means all technical, logistics, management, and any other Services to be provided by the ERP SOLUTION Bidder under the Contract to supply/ develop, install, implement, customize, integrate, and make operational the proposed ERP SOLUTION. Such Services may include, but are not restricted to Installation, Commissioning, Go-Live, testing, stabilization and Training.
- 1.8 “Installation” means that the System or a Subsystem installed on the hardware and made available for Commissioning.
- 1.9 “Manager” means any assistant of the Project Manager or any other employee or agent appointed from time to time by the EMPLOYER or the Project Manager to perform the duties related to this contract.
- 1.10 ‘Site’ shall mean the locations and places wherever business activities are conducted by the EMPLOYER. A list of such locations will be provided in the detailed tender.

- 1.11** “Contractor” or “Supplier” or “Vendor” or “Implementation Partner (IP)” or “System Integrator (SI)” shall mean the Bidder whose tender has been accepted and shall include his/her/its/their heirs, executors, administrators, legal representatives/ successors/assigns and his/her/its/their Indian Agents approved by the EMPLOYER.
- 1.12** “User Acceptance Tests” means the tests specified in the Functional & Technical Requirements and Agreed and Finalized Project Plan to be carried out to ascertain whether the “ERP SOLUTION” or a specified Subsystem, is able to attain the functional and performance requirements.
- 1.13** “User Acceptance” means the acceptance by the MSEDCL that the “ERP SOLUTION” or any Subsystem(s) where the Contract provides for acceptance of the System in part(s) is capable of attaining the functional and performance requirements
- 1.14** “Go-Live” (Commissioning) means the “ERP SOLUTION” is available for live transactions following Cut-Over as per the definition in Agreed and Finalized Project Plan.
- 1.15** “Go-Live Acceptance Tests” means the tests specified in the Technical Requirements and Agreed and Finalized Project Plan to be carried out to ascertain whether the “ERP SOLUTION” or a specified Subsystem, is able to attain the functional and performance requirements.
- 1.16** “Go-Live Acceptance” means the acceptance by the MSEDCL that the “ERP SOLUTION” (or any Subsystem(s) where the Contract provides for acceptance of the “ERP SOLUTION” in parts) is capable of attaining the functional and performance requirements (relating to Go-Live) as specified in the Scope of Work and Agreed and Finalized Project Plan.
- 1.17** “Stabilization Period” ” means successful running of the full system. The period will be mentioned in detailed tender
- 1.18** “Stabilization Acceptance Test” means the tests specified in the Functional & Technical Requirements and Agreed and Finalized Project Plan to be carried out to ascertain whether the “ERP SOLUTION” or a specified Subsystem, is able to attain the functional and performance requirements in production/ live environment as specified in the Scope of Work and Agreed and Finalized Project Plan.
- 1.19** “Stabilization Acceptance” means the acceptance by the MSEDCL that the “ERP SOLUTION” (or any Subsystem(s) where the Contract provides for acceptance of the “ERP SOLUTION” in parts) is capable of attaining the functional and performance requirements (relating to Go-Live) as specified in the Scope of Work and Agreed and Finalized Project Plan
- 1.20** “Final acceptance” means the acceptance by the MSEDCL after successful completion of the defect liability period (AMC period i.e. after completion of two years of support from the date of completion and acceptance of Stabilization Phase).
- 1.21** “Day” means calendar day of the Gregorian calendar.

**1.22** “Week” means seven (7) consecutive Days, beginning the day of the week as is customary in the India.

**1.23** “Month” means calendar month of the Gregorian calendar.

**1.24** “Year” means a period of twelve (12) consecutive Months.

**1.25** “Schedule” or “Work Schedule” shall mean the accepted schedules between the ERP SOLUTION Bidder and the EMPLOYER forming part of the contract

**1.26** Words importing persons shall include firms, companies, corporations, associations or body of individuals whether incorporated or not. Words importing masculine gender or singular number shall also include the feminine gender and plural number and vice-versa where the contract so requires or permits.

## **2. INTRODUCTION**

### **2.1 BACKGROUND**

Maharashtra State Electricity Distribution Company Limited (MSEDCL), a Limited Company, incorporated under the Companies Act, 1956 came into existence on June 6, 2005 after unbundling the erstwhile Maharashtra State Electricity Board into four companies. The Registered Office of the company is situated at Prakashgad, Bandra (East), Mumbai 400051. MSEDCL, also known as Mahavitaran or Mahadiscom, is one of the largest public sector company engaged in the business of electricity distribution. MSEDCL's distribution network is divided in 13 zones, 44 circles, 40 IT Centres, 156 divisions & 715 sub divisions catering services to around 17.6 million consumers. Bidders are advised to visit the website <http://www.mahadiscom.in/> for more details on the enterprise, its establishments and other related details.

MSEDCL has planned for implementation of Enterprise Resource Planning (ERP) solution and integration with various systems in MSEDCL. It also plans to upgrade its existing custom billing solution. The details of the processes and the scope are detailed in **Section 3**.

### **2.2 BRIEF DESCRIPTION OF THE EXISTING BUSINESS PROCESSES**

The processes of MSEDCL span across the operations of Finance, Billing, Human Resource, Maintenance and Projects. These processes are grouped into three functions: Finance, Billing and Projects.

MSEDCL, regularly as well as on need basis, undertakes various projects and programs for improving the existing energy distribution infrastructure in the state. These projects are executed either internally by MSEDCL employees or are executed in coordination with qualified consultants and vendors in the industry. Therefore project management, purchases, and store (material) management are essential to have efficient and effective operations and project execution.

Accounting and Finance, though a back office function is one of the core functions of any professional, commercial organization and MSEDCL is no exception to that. MSEDCL's objective is to have complete control over its expenses and funds and become profitable in shortest possible time span.

In power distribution business, it is very important to ensure that the energy received from the sellers gets accounted in an efficient manner. The operational efficiency is dependent on the billing processes which reflect activities covering the charging and collecting of revenue from customers for all services rendered. The billing process comprises of many activities such as create and maintain consumer master, record usage, data collection, bill computation, bill distribution, manage collections, install new connections, perform reconnection/disconnection, schedule maintenance and inspections, bill revisions etc. Certain activities such as capture reading and bill distribution are done in collaboration with external agencies. All these activities are responsible to complete the revenue cycle which is the primary source of utility cash flow. Therefore, one of the fundamental objectives for any Utility is to ensure the continuous and smooth functioning of the billing processes.

### **2.3 BRIEF DESCRIPTION OF EXISTING TECHNICAL INFRASTRUCTURE**

MSEDCL utilizes IT technology fairly intensively to support its business functions. MSEDCL has taken several initiatives and is already executing some projects namely Automatic Meter Reading

(AMR), Enhanced SCADA, Management Information Systems (MIS), Consumer Billing, Materials Management, ERP HRMS, Assets Management, Establishing Consumer Facilitation Centres (CFC) and Call centres, e-tendering, Data Centre, Communication Backbone etc. to cover various requirements that address some of the needs of distribution automation. The Data Centre is ISO 27001 certified.

The details of the existing systems at MSEDCL given below are indicative. The bidder shall study the required details of existing systems to integrate ERP with all of these systems

System	Technology	Description
FABC (Financial Accounting & Budgetary Control)	<b>Operating System:</b> Windows XP <b>Front End / Back End:</b> MICROFOCUS COBOL	FABC is the main system for carrying out financial accounting. It generates reports on budgets consumed by booking financial transactions against scheme codes in addition to regular reports
Billing	(Client-Server Application) <b>Database:</b> Oracle 10g <b>Front End:</b> Oracle Forms & Reports 6i <b>Operating System:</b> HP-UX, IBM-AIX, Linux, Windows	Consumers at MSEDCL are categorized into HT (High Tension) and LT (Low Tension) consumers. In order to meet the different requirements of the two categories of consumers, MSEDCL maintains two systems which are as follows:  LT Billing system: This system is used to create and maintain customer profiles, maintain meter master, upload readings, perform bill computation and process receivables. Additionally, the system is also used to capture and maintain information for new connections/disconnections, meter replacement and bill revisions.  HT Billing system: It is similar to LT Billing system, and catering to HT consumers.
Collection	<b>Database:</b> MySQL <b>Front End:</b> JSP/ Servlets <b>Operating System:</b> Apache Tomcat	Integrated with Bar Code reader to get bill info directly from printed bill. Otherwise, user enters Consumer number and all details are fetched.
New Service Connection	<b>Database:</b> Oracle 10g <b>Front End:</b> J2EE <b>Operating System:</b> Apache Tomcat	The New Service Connection as part of billing is used to setup a customer for billing purposes in the system. This system takes care of the entire lifecycle of new connection process.
Meter Reading Validation System	<b>Front End:</b> MICROFOCUS COBOL	Meter reading file is uploaded in system

	<b>Operating System:</b> Windows XP	
Meter Data Acquisition System	<b>Database:</b> Oracle 10g <b>Front End:</b> J2EE <b>Web Server:</b> Apache Tomcat	The software calls meter APIs to dial out to meters and then fetch the reading/response from the meter.
Energy Audit	(Client-Server Application): <b>Database:</b> Oracle 10g <b>Front End:</b> Oracle Forms & Reports 6i	To carry out Energy Audit at DTC / Feeder level
Feeder Hourly Data System	<b>Database:</b> Oracle 10g <b>Front End:</b> Oracle Forms & Reports	Monitor Load Shedding Protocol / Monitor Feeder Load
Feeder DTC Master Maintenance Module	<b>Database:</b> Oracle 10g <b>Front End:</b> JSP/ Servlets <b>Web server:</b> Apache Tomcat	Maintain a unique Feeder / DTC master at MSEDCL Level
Data Ware House	<b>Database:</b> Oracle 10g <b>Application Server:</b> Oracle Application Server 10 g <b>Web Module:</b> Hibernate, spring framework	The purpose of this solution is to create a data warehouse for collecting Billing and Receipts Raw Data and converting it into meaningful information by the use of aggregations and recognizing the dimensional aspects of the data; which will enable building of analytical and reporting applications.
MIS Phase-I	<b>Database:</b> Oracle 10g <b>Front End:</b> J2EE <b>Application Server:</b> Oracle Internet Application Server	It consists of following modules: <b>Stores (Central Purchase Agency):</b> Stores – CPA Module takes care of following activities: Vendor Analysis, Tender Positioning, Purchase Order Status, Bank Guarantee Status, Material Inspection, Stores Billing <b>Stores Management</b> Stores Management Module keeps track of following activities : inventory & help in optimization of stock, Quick settlement of IBAs, Track Loss/Theft of material & check on revenue loss, Track disposal activities and Generate Stock Status Reports <b>Scheme Planning</b> Scheme Planning Module takes care of following activities: Tracking of Scheme Formation, Budgeting for the scheme, Work flow monitoring for scheme

Summary Tender Document for Implementation of ERP Solution

		sanctioning process, Finalizing Work plan for the scheme, Tracking the actual implementation of scheme in the field, Reporting of the expenses incurred on the scheme
MIS Phase-II	<p><b>Database:</b> Oracle 10 g</p> <p><b>Application Server:</b> Oracle Apps</p>	<p><b>Human Resource Management System</b> Maintains updated details about MSEDCL employees</p> <p><b>Disciplinary Action</b> Maintains an updated record about the Disciplinary Action Cases against MSEDCL employees, Keeps a track of status of cases</p> <p><b>Legal Module</b> Legal system tracks and maintains the records related to cases filed by or against MSEDCL in various courts of Maharashtra, where MSEDCL is involved as a party.</p> <p><b>Labour Industrial Relations</b> Tracks the cases related to employee accidents and thus formulating safety precautions and preventive measures to avoid such accidents in future.</p> <p><b>Asset Management</b> Keeps up-to-date information regarding cost, title of ownership, depreciation, lease information, etc of all the various types of assets (land, building, equipments etc) under MSEDCL possession</p> <p><b>Payroll</b> Maintains employee static data like basic pay, advance, increment date etc</p>
CPF (Contributory Provident Fund) System	<b>Front End:</b> COBOL	Employee Master Maintenance
Online Bill Presentment & Payment System	<p><b>Database:-</b> Oracle 10 g/ MySQL</p> <p><b>Front End:</b> - PHP</p>	<p>Data is taken offline from billing systems in flat files</p> <p>Online Bill Presentment</p> <p>Online Bill payment through Payment Gateway</p>
E-Tendering (Procurement)	<p><b>Front End:</b> - J2EE</p> <p><b>Database:-</b> Oracle 10 g</p> <p><b>Document Management System:</b> iMarkup</p>	It has following features: Online Supplier(Vendor) Registration, Tender Document Creation using Predefined Templates, Online Bid Submission, Bid Opening (Technical & Commercial), Technical & Commercial Evaluation in multiple stages
E-Tendering (Works)	<p><b>Front End:</b> - J2EE</p> <p><b>Database:-</b> Oracle 10 g</p>	Online Supplier(Vendor) Registration, Tender Document Uploading, Online Bid Submission, Bid Opening (Technical &

	<b>Document Management System:</b> Oracle CMS	Commercial)
Web SMS	<b>Front End:</b> - J2EE <b>Database:-</b> Oracle 10 g	Material receipt & issue, Entry of Purchase order & Dispatch Instructions, Stock Ledger & Bincard, IBA Generation
C-CFC (Centralized Consumer Facilitation Center Application)	<b>(Web Based Application):</b> <b>Database:</b> Oracle 10g <b>Application Server:</b> - Tomcat 6 <b>Client:</b> JSP, Java Struts Framework, Developer 6i	C-Consumer Facilitation Centre is a Single Window concept for responding the MSEDCL Consumer at Sub Division Level and at Centralized Circle level.
DTC Tracking System	<b>Front End:</b> - Oracle Forms 10g <b>Database:-</b> Oracle 10 g	This system tracks the entire lifecycle of Distribution Transformers up to Scrap.

## 2.4 BRIEF DESCRIPTION OF ERP SOLUTION IMPLEMENTATION TEAM

MSEDCL has formed a separate Enterprise Resource Planning (ERP) Team including xx members of the Core Team and is headed by the General Manager (Information Technology). The Core Team has dedicated members representing the processes of Finance, Billing, and Projects. The Business team members from respective functions are also the process owners. The ERP Project Management team has the representation of all functional Heads, Core team, Consultant (Deloitte) and reviews the ERP Project on fortnightly basis. The Steering Committee comprises of the Senior Management at MSEDCL, Functional Heads, ERP Project Manager (GM (IT)), and the Consultant (Deloitte).

The Core Team, assisted by Consultant Deloitte Touche Tohmatsu India Pvt Ltd (Deloitte) has started the process for implementation of ERP SOLUTION. The activities include Business Process study, selecting the ERP product and Implementation Partner/System Integrator, Hardware and Network services. The successful Bidder will be part of the Project Management team and the Steering Committee.

### **3. SCOPE OF WORK**

#### **3.1 GENERAL SCOPE**

MSEDCL's core function is to distribute energy to its consumers spread across the State of Maharashtra. Therefore consumer services and energy management assume prime importance. Improvement of energy distribution network is also one of the prime objectives of MSEDCL and it is planning to take up aggressive measures and programs to improve the same. MSEDCL plans to implement an integrated ERP SOLUTION for its core functions for improvement in operation efficiencies with respect to the finance, billing and project functions. The increase in efficiency will have a direct impact on the operations of MSEDCL with respect to the above mentioned functions.

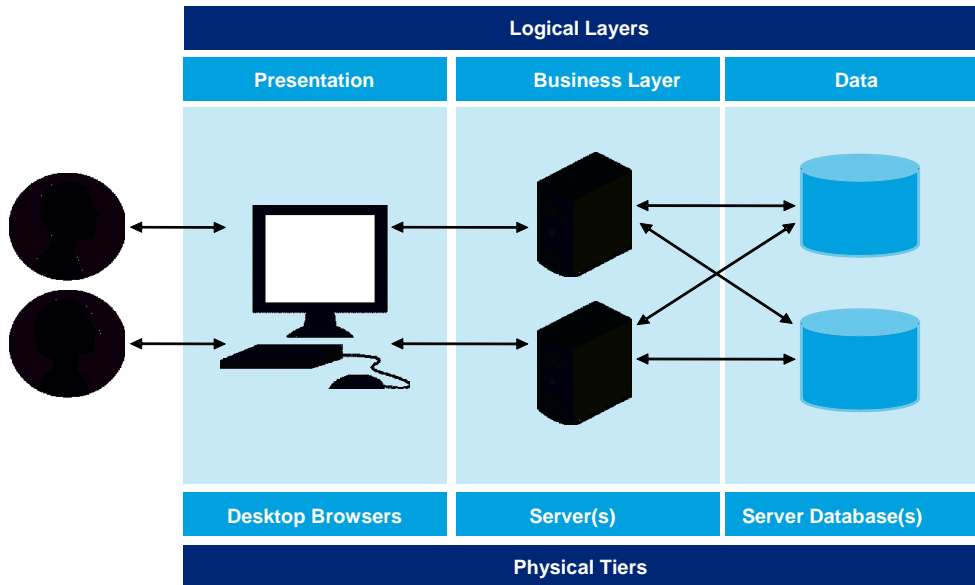
This is a turnkey project where the IP/SI will carry out a detailed study to arrive at the specific requirements with respect to the hardware/network/Data Centre. This will be spelt out in the Infrastructure Requirement Report which is certified by ERP Vendor (Certification should state "That the proposed ERP solution will run smoothly on given hardware") and needs to be submitted to MSEDCL as part of tender submission. The IP/SI will be responsible for selecting the hardware vendor for setting up the technical Infrastructure for ERP SOLUTION implementation. IP/SI must also ensure their support for proper installation of hardware & network augmentation. However the hardware vendor should commit to provide the direct support to supplied servers and other equipments, No channel or franchisee support will be allowed and acceptable.

MSEDCL is keen to reduce the total cost of ownership of these applications. Bidders are welcome to consider any innovative pricing and gain sharing models which could help reduce the overall cost of ownership. MSEDCL is open to consider any public private partnership (PPP) models including joint ownership and marketing of IP. Bidders interested in such models are required to detail their approach to work out such a model and elaborate on the commercial benefits due to MSEDCL by such a model. The NPV of the TCO could include such commercial benefit.

The scope of work of this project primarily consists of:

- a. Providing and installing ERP package (Finance, Projects management control, Inventory, Asset management etc.,) and related software licenses
- b. Implementation of ERP
- c. Upgrade of existing Billing System to n-tier architecture

The IP/SI should study the existing Billing system and provide solution for the same. The IP/SI should note that no out of box or ERP solution should be proposed/provided. The proposed Billing system should address the below minimum requirements



The proposed ERP SOLUTION should be able to support the Single sign-on architecture and address the requirements of Integration with MIS Phase1, MIS Phase2, R-APDRP Application, Consumer billing & other systems.

The following table gives a High level integration touch points between R-APDRP and ERP SOLUTION

R-APDRP [A]		Touch points on ERP SOLUTION [B]	Remarks
Single Sign-On		Login with EBS / Custom component	B has to follow the same technology architecture proposed for A
Capital Management	Asset Management	Fixed Assets	Assets Details
Revenue Management	MSEDCL Billing system (Metering, Billing and collections)	Customer and Stores (Inventory)	Meter details from stores
		New service connection, Deposit, Bill, Collections, Disconnection, interest and refund.	All taxes and levies to be incorporated in B
Customer Services	New connection	Customer master, Stores, Deposit	
	Disconnection & Dismantling	Customer master, Stores, Collection	
	Customer Care Service	Customer complaints related to billing and payments	
Business Objective Monitoring	Meter Data Acquisition System	Customer master, Stores Meter reading transactions	No MDA in ERP SOLUTION scope, only integration

		Energy Audit Load management	
	Energy Audit	Meter reading transactions Load management Billing	No energy audit in ERP SOLUTION scope, only integration
	Business Intelligence	Financials, Stores & inventory, Projects and Billing	B has to use the BI provided by A

It is acceptable to MSEDCL if the ERP software Vendor and the Implementation Partner/System Integrator form a team to respond to this Tender Document, subject to complying with the mandatory requirements discussed in this document (Refer **Appendix # 1**). Hence, any reference to bidder in this document, unless otherwise mentioned, is construed to mean the parties mentioned above. Also the term bidder will include reference to the Implementation Partner/System Integrator wherever required.

MSEDCL intends to implement ERP SOLUTION in two phases in such a manner that it starts using certain modules from the date of first go live. The details of the Implementation are as below:

Phase	Scope	Go Live
I	Pilot Implementation of Phase- I modules (Finance, Projects Management & Control and revamping (Upgrading) of existing Billing solution to n-tier architecture) across all locations and Design & Testing of Phase – II modules	Within 15 months from the date of award of contract.
II	Implementation of Phase-II modules (Business Intelligence, ERP integration with existing ancillary systems)	After Phase - I stabilization, Go Live within 17 months

The warranty period support for the ERP Product and other related software/custom solution shall commence from the date of Stabilization Acceptance at all MSEDCL locations for a period of one year. The on-site support period shall commence from the date of completion of warranty period for a period of two years.

As per the project, following scope should be included.

**1. Project Management, Planning and Scheduling**

- I. Project Plan
- II. Project Management Methodology
- III. Training Strategy
- IV. Solution Design Strategy
- V. Interface Strategy
- VI. Data Conversion Strategy
- VII. Risk Management Strategy
- VIII. Deliverables and Reporting
- IX. ERP Audit by ERP Product Vendor

## **2. Carrying out Business Process Study**

- I. Business Process Study Scope
- II. AS-IS process study and TO-BE process definition
- III. Assessment for automation and ERP Coverage
- IV. Achieving Process Improvements Goals
- V. Retaining Key Functionalities
- VI. Ensuring Solution Scalability
- VII. Defining Process Study Approach
- VIII. Defining Team structure

## **3. System Architecture and Design**

- I. Application
- II. Data
- III. Infrastructure
- IV. Integration
- V. System

## **4. Supply/ Develop/ Configure and install suitable ERP SOLUTION, Database and related software**

- I. Supply of ERP Product
- II. Project Management & Control
- III. Upgrading of Billing Solution to n-tier architecture
- IV. Mandatory criteria, functional and technical requirements
- V. Documents to be provided by bidder

## **5. User estimate for different business functions**

The details of number of user licenses will be provided in the subsequent tender document.

## **6. Implementation of ERP SOLUTION**

- I. Conceptualizing, developing and configuring the solution
- II. Implementation Methodology
- III. Data Conversion
  - Extraction of Data
  - Mapping/ formatting the data
  - Uploading Data
- IV. Alerts and Reports
  - Reports
  - Alerts
- V. Interface with Legacy Systems
- VI. Bolt-On Applications
- VII. Testing
- VIII. System & Database Administration

## **7. Training, Change Management Workshops**

- I. Training for Core Team before design phase and also MSEDCL team will associate /participate in code development
- II. Training for Technical Core Team
- III. Training for Key Business Team & Key End Users
- IV. Change Management

- V. Training Manuals/ Documents
- VI. Training related other expectations

**8. Go-Live and Support**

- I. Support Team
- II. Support scope
- III. Documentation Scope

**3.2 FUNCTIONAL SCOPE**

Some of the key processes which MSEDCL expects the Implementation Partner/System Integrator to study include, but are not limited to, the following:

<b>Financial Management (Including Fixed Asset)</b>
<b>Plant Maintenance</b>
<b>Human Resources Management</b>
<b>Stores, Inventory, Purchase</b>
<b>Upgrading of Billing Solution to n-tier architecture</b>
<b>Project Management &amp; Control Process</b>

**3.3 GEOGRAPHICAL SCOPE**

MSEDCL has Corporate Office at Prakashgad, Plot No.G-9, Bandra (East), Mumbai – 400 051. It has 40 IT Centres, 156 divisions & 715 sub divisions. The geographical Scope of ERP SOLUTION implementation will be given in detailed tender. The bidder needs to plan for site visits if the MSEDCL Core Team feels there is a case for covering additional offices.

**3.4 TECHNICAL SCOPE**

MSEDCL would expect the bidders to come and study the existing technical requirements. The broad areas to be covered are:

- 1. User Interface
- 2. Data
- 3. System
- 4. Master Maintenance
- 5. Data Access
- 6. Configuration and support

**3.5 DELIVERABLES**

This will be finalized in the detailed tender

<b>Project Initiation</b>	
<b>Bidder's Responsibility</b>	<b>Deliverables</b>
<ul style="list-style-type: none"> <li>• IP/SI will conduct a detailed study of the requirements with respect to all the aspects defined in the scope of work of this tender</li> </ul>	<ul style="list-style-type: none"> <li>• Project Initiation Report &amp; Presentation</li> </ul>

<ul style="list-style-type: none"> <li>Furnish conclusions in a Report and a presentation to MSEDCL</li> </ul>	
<ul style="list-style-type: none"> <li>Once the above has been discussed with Purchaser and changes, if any, incorporated, the IP and SI will prepare the Project Management Plan that should include detail plan for each activity. It should also contain progress reporting, exceptions and issues requiring immediate action.</li> </ul>	<ul style="list-style-type: none"> <li>Project Management Plan</li> </ul>
<ul style="list-style-type: none"> <li>The IP/SI will carry out a detailed study to arrive at the specific requirements in terms of quantity and specification with respect to the hardware/network/Data Centre &amp; DR Center. This will be spelt out in the Infrastructure Requirement Report. The projected Infrastructure requirement shall be certified by ERP OEM. This report should be completed within 3 calendar weeks of the start of the project</li> <li>The IP shall prepare the tender document for the technical infrastructure, while the infrastructure requirement report would be submitted by the IP as above; IP must also ensure their support for proper installation of hardware &amp; network augmentation.</li> <li>Once the custom developments/enhancements are identified, the IP and SI will prepare a 'Customization Strategy Report'.</li> <li>The interfaces to be developed between the ERP System and the legacy systems, other legacy applications or bolt-on applications based on the To-Be Process document shall be prepared by the IP and SI in form of "Interface Strategy Document".</li> <li>The IP/SI shall carry out detailed study of the existing Billing system and propose solution for upgrading the Billing system to n-tire.</li> <li>The IP/SI shall co-ordinate with other partners as necessary for successful project implementation and provides a High-level disaster recovery plan. The Disaster Recovery Plan shall also cover the timeline and strategy for testing the same.</li> <li>Process and methodology adopted for Quality assurance must be documented and periodic reports submitted to the Project Management Team.</li> </ul>	<ul style="list-style-type: none"> <li>Infrastructure Requirement Document.</li> <li>Tender Document</li> <li>Installation/ Augmentation Support</li> <li>Customization Strategy Report</li> <li>Interface Strategy Document</li> <li>Strategy for revamping the Billing application</li> <li>High-level disaster recovery plan.</li> <li>QA process document</li> </ul>

<b>Solution Design</b>	
<b>Bidder's Responsibility</b>	<b>Deliverables</b>
<ul style="list-style-type: none"> <li>Conduct an AS-IS Business process &amp; Information Requirement study. The bidder will, subject to necessary confidentiality agreement, be provided with access to documents of AS-IS studies conducted by MSEDCL during pre-implementation Study for their reference only.</li> <li>Prepare a TO-BE Business Process document along with Gap Analysis describing how existing processes will be executed post going live with the ERP SOLUTION and highlight the changes in the TO-BE processes from the AS-IS process.</li> <li>Propose solutions workarounds, custom development, interface with</li> </ul>	<ul style="list-style-type: none"> <li>AS-IS Report</li> <li>TO-BE Process with Gap Analysis &amp; Resolution Document</li> </ul>

legacy systems, etc. in terms of process changes. This document must allow easy reference to the AS-IS Process document.	
<ul style="list-style-type: none"> <li>Document the revised information requirements of TO-BE business processes and standard reports available in the ERP SOLUTION, the specific information/ reporting requirements (including the form, parameters, access and content)</li> </ul>	<ul style="list-style-type: none"> <li>Standard &amp; Custom Report Development Details</li> </ul>

<b>Solution Development</b>	
<b>Bidder's Responsibility</b>	<b>Deliverables</b>
<ul style="list-style-type: none"> <li>Based on the approved To-Be processes, the IP and SI will prepare a prototype of the solution</li> </ul>	<ul style="list-style-type: none"> <li>Solution Prototype/Conference Room Pilot</li> </ul>
<ul style="list-style-type: none"> <li>The solution prototype should be made available with proper scripts for validation by MSEDCL nominated users and the Project Management Team (PMT). The prototype validation may go through multiple iterations (often referred to as Conference Room Pilot session) based on validation feedback.</li> </ul>	<ul style="list-style-type: none"> <li>Solution Prototype validation /test scripts/ CRP sessions and validation by MSEDCL nominated users /PMT</li> </ul>
<ul style="list-style-type: none"> <li>Document the feedback received after every round of validation/ CRP and get it signed off by MSEDCL nominated users.</li> </ul>	<ul style="list-style-type: none"> <li>Solution Prototype validation / CRP feedback</li> </ul>

<b>Solution Validation</b>	
<b>Bidder's Responsibility</b>	<b>Deliverables</b>
<ul style="list-style-type: none"> <li>After the signoff of CRP, the IP/SI will plan for the Unit Tests, System Integration tests (SIT), User Acceptance Tests (UAT).</li> </ul>	<ul style="list-style-type: none"> <li>UT, SIT and UAT plans</li> </ul>
<ul style="list-style-type: none"> <li>Prepare the SIT, UAT and other test scripts and get them validated by MSEDCL. Document the feedback from the tests. Assist the MSEDCL nominated user to conduct the tests. Assist the MSEDCL Business Team to conduct the data conversion test and check for completeness and correctness. Present the feedback of the SIT, UAT and other tests to MSEDCL in a report and presentation to enable MSEDCL to decide on the readiness of going live with the solution.</li> </ul>	<ul style="list-style-type: none"> <li>Script for UAT, SIT and other tests, if any.</li> <li>UAT, SIT and other tests conducted and feedback documented.</li> <li>Data Conversion Test feedback.</li> </ul>
<ul style="list-style-type: none"> <li>Submit the Access Control Matrix Template to MSEDCL. After the template is filled up by MSEDCL, configure the Access Control Matrix in the Application.</li> </ul>	<ul style="list-style-type: none"> <li>Access Control Matrix Template and the configured access control matrix</li> </ul>
<ul style="list-style-type: none"> <li>Conduct additional tests and document the results if any changes are recommended by MSEDCL after viewing the results of the tests.</li> </ul>	<ul style="list-style-type: none"> <li>Additional tests conducted in specific areas and test results documented</li> </ul>

<ul style="list-style-type: none"> <li>• Deploy performance testing tools to proactively establish adherence to agreed performance levels with the representative data and the concurrent users.</li> </ul>	<ul style="list-style-type: none"> <li>• Performance test results</li> </ul>
<ul style="list-style-type: none"> <li>• Observe the performance during stabilization period post Go-Live on a continual basis. Monitor the performance during the PG period on a continuous basis.</li> </ul>	<ul style="list-style-type: none"> <li>• Stabilization Acceptance Results.</li> <li>• PG Test results.</li> </ul>
<ul style="list-style-type: none"> <li>• IP/SI shall test the effectiveness of the backup strategy &amp; the disaster recovery plan provided by them and demonstrates continuity of business processes &amp; activities from the DR site.</li> </ul>	<ul style="list-style-type: none"> <li>• Test feedback</li> </ul>

<b>Data Conversion</b>	
<b>Bidder's Responsibility</b>	<b>Deliverables</b>
<ul style="list-style-type: none"> <li>• The IP/ SI will develop the data conversion strategy considering the Go-Live Plan, data archival and retrieval policy etc</li> </ul>	<ul style="list-style-type: none"> <li>• Data Conversion Strategy</li> </ul>
<ul style="list-style-type: none"> <li>• The IP/SI will design the data conversion template for data collection, cleansing and mapping along with conversions scripts</li> </ul>	<ul style="list-style-type: none"> <li>• Template for data to be converted</li> </ul>
<ul style="list-style-type: none"> <li>• The IP/ SI must validate the data provided in terms of format. The IP/SI shall conduct completeness check and propose plan to fill the gaps.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing Data validation</li> </ul>
<ul style="list-style-type: none"> <li>• The IP/SI will prepare the necessary data conversion scripts and document the same. IP and SI will identify/provide necessary reports to facilitate verification of data converted.</li> </ul>	<ul style="list-style-type: none"> <li>• Data conversion scripts &amp; necessary documentation</li> </ul>
<ul style="list-style-type: none"> <li>• The IP/SI will execute complete/sample data conversion during the testing stages and obtain sign off from users in terms of adequacy and correctness</li> </ul>	<ul style="list-style-type: none"> <li>• Data conversion test plans and test results</li> </ul>
<ul style="list-style-type: none"> <li>• The IP/SI will execute data conversion on production instance and obtain signoff</li> </ul>	<ul style="list-style-type: none"> <li>• Data conversion executed on Production Instance</li> </ul>
<ul style="list-style-type: none"> <li>• Provide a policy and framework for archival of old data required to be maintained for statutory and other reporting purposes and retrieval of the same in the ERP environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Archival and retrieval document</li> </ul>

<b>Change Management</b>	
<b>Bidder's Responsibility</b>	<b>Deliverables</b>
<ul style="list-style-type: none"> <li>• The IP/SI will conduct Change Management workshops for individuals or groups at different locations</li> <li>• The IP/SI will prepare the Change Management Plan</li> </ul>	<ul style="list-style-type: none"> <li>• Change management workshops</li> <li>• Change Management Plan</li> </ul>
<ul style="list-style-type: none"> <li>• The IP/SI will setup, manage and run the Helpdesk during support period including development of Service Level Agreements (SLA).</li> </ul>	<ul style="list-style-type: none"> <li>• ERP SOLUTION Helpdesk during support period and ERP Helpdesk Guidelines</li> </ul>

	document
<ul style="list-style-type: none"> <li>The IP/SI will give a report on anticipated change management related issues and proposed solution to overcome them.</li> </ul>	<ul style="list-style-type: none"> <li>Change Management Approach Report / Presentation</li> </ul>

<b>Training</b>	
<b>Bidder's Responsibility</b>	<b>Deliverables</b>
<ul style="list-style-type: none"> <li>Identify training requirements for functional and technical Core team members and end-users.</li> </ul>	<ul style="list-style-type: none"> <li>Training Requirement Report</li> </ul>
<ul style="list-style-type: none"> <li>A detailed Training Plan giving details of content, duration and training material to be provided to different categories of participants</li> </ul>	<ul style="list-style-type: none"> <li>Training Plan for Users</li> </ul>
<ul style="list-style-type: none"> <li>Hands-on training to core and technical team members on ERP SOLUTION configurations, the processes and other applications including disaster recovery.</li> </ul>	<ul style="list-style-type: none"> <li>ERP SOLUTION Training for Purchaser Core and Technical Team Members</li> </ul>
<ul style="list-style-type: none"> <li>Hands-on training to Technical Core Team members on ERP SOLUTION and other applications, including training on system configuration/ database administration, backup &amp; restoration, report development and maintenance of ERP.</li> </ul>	<ul style="list-style-type: none"> <li>ERP SOLUTION Training for Technical Team Members</li> </ul>
<ul style="list-style-type: none"> <li>A fully configured solution prototype for training end-users.</li> </ul>	<ul style="list-style-type: none"> <li>Configured training environment</li> </ul>
<ul style="list-style-type: none"> <li>Instructor-led hands-on training to Key Users/Trainers on the configured solution</li> <li>Self-learning training kits like audio/video etc</li> </ul>	<ul style="list-style-type: none"> <li>ERP SOLUTION Training for end-users.</li> <li>ERP SOLUTION training kit</li> </ul>
<ul style="list-style-type: none"> <li>Preparation of ERP SOLUTION Training Manual and end user manuals keeping in mind the specific requirements of processes and users at MSEDCL.</li> </ul>	<ul style="list-style-type: none"> <li>ERP SOLUTION Training and end user Manuals</li> </ul>
<ul style="list-style-type: none"> <li>Preparation of ERP SOLUTION Systems Management Manual keeping in mind the specific configuration of solution implemented</li> </ul>	<ul style="list-style-type: none"> <li>ERP SOLUTION Systems Management Manual</li> </ul>

<b>Custom Development</b>	
<b>Bidder's Responsibility</b>	<b>Deliverables</b>
<ul style="list-style-type: none"> <li>Deliver all custom development as has been described in his Bid/ Proposal. Provide relevant documentation about the business case for the custom development, description of the code etc.</li> </ul>	<ul style="list-style-type: none"> <li>Custom development and other relevant documentation.</li> </ul>
<ul style="list-style-type: none"> <li>Provide relevant documentation about the need and the business case for the custom development, description of the code etc</li> </ul>	<ul style="list-style-type: none"> <li>Relevant Documentation</li> </ul>

<b>Integration</b>	
<b>Bidder's Responsibility</b>	<b>Deliverables</b>
<ul style="list-style-type: none"> <li>Integrate the ERP SOLUTION with the retained legacy applications or new bolt-on applications. The detailed is only an indicative list and the complete list will depend on the final solution proposed by the bidder and accepted by MSEDCL.</li> </ul>	<ul style="list-style-type: none"> <li>Integrated ERP SOLUTION and Integration Document</li> </ul>

<b>Executing Cut-Over and Go Live</b>	
<b>Bidder's Responsibility</b>	<b>Deliverables</b>
<ul style="list-style-type: none"> <li>Configure Production instance of the ERP SOLUTION</li> </ul>	<ul style="list-style-type: none"> <li>Fully configured Production Instance.</li> </ul>
<ul style="list-style-type: none"> <li>Submit and present the cut-over strategy to MSEDCL for their validation and approval.</li> </ul>	<ul style="list-style-type: none"> <li>Cut-Over strategy</li> </ul>
<ul style="list-style-type: none"> <li>Provide the required strategy for building data for the prior period in case the cut over does not synchronize with the accounting period (such as beginning of the financial year etc.)</li> </ul>	<ul style="list-style-type: none"> <li>Strategy for prior period data build-up.</li> </ul>
<ul style="list-style-type: none"> <li>The IP and SI will conduct a Go-Live readiness check across multiple dimensions : People, Process, Data, Technology etc</li> </ul>	<ul style="list-style-type: none"> <li>Go-Live Readiness Result</li> </ul>
<ul style="list-style-type: none"> <li>Executing the cutover from the legacy applications to the ERP in accordance with the approved cutover strategy.</li> </ul>	<ul style="list-style-type: none"> <li>Executing cut-over</li> </ul>

<b>Post Implementation Support</b>	
<b>Bidder's Responsibility</b>	<b>Deliverables</b>
<ul style="list-style-type: none"> <li>Transfer knowledge and provide guidelines in setting up and managing an ERP Helpdesk by MSEDCL, including the processes to be followed in logging request for assistance, assigning requests to specific helpdesk individual, recording resolution and tracking the overall resolution and response time. Facilitate bug fixing within the time-frame provided by MSEDCL.</li> </ul>	<ul style="list-style-type: none"> <li>Helpdesk Management guidelines</li> </ul>
<ul style="list-style-type: none"> <li>Configuration document completed in all respects giving details of configuration for all ERP modules /functionalities with screen shots where necessary for better understanding.</li> </ul>	<ul style="list-style-type: none"> <li>Configuration Document</li> </ul>

<b>Supply of ERP SOLUTION application, database, related software and tools, user licenses</b>	
<b>Bidder's Responsibility</b>	<b>Deliverables</b>
<ul style="list-style-type: none"> <li>Provide staggered delivery options and related details about how the ERP SOLUTION license could be acquired in stages with the progress of configuring, testing and implementation.</li> </ul>	<ul style="list-style-type: none"> <li>Staged Delivery of licenses</li> </ul>

<ul style="list-style-type: none"> <li>Supply the ERP SOLUTION Application, database, related software and tools, user licenses etc. that will be necessary. Ensure that the ERP Application, database, related software and tools, user licenses, copyrights etc. are delivered in time and as per agreed terms and conditions.</li> </ul>	<ul style="list-style-type: none"> <li>ERP SOLUTION Application, database, related software and tools, user licenses etc with relevant documentation</li> </ul>
<ul style="list-style-type: none"> <li>Install the ERP SOLUTION and related software. Prepare documentation regarding Installation of the ERP SOLUTION Application, database, related software and tools, activation of user licenses etc which will be necessary for implementation of the ERP Project at MSEDCL as per this Tender Document.</li> </ul>	<ul style="list-style-type: none"> <li>Installation of the ERP SOLUTION Application, database, related software and tools, activation of user licenses etc.</li> <li>Provide installation procedure document</li> </ul>
<ul style="list-style-type: none"> <li>Observe the performance during the stabilization period post Go-Live and PG period on a continuous basis.</li> </ul>	<ul style="list-style-type: none"> <li>Stabilization Acceptance Results</li> <li>PG test results.</li> </ul>

<b>Disaster Recovery and Back up Policy</b>	
<b>Bidder's Responsibility</b>	<b>Deliverables</b>
<ul style="list-style-type: none"> <li>Provide a Disaster Recovery and backup plan including remote DR site for MSEDCL keeping in mind the specific operational requirements.</li> </ul>	<ul style="list-style-type: none"> <li>Disaster recovery &amp; back up Plan</li> </ul>
<ul style="list-style-type: none"> <li>Conduct Disaster Recovery tests and demonstrate that the DR and backup/recovery works as planned</li> </ul>	<ul style="list-style-type: none"> <li>Disaster recovery testing sign off.</li> <li>Backup Recovery test sign off.</li> </ul>

<b>Upgrade and Patch Application</b>	
<b>Bidder's Responsibility</b>	<b>Deliverables</b>
<ul style="list-style-type: none"> <li>Provide a detailed upgrade policy for the upgrade (minor as well as major) of all applications being implemented as a part of this ERP implementation.</li> </ul>	<ul style="list-style-type: none"> <li>Application Upgrade Policy.</li> </ul>
<ul style="list-style-type: none"> <li>Provide a patch application guideline based on the standard practice and methodology</li> </ul>	<ul style="list-style-type: none"> <li>Patch Application Guidelines.</li> </ul>

**It should be noted that all the submitted deliverables require sign-off by MSEDCL before the IP/SI proceeds further to the next logical step. ERP product vendor will conduct auditing of the configured system at different milestones.**

## 4. BIDDING INSTRUCTION TO BIDDERS

### 4.1 ELIGIBILITY TO BID

The bidding process will be open to any Implementation Partner/System Integrator who will be able to supply & install all of the following.

- a. Providing and installing ERP package (Finance, Projects management control, Inventory, Asset management etc.) and related software licenses
- b. Implementation of ERP
- c. Upgrade of existing Billing System to n-tier architecture

Detailed scope of work is given in **Section 3**.

The Implementation Partner/System Integrator will be responsible for submitting the proposal and it will be the single point-of-contact for all information and clarification throughout the Procurement Process.

The following are expressly barred from bidding for this project either individually or as a part of the tender.

- a) Any business unit of Deloitte Touche Tohmatsu India Pvt Ltd(Deloitte)
- b) Any subsidiary or affiliate of Deloitte

**The interested bidders are requested to respond to this summary tender document as a confirmation on meeting the qualification criteria and their interest to bid for the tender.** It is mandatory for the bidders to visit MSEDCL and conduct the study to understand more on the requirements. It shall be expressly agreed therein by the Bidder that he has read, visited MSEDCL for the detailed study, and understood the complete requirements and other documents. The bidder is eligible to submit a document with only one ERP Product.

The interested bidders are expected to convey their interest by

- Complying with the mandatory conditions by providing all the supporting documents.
- Complying with the high level scope and the requirements.
- Visit request to conduct the requirement study hence understood the scope of the work.

Following are the key dates for Interested Bidders:

1	Issue summary tender to Bidders	13-Sep-10
2	Date and time for Bidder's to submit their expression of interest	18-Sep-10 @ 15.00 hrs
3	Date and time for submission of document on MSEDCL study	24-Sep-10 @ 15.00 hrs

## 5. APPENDIX

### 5.1 APPENDIX - 1

#### Qualification Criteria for ERP Systems

SI No	Parameter	Requirement Description	Supporting Document Required	Complied – Yes / No
<b>ERP Product Capability</b>				
1	Globally respected product	The ERP product offered must have been implemented in five different countries with at least three modules out of Finance & Costing, Human Resource, Projects, Maintenance, Stores and Billing.	Documentary evidence clearly indicating the ERP Modules implemented in the form of Customer Testimonials or product vendor	
2	Implementation/Under Implementation in Power Distribution in India	The ERP product must have been implemented/under implementation in at least two companies in Power Distribution sector(Public and Private) in India with turnover of Rs. 750 or more, in each of the last three financial years (2006-07/07-08/08-09/) with at least two modules out of Finance & Costing, Human Resource, Projects, Maintenance, Stores and Billing.	Documentary evidence in the form of Customer Testimonials or product vendor	
3	Implementation in Public Sector in India.	The ERP must have been implemented in at least five Public sector companies in India with at least two modules out of Finance & Costing, Human Resource, Projects, Maintenance, Stores and Billing	Documentary evidence in the form of Customer Testimonials or product vendor	
4	Implementation/Under implementation in Power Distribution in India	The ERP modules must have been implemented/under implementation in not less than two Power Distribution Companies in India with 500 or more named ERP users	Documentary evidence in the form of Customer Testimonials or product vendor	
5	India specific Country Version	The ERP product must be the Country Specific Version for India with statutory requirements incorporated & should have a localization support in terms of VAT, Excise, Income tax etc. specific to India	Documentary evidence in the form of Customer Testimonials or product vendor	

Summary Tender Document for Implementation of ERP Solution

6	Support services	The ERP product vendor must be capable of providing 24 X 7 support services on functional and technical issues, upgrades, bug fixes etc. in person or through remote arrangements	Self certificate from company's authorized signatory.	
7	Support Period	The ERP product vendor should support the proposed solution for a minimum period of five years from the date of supply	Please provide Self certificate from company's authorized signatory.	
8	Local presence	The ERP product vendor must have offices and a development centre in India	Please provide list of offices / development centres in India with nature of activities.	
<b>Implementation Capability (Implementation Partner/System Integrator)</b>				
1	Globally respected Implementation Partner and System Integrator	The Implementation Partner (IP)/ System Integrator(SI) should possess the authorization of ERP product to supply customize, implement and support ERP solutions.  The ERP Product must have been implemented by Implementation Partner(IP)/ System Integrator(SI) at three installations globally	Documentary evidence in the form of Customer Testimonials	
2	Implementation in India	The ERP Product must have been implemented by IP/ SI in India for a company for 500 or more named ERP users on a turnkey basis taking single-point responsibility and the value of the ERP implementation should be more than Rs.2 Cr. and with at least two modules out of Finance & Costing, Human Resource, Projects, Maintenance, Stores and Billing	Documentary evidence in the form of Customer Testimonials	
3	Implementation/Under Implementation in Power Distribution in India	The offered ERP Product must have been implemented/under implementation by IP/SI in at least one company in Power Distribution in India	Documentary evidence in the form of Customer Testimonials	
4	Integration with non-ERP application	The ERP product must have been Integrated with non-ERP applications by IP/SI in at least one company. (Legacy applications viz., Billing, Stores management, Payroll, ERP HRMS, Projects, Assets	Documentary evidence in the form of Customer Testimonials	

Summary Tender Document for Implementation of ERP Solution

		Management, Billing etc)		
5	Experience in Country specific version for India	The IP/SI must have implemented Country specific version of the ERP product with statutory requirements in at least one company with localization support in terms of Central sales tax, Excise, Income tax etc. specific to India	Documentary evidence in the form of Customer Testimonials	
6	Local presence	The IP/SI must have offices in India	Please provide list of offices in India with nature of activities.	
7	Turnover of the Company in India	The IP/SI should have a Turnover of above Rs.500 Crores in each of the last three Financial Years (2006-07 / 07-08 / 08-09) and should be profitable in each of the year.	Last 3 years Auditors report/chartered accountant's report/balance sheet	
8	Team Profile	The IP/SI must have minimum 3 profiles, with the ERP Product (under) implementation in Power Distribution. Out of which the Project Manager should have the Power Distribution ERP implementation experience preferably	Documentary evidence in the terms of Team profiles/CV's	
9	SEI CMMi Level 5 or ISO 14001	The IP/SI should be SEI CMMi (Capability Maturity Model) 5 certified or ISO 14001 certified	Please provide copy / details of the certificate.  If the certification is under audit, please provide the recent certificate as available	