

**NUMALIGARH
REFINERY
LIMITED**

A GOVERNMENT OF INDIA ENTERPRISE



**TENDER DOCUMENT
FOR**

**Supply, Installation, Implementation, Commissioning and Maintenance of
Enterprise wide Paperless Office Solutions NRL (COMM/C11/6450)**

Tender No. OC11000116/NIR dtd. 16.07.2019

E-Tender

Bidder's offer ref: _____ Dtd. _____

PART-I: UNPRICED BID



PREPARED & ISSUED BY

NUMALIGARH REFINERY LIMITED

(A Govt. of India Enterprise)

LETTER INVITING TENDER

Contact person:

Ms. N. Das; CM (Commercial)

Numaligarh Refinery Limited

Phone : 03776-265498; E-mail ID: nirmali.das@nrl.co.in

Our Tender No. OC11000116/NIR DTD. 16.07.2019

Date: 16.07.2019

Job: - Supply, Installation, Implementation, Commissioning and Maintenance of Enterprise wide Paperless Office Solutions NRL (COMM/C11/6450).

Dear Sirs,

Online offers in **Two Part Bid** is invited by Numaligarh Refinery Ltd. for the work as detailed below:

1. **Name of the work** : **Supply, Installation, Implementation, Commissioning and Maintenance of Enterprise wide Paperless Office Solutions NRL (COMM/C11/6450).**
2. **Earnest Money Deposit** : **Rs. 1,00,000.00** (Rupees one lakh only)

The EMD must be submitted on line within 31.07.2019. If the EMD is not received within the stipulated date, offer shall not be considered for opening.

(Tenderer can also furnish EMD in the form of Bank Guarantee drawn on either State Bank of India or any Nationalised/ Scheduled Bank in favour of Numaligarh Refinery Limited. The Bank guarantee to be furnished in lieu of Earnest money shall be kept valid for a period of "SIX MONTHS" from the date of opening of tender. Tenderer to upload scanned copy of BG with bid and send original copy through courier addressed to **GM (Commercial), I/c**. (Pl. refer Annexure VIII).

3. **Contract Period** : 08 (eight) months.
4. **Online Bid Submission:** : **Before 11.00 AM of 31.07.2019**
5. **Bid Opening date & time** : **After 11.00 AM of 01.08.2019**
6. **Place of submission of Bid** : Online in the e-tender portal i.e., <http://eprocure.gov.in/eprocure/app>
7. **Date & Time of Pre bid Conference / Venue** : NA
8. **Submission of Bid** : Being an e-tender the bid have to submitted online in the e-tender portal i.e. <http://eprocure.gov.in/eprocure/app>. Kindly refer **"instructions" provided in the NIT** for the detailed procedure. For any assistance, please contact the following nos. / mail ID: Phone No 03776 – 265774, email : z_tender@nrl.co.in

9. **Earnest Money Deposit (Online):**

Bidder(s) must follow the following for submission of online EMD:

1. Bidders will open the link <https://easypay.axisbank.co.in/NRL> and type the Tender ID for which EMD is to be paid and click on the option “Validate”. Pl. enter the tender ID as **OC11000116**.
2. The web page will auto populate Tender Name, Last Date of Payment, Bid Opening date and EMD (not editable).
3. The bidder will enter his Company/ Firm Name, Address, e-Mail ID, Amount and Mobile Number.
4. The bidder is also required to enter his preferred account No. and IFS Code twice for receiving EMD refund. In case of any mismatch in the account No. or IFS Code entered twice, the web page will prompt the bidder to correct the data and then allow to proceed with payment.
5. The Bidder is then required to enter verification code as displayed in the web page and click on the option “Submit”.
6. The next Web Page will then display the summary of the EMD payment along with a Unique Reference Number (URN).
7. Bidder is required to accept the payment Terms and Conditions and select his preferred mode of payment from the options provided, viz., Net Banking (Axis Bank or Other Banks), Credit/ Debit Cards or NEFT/RTGS.
8. In case of Net Banking, the bidder will enter his User ID/ Password/ Transaction Password and One time password as per the online payment system of the Bidder’s Bank.
9. For Credit/ Debit Card payment, the Bidder will enter his Card Number, Expiry Date, CVV and ‘Verified by VISA’ or ‘Master Secure’ password as applicable.
10. For bidders selecting the payment option of NEFT/ RTGS, the web page will generate a challan with a Dynamic/Virtual Account Number, IFS Code, Account Name and Amount. The bidders can take a print out of this challan or just note the relevant details and initiate the NEFT payment from their Bank.

A receipt will be generated after successful payment (irrespective of the mode of payment). Bidder can take print out for onward submission with tender as well as save a soft copy of the receipt.

10. **Scope of work and Supply:**

The scope of work & supply of this work will be in accordance with the Tender document, **Special Terms and Conditions of Contract**, Schedule of Rates and as per the direction of Engineer-in-charge.

11. **Rate:**

Rate should be quoted in figures in the Bill of Quantity uploaded in excel format in the e-tender portal i.e. **Priced bid.**

Evaluation criteria -

- The tender item is **non-splitable** and evaluation will be done on **overall lowest offer basis**.

12. **Security deposit:** Applicable as per GCC.

13. **Defect Liability Period:** One (01) year

14. **Measurement of work:**

Payment will be made on the basis of joint measurements, taken by the contractor and certified by Engineer-in-charge.

15. **Terms of payment:**

As per “**Special Terms and Conditions of Contract.**”

Further break-up of payment terms if deemed necessary shall be decided by the E-I-C. The above payments are subject to deductions towards security deposit, income tax, GST and other recoveries as applicable as per terms of the contract.

16. **Price, Taxes, Duties:**

Without prejudice to stipulations in General Conditions of Contract, the bidder should quote firm prices. GST as applicable will be extra on the contract value.

17. **Penalty Clause:**

In case the contractor fails to comply with provisions of tender and requirement, monetary penalty as deemed fit by the Officer-in-charge will be levied, subject to a maximum penalty of 05% of the contract value and the same shall be final and binding on the contractor.

18. **Other terms and conditions:**

- (a) Transfer of tender documents issued to one short-listed bidder to another is not permissible. Further, tender containing uncalled for remarks or any additional conditions are liable to be rejected.
- (b) The management of NRL reserves the right to reject any or all the tenders received without assigning any reason thereof.
- (c) Variation in the value of the work will not vitiate the tender agreement.
- (d) The contractor will have to abide by the existing laws applicable to contract works and co-operate with other contractors working at site and will not cause hindrance to other works.
- (e) The contractor shall observe all labour and other statutory rules and regulation of State/Central Govt. in force including the Safety and Environmental rules & regulations. In case of any violations of such laws, rules & regulations, the cost involvement thereof shall exclusively be borne by the contractor and the company shall have no liability whatsoever on this account.
- (f) ~~The contractor should engage skilled and unskilled labourers preferably from the families of displaced persons to the extent available.~~ **This Clause is Not Applicable for this tender**
- (g) **DGM (IIS) I/c, NRL** shall be the Engineer-in-charge of the work and the contractor will have to abide by the instructions of Engineer-in-charge as given from time to time.
- (h) The General Conditions of contract of NRL will be applicable for this contract also. Intending tenderer may see the General Conditions of Contract of NRL at the Commercial Department of NRL site office on any working day during office hours or may visit our website www.NRL.co.in.
- (i) **Tenderer will fill up the all annexure attached to this Detailed Tender Notice clearly and sign every page of this Detailed Tender Notice before submission of the tender. Tender in which any of the required particulars and prescribed information are missing or are incomplete, are liable to be rejected.**
- (j) One authorized representative of the vendor/contractor may remain present during the tender opening on the due date, time and venue.
- ~~(k)~~ The contractors will make necessary deductions for PF from the wages of the workers as per the PF Act and deposit the same to the authorities concerned along with the employers' contribution.- **This Clause is Not Applicable for this tender.**
- ~~(n)~~ For applicable labour wage at NRL site & other relevant information regarding labour wages, kindly refer 'Circular of wages for contract workmen'. This circular is available at NRL Website www.NRL.co.in (Tender Room -> Circular of Wages for Contract Workmen).—**This Clause is Not Applicable for this tender.**
- (m) No mobilization advance will be paid to the contractor for execution of this work.
- ~~(n)~~ Insurance shall be effected for all employees of the contractor, engaged in the performance of the subject job. (Refer clause 104.1 (ii) of GCC).- **This Clause is Not Applicable for this tender.**

- (o) **The contractor is required to obtain** labour license under Contract Labour (R&A) Act, 1970 & **PF registration number on awarding the contract.** The present rate of PF is 12% (Refer Clause 107.2 of GCC). **This Clause is Not Applicable for this tender.**
- (p) The contractor will not engage minor labour below 18 (eighteen) years of age under any circumstances. The contractor will further comply with the provisions of the following act and indemnify the company against all claims, which may arise out of the following Acts, & Rules framed there-under:
- (i) The Contract Labour (Regulation and Abolition) Act,
 - (ii) The Minimum Wages Act.
 - (iii) The contractor has to accept full & exclusive liability for compliance with all obligations imposed by **Employee State Insurance Act, 1948.**
 - (iv) The Payment of Wages Act,
 - (v) The Payment of Bonus Act,
 - (vi) The Employees Provident Fund & Misc. Provisions Act,
 - (vii) Family Pension Scheme,
 - (viii) Inter State Migrant Workmen (Regulation of Employment & Condition of Service) Act, or any other acts or statute not hereinabove specifically mentioned having bearing over engagement of workers directly or indirectly for execution of work.

-This Clause is Not Applicable for this tender.

Provident Fund- This Clause is Not Applicable for this tender

- a) PF to be deposited against each worker engaged by the contractor. The worker should have valid gate pass against the particular contract. Contractor has to maintain one register for PF.
- b) Contractor has to submit monthly return (ECR) and acknowledgement receipt of the PF deposits along with the bill.
- c) Actual calculated PF amount will be withheld from RA bill in case of non submission of the above document.

ESI Fund- This Clause is Not Applicable for this tender

- a) ESI to be deposited against each worker engaged by the contractor .The worker should have valid gate pass against the particular contract. Contractor has to maintain one register for ESI.
- b) Contractor has to submit monthly return and acknowledgement receipt of the ESI deposits along with the bill.
- c) Actual calculated ESI amount will be withheld from RA bill in case of non submission of the above document
- (q) In case any of the document/information(s) furnished by a bidder are found to be false/forged, such bidder will be kept in holiday list apart from other penal actions as deemed fit by NRL.
- (r) Agencies who are already blacklisted or against whom there is adverse report on committing criminal offence, their offers will be rejected.

The bidder must submit IT PAN No, GST, ~~PF & ESI~~ registration Certificate with their offer.

**GM (Commercial) I/c
Numaligarh Refinery Limited**

PRE-QUALIFICATION CRITERIA

Name of Work: Supply, Installation, Implementation, Commissioning and Maintenance of Enterprise wide Paperless Office Solutions NRL (COMM/C11/6450).

Tender No. : OC11000116/NIR DTD. 16.07.2019

Pre-Qualification Criteria: - **As per “Special Terms and Conditions of Contract” referred in the tender document.**

Past Experience of having successfully completed **similar works*** during last 5 years, from the date of submission of bid, should be either of the following:

- One similar work costing not less than = Rs. 438.70 L
- Two similar works costing not less than= Rs.350.96 L each and
- Three similar works costing not less than=Rs.263.22 L each

***Similar Works:** Defined in Serial no. 2A. Qualification Requirement for the Bidder/System Integrator under point **no.4** of the “Special Terms and Conditions of Contract”

AVERAGE ANNUAL TURNOVER

During the last 3 financial years, prior to bid submission, the average annual turnover shall be at least **Rs. 263.22 Lakh.**

ADDITIONAL REQUIREMENT

Possession of Income Tax PAN No.; PF code, GST registration certificate, etc.

SPECIAL NOTE TO THE BIDDERS:

~~The above mentioned requirement of prior turnover and prior experience will be if the bidder is Micro and Small Enterprise or Startup and meets the quality and technical specifications described in the tender, subject to submission of valid supporting documents by the bidder.~~ **This Clause is Not Applicable for this tender.**

SPECIAL TERMS AND CONDITIONS OF CONTRACT

Name of Work: Supply, Installation, Implementation, Commissioning and Maintenance of Enterprise wide Paperless Office Solutions NRL (COMM/C11/6450).

Tender No. : OC11000116/NIR DTD. 16.07.2019

1. Introduction

Numaligarh Refinery Limited (NRL), a Public Sector Enterprise under the Ministry of Petroleum & Natural gas, Government of India, is into the business of refining and marketing of petroleum products. The Refinery site is situated at Numaligarh in Golaghat district of Assam. NRL, a subsidiary of Bharat Petroleum Corporation Limited (BPCL) presently operates a 3 MMTPA petroleum refinery at Golaghat, Assam and is going to expand its capacity upto 9 MMTPA at an estimated investment of Rs. 22,594 Crore. NRL has its registered office at Guwahati and Coordination office at New Delhi. The detailed office addresses can be obtained from the NRL's web site www.nrl.co.in.

2. Eligibility Criteria for Pre-Qualification

NRL will evaluate the bidders on each pre-qualification criteria and satisfy itself beyond doubt on the bidder's ability/position to meet the criteria. Only those bidders who qualify in the pre-qualification criteria in ENTIRETY shall be considered for technical evaluation phase of the bids received. Those bidders who do not fulfill all the pre-qualification criteria requirements mentioned in this section shall not be considered for any further evaluation. NRL, therefore, requests that only those bidders, who are sure of meeting all the pre-qualification criteria, respond to this Request For Proposal (RFP) process.

A. Qualification Requirement for the bidder/System Integrator

S No.	Criteria	Supporting Documents Required
1	The bidder should be a public / private limited company registered in India under Companies Act of India	Certificate of incorporation
2	The bidder should have been in existence in India for a minimum period of 5 years as on the date of submission of bid.	Certificate of incorporation
3	The bidder should be an OEM or authorized partner of OEM for supply of licenses/commercial support and solution implementation and maintenance support under onsite comprehensive warranty/ AMC/commercial support, for the products required to implement the proposed paperless office solution.	Authorization letter from OEM
4	In last Five years from the date of submission of bid, the Bidder should have implemented offered/similar OEM's enterprise wide multi-location paperless office solution consisting of ECM or it's underlying components viz. Document Management System (DMS) or BPM or Workflow Management or Case Management solution for at least one PSU/Govt. dept. in India having 400 users or more. The offered/similar OEM's product must comply with the criteria as mentioned in point B.4 below. OR In last Five years from the date of submission of bid, the Bidder should have implemented at least one offered/similar OEM's enterprise wide multi-location paperless office solution consisting of ECM or it's underlying components viz. Document Management System (DMS) or BPM or Workflow Management or Case Management solution in any organisation having user base of 1000 users or more. The offered/similar OEM's product must comply with the criteria as mentioned in point B.4 below.	a) Documentary evidence in the form of Work order/ Purchase order, Job Completion certificate from client or receipts of payment or any other duly authorized document which conclusively proves the completion of the work awarded. From documentary evidence, it should be cleared that for how many users the implementation/job was completed. b) Certification of currently running of solution from client along with the client's contact details.

5	Bidder will be solely responsible for the execution of the project as a single point solution provider and the sole prime contractor for the entire project.	Attach a self-undertaking by the bidder
6	All the software modules of paperless office solution should be commercial of the shelf and from the single OEM only.	Self- Declaration
7	The SI (Bidder or the group company) should be CMMI Level 3 or above Certified.	Valid CMMI certificate as on the date of bid submission
8	The SI (Bidder or the group company) should be ISO/IEC 27001:2013 or latest (for IT solutions and Services) certified	Valid certificate as on the date of bid submission

B. Qualification Requirement for OEM

S No.	Criteria	Supporting Documents Required
1	The OEM for proposed ECM/BPM/Paperless Office solution should be a registered company under Companies Act of India.	Certificate of Incorporation
2	The OEM and the proposed product should have been in existence in India for at least 5 years as on the date of submission of bid.	Certificate of Incorporation and product released certificate
3	The OEM should have at least 5 implementation partners for the proposed ECM/BPM/Paperless Office solution in India.	Copy of certificates/ letter issued to the implementation partners by the OEM indicating the period of validity
4	Bidder/SI Offered OEM products should appear as a “LEADER” in year 2017 or 2018 either in Gartner’s Magic Quadrant of Report for Content Services Platforms or Intelligent Business Process Management Suites or in the Forrester Wave: Digital Process Automation Software report.	Relevant Gartner’s or Forrester’s report
5	OEM should have a published road map of product support and development for at least next 5 years.	Supporting document from OEM.

Note:

- Documentary evidence should be applicable to bidder and not for its group companies/subsidiary companies/parent company except ISO/IEC and CMMI certificate.
- Work order/ Purchase order, Job Completion certificate from client is must if other supporting documents submitted against point A.4 above are found not suitable.
- In case of non-furnishing of requisite document along with the bid, the bid will be considered as non-responsive and bid may be summarily rejected.
- NRL at its discretion can verify the submitted certificate/letter/Purchase order from Bidder’s Client
- Bid evaluation will be done as per process explained in the section 30.

3. Current& upcoming IT Infrastructure

NRL has implemented SAP ERP across the organization along with enhancements and major customization. The ERP environment includes SAP ECC 6.0 EHP8 with Oracle 12c on NetWeaver 7.5 (which includes major modules like FICO,MM,HCM,PM,PS, SD/IS-OIL etc.), SAP BW 7.5 & SAP EP(ESS/MSS) on NetWeaver 7.5, SAP Solution Manager and SAP Content Server 6.40 on MaxDB 7.6. The SAP system is also integrated with other systems namely Aspen IP21 as process historian, Terminal Automation System (TAS) for loading and dispatching finished product from NRL’s marketing terminal, Vendor Bill Tracking system, Attendance Recording System etc. NRL has Tier-III Primary Data Center (PDC) at Numaligarh and Disaster recovery center (DRC) at Siliguri, West Bengal having SAN based Storage systems, Tape Library with automated backup of application, Data, etc.

Besides SAP ,NRL is currently using many in-house developed as well as third party applications like IP21, MS Share Point, Bill Tracking , e-MOC system, Worker gate pass system, Guest House Booking System, PMS , e-Permit System, Electrical / Township call logging system, Hospital Management System etc. which are mostly developed in Microsoft .Net platform using C# and MS-SQL as database.

In NRL, Microsoft Exchange is used extensively for inward and outward communication within and outside NRL.

NRL's remote operating offices are connected to SAP or other applications using VPN/lease line. All the incoming traffic is screened by Firewalls.

4. Objective

NRL wishes to procure a paperless office solution which will create a long term foundation of having an integrated platform for performing key business functions. Following is the vision of Paperless Office System in a matured state:

- Establish a centralized document repository & route them electronically, to reduce paper based working & achieve Paperless Office functioning in the company.
- Provide unified platform to perform all business transactions in paperless manner.
- Provide a sustainable and interactive environment for automation of various business processes
- Provide an e-Office environment
- Provide approval through smartphones, tablets, laptop on the go.
- Provide platform for configuring dynamic, interactive and real-time processes
- Provide a unified platform for the users to transact with core business and IT systems
- Provide platform for intelligent reporting for planning and decision making
- Provide an integrated application environment, where users will be able to easily incorporate forward looking tasks
- Provide process audit trails for further analysis to improve internal efficiency
- Provide better Accountability through Monitoring of Work & Performance Management.
- Improve Transparency

5. Scope of Work

To achieve project objectives, bidders shall offer an appropriate Paperless Office solution consisting of Paper based document/ files scanning solution, ECM (Enterprise Content Management), iBPM (Intelligent Business Process Management), Applications software etc. The bidder is required to supply, install, configure, customize, integrate, implement, maintain and support the solution. This solution will provide a platform to store company wide paper based documents & other electronic contents with proper indexing & Meta data for their easy retrieval, as & when required. This solution will also help in the automation of day to day office activities and processes on digital platform, eliminating movement of Papers & files in physical form.

A. Bidder shall consider following general requirements to offer a suitable Paperless office solution –

1. The Bidders are advised to study the tender document carefully. Submission of Bids shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
2. The Solution having core components viz. DMS (Document Management System), Work Flow Management/Business Process Management/Case Management should be Commercial off-the-shelf(COTS) product from OEMs listed in reputed analyst reports like Gartner Magic Quadrant or Forrester Wave Report (to be provided by OEM), which is readily deployable with or without configuration to suit NRL's specific process requirements and does not involve developing the application from scratch.
3. The bidder is required to provide paperless office solution on Windows Operating System with capability of deploying in a virtualized environment on which the solution would be deployed.
4. It shall be the responsibility of the bidder to include all software components/ modules and services other than hardware, Operating System and database, whether specified or otherwise, that would be required to meet the intent and requirements of providing a total paperless office solution to NRL within his quoted price.

5. All software related to proposed solution is required to be on-premises software licensed to NRL.
6. **The Provided solution shall not be open source.**
7. The solution should be device independent and work seamlessly on devices such as mobiles, tablets etc.
8. The proposed solution shall use enterprise class components which are suitable to scale up to meet large requirements of NRL.
9. The solution shall incorporate industry best practices and be compliant to legal, regulatory and statutory requirement of working in Paperless environment and digital transactions.
10. The solution shall be web based and provide interface with and other existing & upcoming core and business IT systems of NRL, to push or pull data from respective systems.
11. The solution design shall consider the Primary Data Center and the Disaster Recovery site. NRL shall provide the LAN and WAN connectivity for the solution.
12. High availability (Active-Active) with no single point of failure at Primary data center (PDC) and no high availability at DR site. Non production environment can be deployed standalone at PDC.
13. Necessary server hardware, server software's like OS, Database and antivirus S/W will be provided by NRL.
14. NRL will only supply OS and Database along with hardware and antivirus software for Application server.
15. Space for backup and storage will be provided by NRL. Backup is not required at DR site.
16. Bidder is required to submit a hardware requirement list during submission of bid considering proposed paperless office solution.
17. To establish a centralized content/ document repository comprising of all the relevant documents of NRL (in soft form).
18. To improve the business processes in order to increase efficiency, better utilization of resources, improve productivity & reduce turnaround time (TAT)for each process.
19. To provide business continuity by ensuring availability of important documents through this solution
20. To implement suitable workflows for NRL's business processes.
21. The solution should be Unicode compliant to support multiple languages.
22. System should allow creation of a central knowledge repository of documents that can be accessed by all employees based on their roles and privileges.
23. The system should allow only authorized employees to locate, update and share documents.
24. The system should allow collaborative working on the knowledge content.
25. The system should have functionality for record management including physical records management
26. The proposed system should allow auditable document annotations like highlighting, masking, sticky notes, circling etc. on image documents.

27. The proposed system should provide the capability to subscribe for the knowledge content, category, so that the users get notifications once any new document, contents getting uploaded for the respective category or knowledge source.
28. The system should have an inbuilt viewer for viewing the images. The rendering of images should be page by page for quick viewing in the viewer.
29. The proposed system shall support in built Graphical process modeler for designing simple and complex Business Processes using drag and drop facilities.
30. Needed to implement all functionalities as mentioned in FRS (Annexure-1) during Go-Live Phase across all the offices of NRL.
31. Workflow application should have seamless integration with SAP ERP, IP21, SAP Solution Manager, In-house software applications etc. In such cases, NRL would provide data from these applications through web service which can be consumed by the bidder system for data in the Forms and Workflows. All basic CRUD (create, read, update and delete) operations need to be provided on the form. Bidder system has to provide web service / API to consume output from the forms and workflows by NRL internal applications wherever needed.
32. The system should be completely scalable both horizontally and vertically to accommodate the changing user numbers and data volumes.
33. The Solution should be capable for central or distributed deployment from document storage perspective.
34. The Solution should be web based Scalable multi-tiered architecture to support clustering at each layer i.e., Web Server, Application Server and Database for fault tolerance & load balancing.
35. Landscape for the solution hosted in NRL would be as under –
 - i. Development & Test Environment – for development and testing with local data
 - ii. UAT Environment - for testing with replica of Production environment/data
 - iii. Production Environment – for deploying Application and Database software in High Availability Mode
 - iv. DR Site - for deploying Application and Database software for 100% replication of primary site.
36. The solution will allow the simultaneous access of the same data by many users without compromising data integrity.
37. Successful bidder has to ensure and comply with NRL ISMS (ISO/IEC 27001:2013 or latest), National Cyber Security Policy requirements for the entire scope of work including all software both at DC & DR.
38. Proposed solution has to be implemented at data center located at Numaligarh, Golaghat, Assam and DR site at Siliguri, West Bengal. The solution should be compatible to be hosted in a cloud environment/ set-up. It is also expected that if the DC/DR site is getting shifted during the contract duration then successful bidder shall configure the in-scope application at the shifted location and provide services from the new location without any additional cost to NRL during contract period.
39. Successful Bidder should ensure that upgrade of any product would not result in degradation of any part of the solution. Any effort for upgrades would be on bidder's account. All upgrades are to be examined and a report to be submitted for application. If any upgrade is not to be applied, justification is to be provided to NRL.

40. As part of the implementation, the successful bidder shall prepare a project plan and a resource deployment plan for implementing proposed Solution in NRL.
41. Proposed solution must compatible with NRL's supplied antivirus application.
42. The successful bidder has to ensure that all the functionalities in FRS (Annexure-1) during UAT phase of Project execution are successfully met.
43. While at NRL premises, the bidder's team will observe normal security, safety and other office procedures of NRL
44. The successful bidder shall carry out a requirement study for the functionalities and services required by NRL, to gain understanding of the business and functional requirements.
45. Successful Bidder will be the single point of contact / reference to NRL. NRL will enter into Agreement with the Successful Bidder only. However, the bidder must confirm to NRL that they are authorized by OEM (as per Annexure –4 of the Tender Document) to participate in this tendering process and will provide all necessary support to enable the bidder to meet the deliverables and other service commitments the bidder makes to NRL in its response to the Tender Document.
46. Architectural diagrams of the Solution, product manuals offered as a part of the solution, design documents will be provided as a part of the implementation.
47. Knowledge transfer sessions will be conducted on a regular basis and on demand by the NRL team.
48. Regular meeting would be conducted to monitor progress of project as per milestones provided under the Tender Document.
49. Bidder should propose at least 2 technology consultants as part of implementation services for this project from OEM, who will be directly involved in the project for full time. Bidder has to provide the authorization letter from OEM.
50. Bidder offered solution should support all the following protocols - HTTP, TCP/ IP, FTP, SMTP, MIME, POP/IMAP, LDAP, DNS, WAP
51. The solution should support LAN, WAN, IPv4, IPv6 and WLAN
52. The solution should have case management frameworks to cater to NRL's business environment.
53. Bidder has to submit a standard hardware sizing along with bid considering landscape / architecture proposed for NRL to run bidder offered solution successfully. Also in hardware sizing list, bidder has to include specification/ configurations for scanner, SAN Storage Capacity requirements or Any other hardware component required as part of the solution. All the proposed hardware must be IPv4 and IPv6 compliant wherever applicable.
54. The proposed solution should be microservice architecture enable to take advantages of it wherever possible to meet NRL's business requirement.

B. Guidelines for Supply of Licenses

1. Proposed solution and of any other supplementary software must be latest version. Beta versions of solution or of any supplementary software/ solution shall not be accepted.
2. The successful bidder shall supply all software's and licenses required for the proposed Paperless Office solutions excluding the OS, Server hardware and Database.

3. Bidder is required to submit in Annexure – 4 details about the software to be supplied including information like functionality, OEM, Latest/Proposed version of the software etc. to fulfill the requirements of this tender.
4. All OS and Hardware will supply by NRL to run bidder solution. Solution must have the capacity to run on virtual environment and windows OS and MS-SQL Database. Bidder has to mention in bid about required Windows OS and MS-SQL database version and licenses to run bidder solution.
5. The bidder has to provide a list mentioning quantity of servers, Configuration and Specification of the Servers as per the hardware sizing, Volume of storage, count of OS & DB licenses required for its solutions.
6. The successful bidder shall design the solution architecture considering the licensing requirements for all the functional requirements of NRL. The solution/system shall have central document repository and distributed scanning locations, so scanning will take place in different locations as identified by NRL but documents will be stored in the repository in a central location.
7. The licenses to be supplied should not restrict user to use any mobile application(s) of proposed paperless office solution.
8. The licensing offered for the solution would be for 300 numbers of concurrent users considering 1200 user base. There should not be any restriction in creation of user login id for 1200 number of different users in the proposed solution. The price quoted for the license shall remain valid for a period of 5 years from completion of post go live support. To meet business needs, NRL may purchase more licenses in future.
9. All the licenses supplied by the successful bidder should be verified and validated by the respective OEM.
10. The licenses provided will be applicable for all the components of the proposed Solution and any other product offered as a part of the solution etc. The licensed software can be used by any authorised user etc. of NRL.
11. The Solution should have enterprise version of all software components / application deployed as a part of the solution. There should not be any feature & scalability restriction in the context of proposed solution/ licenses.
12. Solution including its all underlying components, application Server software should have support on 24 X 7 basis to be made available by the OEMs.
13. No separate cost will be provided by NRL other than cost of Licenses for scaling up of any underlying components including core product component, database(if any), BPM, DMS etc. including up-gradation to the latest version of those products.
14. Any additional licenses required due to incorrect sizing or lack in understanding of scope by the successful bidder shall be supplied by the successful bidder at no extra cost to NRL.
15. The License of all the components required, in line with the proposed architecture, for the proposed solution including but not limited to, BPM, DMS, software development, testing, performance monitoring, diagnostics, tuning etc. should be unlimited and perpetual and should be part of the licenses provided to NRL.
16. The Price of license quoted should be inclusive of license cost for Primary Site, DR Site, Test/Development Environment and UAT Environment.

17. In case the NRL wants to augment /upgrade the Hardware for enhanced performance it should have no relation with the license cost at any point of time.
18. There will not be any restriction on the number of documents that can be added to the system or workflows that can be configured / managed in the solution.
19. All licenses will be perpetual and would be in the name of **Numaligarh Refinery Limited** (NRL) from day one.
20. All documents / literature pertaining to licenses need to be delivered to NRL.
21. The copy of the agreement between the bidder and the OEM/OEMs if any for the purpose of this project, aligned to the terms and conditions of this Tender Document, should be shared with NRL without the commercial terms or after masking the commercial terms therein.
22. Successful Bidder should provide software and hardware keys (if any) and user id's etc. for access to online resources and technical support.
23. Licenses delivered should not be specific to any location or hardware or hardware up gradation. The server specification for both application and database may change during the period of use and the migration should be possible without any price implication. The licenses should be uninstalled and reinstalled on to new servers without any additional cost to NRL.
24. Successful Bidder must provide under software license warranty, all patches, bug resolutions, technical support for the software delivered as per AMC terms and conditions.
25. All the products quoted by bidder from all the OEMs for solution should be having the "OEM Authorization Form", authorizing such products to be bid for NRL as per attached format Annexure – 4. This is to ensure that the solution components are consistent with OEM best practices.
26. For any software component required for implementation of the Solution, the Successful Bidder shall procure and renew such licenses (perpetual and unlimited) at his cost during the contract period and would be suitably provided by the Successful Bidder at no additional cost to NRL.
27. The Successful Bidder shall under no circumstances, allow any license to expire and allow any software to be out of support during the contract period. If a third party's claim endangers or disrupts the NRL's use of the Software, the Successful Bidder shall at no further expense, charge, fees or costs to NRL and with the consent of NRL, obtain a license so that NRL may continue use of the Software in accordance with the terms of this tender and subsequent Agreement and the license agreement; or replace the Software with a compatible, functionally equivalent and no infringing product with required number of licenses.
28. The bidder should use only legal / valid software for this project; NRL would not be responsible for any use, either direct or indirect, of illegal software by the bidder/Solution Provider. Solution Provider would indemnify NRL against the same.
29. DMS, Workflow, Office Automation, Mobile capture and Scanning solution should be from a single OEM only.
30. Each bidder shall submit only one bid. In case a bidder submits more than one bid, NRL is liable to be ignored/ summarily rejected all such bids.

31. The Successful Bidder shall be responsible for providing documentary proof of delivery of licenses / renewal of AMC during the contract period. For any software component not mentioned in Annexure – 4 but required for implementation of the Solution, the Successful Bidder shall procure and renew such licenses (perpetual and unlimited) at his cost during the contract period and NRL shall not pay for other than the commercials mentioned in the Price Bid.
32. The Bidder shall ensure that the Software products quoted as part of this Tender Document are not declared end of life during period of contract. In the event that any of the aforesaid Software products are declared end of life within the said period, then the Bidder shall at least inform one (1) year in advance to NRL of such an occurrence and shall, at its own costs and in any event within a period of 6 months from the date of intimation by NRL in this regard, take the following measures: (i) provide a new suitable product as per the requirements of the Contract; (ii) configure, integrate and migrate the existing Software/data to the new product. The Bidder shall ensure that while undertaking the above process, there are no additional financial/ commercial implications to NRL and there is no interruption in the functioning of the Solution. The Bidder shall complete the above process on its own. The acceptance of this new solution would be subject to the satisfactory acceptance testing for the Solution by NRL as indicated in this tender, the costs for which testing (including costs involved in availing services of an external consultant) shall be to the account of the Bidder.

6. Implementation scope

The implementation scope would include all such activities required to make the Paperless Office Solution operational. The activities under implementation would include:

- a. Project Preparation
- b. Business Design
- c. Configuration / Customization
- d. Testing
- e. System Acceptance
- f. Training and Change Management
- g. Documentation
- h. Final Preparation
- i. Cutover and Go-Live
- j. Post Go Live Stabilization Support

7. Functional Scope

The Successful Bidder should implement the paperless office solution in-line with Functional and Technical requirements of the Request For Proposal (RFP) as detailed in the Annexure 1. Also, the successful bidder shall provide the confirmation from the solution's OEM vendor that the proposed solution is adequate to meet the NRL's functional requirements as per Annexure 1. All the requirements have been classified into following features:

- a. Paper based document/ files scanning solution, Image Processing applications
- b. Document Management
- c. File Management
- d. Intelligent Business Process Management / Workflow / Case Management
- e. ECM (Enterprise Content Management)
- f. Extended components including mobile applications/interface
- g. e-Office
- h. Record Management.
- i. Knowledge Management
- j. Committee and Meeting Management
- k. Correspondence Management
- l. Office Note Management
- m. Parliament Questions Management
- n. Integration with SAP-ERP & other IT applications
- o. Any other software as part of the required solution
- p. Digitization

8. Geographical Scope

The paperless office Solution shall be used by the end-users across all present and upcoming locations of NRL. The successful bidder shall have to deploy appropriate resources at respective offices and key units during different stages of the project (if required).

Presently, NRL has offices in different locations as given below:

Office	Location
Refinery site	Numaligarh , Golaghat , Assam
Registered Office	G.S. Road, Christianbasti, Guwahati
Siliguri Marketing Terminal	Siliguri, West Bengal
Marketing and Business development office	G.S. Road, Dispur, Guwahati
Coordination office	Tolstoy Marg, Delhi
Kolkata Office	Golf Green, Kolkata

9. Integration Scope

- A. The proposed Paperless Office solution shall integrate and interface with various existing and upcoming IT Systems and application(s), as per details given below:
- Integration with SAP (ERP):** A tight integration between proposed paperless solution with existing SAP ERP or upcoming SAP S/4HANA is required with the help of certified connectors/ adaptors/ BPM tools etc. so that Workflows involving file/ note-sheet based approvals and simultaneous release/ approval of SAP documents e.g. PR, PO, SES etc. could be made automate.
 - Integration with Mailing System:** Paperless office solution shall use NRL's mailing system for workflow notifications and mail based approvals. Users shall be able to store relevant mails (received, sent etc.) in the solution to be part of relevant files/ compound documents.
 - Integration with Intranet Portals:** Documents related NRL's Intranet Portal build on Microsoft Share Point shall be stored in the proposed paperless office system, which shall be accessible from both the systems. It shall also be possible to post web contents generated & approved under BPM workflow to NRL's internal portals.
 - Integration with Other in-house IT application:** Proposed solution should be able to integrate with existing and upcoming IT in-house developed applications using secure web services or other mechanism for exchanging data or storing document where ever it is required in a business process
 - Integration with MS AD:** For user logins, AD shall be used and required integration shall be undertaken. Any additional security requirements shall also be implemented.
 - Integration with Digital Signature:** The proposed solution should be able to integrate with the Digital Signature solution for using in a transaction where ever it is required to sign a document digitally. Also, it should enable NRL to use electronic signature for users who does not have digital signature or for devices which does not support digital signature or require as per business process.
 - SMS Gateway:** Proposed solution is expected to integrate with the SMS gateway solution being currently used at NRL to send SMSs to end users. The proposed solution should be able to integrate with SMS gateway solution in order to push notification to end user pertaining to his/her task.
- B. The integration with enterprise third party should be done using standard connectors/ web services/equivalent mechanism.
- C. Successful bidder has to test all the integration cases related to proposed solution with proper test data and duly signed off from NRL core team after completion of test and before transporting to live server

10. Processes to be Implemented and duration

Following is the list of 5 processes to be implemented in proposed paperless office solution within 8 months duration.

Processes	
i.	Procurement to Payment process
ii.	Benefit Management
iii.	Travel reimbursement
iv.	Committee formation and meeting management
v.	Plan Project approval process

Among above mentioned 5 processes, bidder has to complete **Procurement to Payment** process first.

Following is the brief details of each process:

- i. **Procurement to Payment process:** This process will include all the activities related to initiation of procurement proposal by user department and its approval, selection of vendors through various approval process , placement of orders , goods/service receive approval process and subsequent payment process to vendor, closing activities of proposals etc.
- ii. **Benefit Management:** Settlement of benefits like medical, communication, conveyance etc. claimed by employee
- iii. **Travel Reimbursement:** All the transactions related to employee's travel claim and its settlement etc.
- iv. **Committee formation and meeting management:** Tracking expiry, renewal of the committee forming for different purposes in different time in NRL, Scheduling meetings of constituted committee and keeping track of decisions taken, drafting minutes of meetings, allocating responsibilities and making online status updates etc.
- v. **Plan project approval process:** It will facilitate initiation of project proposal and its review and approval by multiple approvers.

More details about the processes will be available to the Successful bidder during Implementation phase. It is expected that successful bidder will do proper study of proposed processes and however possible, effort will be made to take some processes parallel to reduce total duration of entire project.

The successful bidder is also anticipated to carry out study of existing IT systems in NRL and phase out the systems getting replaced by proposed solution after taking due approval from NRL. Any data required to be migrated from current systems to the proposed solution shall be undertaken by successful bidder.

11. Project Preparation

The successful bidder shall prepare a Project Management Plan including detailed project plan, indicating all activities with resources required, their roles and responsibilities and time schedule of deliverables at the start of the project in kick off meeting and submit to NRL for approval.

- i. Successful bidder has to conduct kickoff meeting within 7 days from date of issuing purchase order/LOA and in Project Kick Off meeting , bidder has to submit project plan
- ii. The project charter should also contain brief project description, approach and methodology, milestones, project organization, project resources, project risks and mitigation plans, and dependencies
- iii. The project charter should include a detailed program for installing and implementing the paperless office Solution covered under this RFP.
- iv. Successful Bidder shall independently size the RFP requirements and propose the team size accordingly. Project team members shall be deployed onsite till completion of stabilization period. The successful bidder should not release proposed resources, till rollout of the solution across NRL without prior knowledge and permission of NRL. If necessary, any changes to the existing resource that Successful Bidder desires to do, should take written approval from NRL and there should be a proper transition between outgoing and incoming resources with minimum 1 weeks of transition period.

- v. The Project Manager should be full time and should be deployed for entire duration of the implementation phase.
- vi. Successful Bidder is expected to mobilize the team and set-up Project Management Office at NRL site within 15 days from the date of kick-off meeting or mutually agreed date in kick-off meeting, for commencement of work. The office space and facility shall be provided by NRL .
- vii. The Successful Bidder should bring his tools for Documentation, project management and any other tools found necessary for managing the project for delivery and maintenance of the Solution.

12.Business Design

The Successful Bidder shall ensure following in Business Design Phase:

1. Current state study of Business Processes. As a part of this study, the successful bidder shall understand the current set of activities/ processes and identify the fields of metadata to be captured and mention the same in the SRS(software requirements specification) document.
2. Documentation of activities/ processes to be mapped in proposed paperless office solution in consultation with NRL's CoreTeam in terms of process standardization, flow-charts, MIS reporting requirements, Work-flow requirements etc. Also, successful bidder shall identify customization requirements in the standard Solution to fit NRL's business requirements.
3. Successful Bidder shall provide initial functional training to NRL's core team to facilitate understanding of functionalities of proposed paperless office solution. This training will help NRL to analyse and assess the changes recommended by successful bidder in "Future State" and "Gap-Analysis" Documents.
4. Successful bidder is expected to conduct workshops, give detailed presentations on the business blueprint, which will include the gap analysis, way forward to fill the gap and specific recommendations for adoption of new improved business processes by NRL.
5. The successful bidder shall have to get the business blueprint document validated by the OEM.

13.Configuration and Customization

1. The successful bidder shall be responsible for installation of proposed paperless office solution, database, tools, and any other component required for making the solution successfully operational as per NRL requirement.
2. Successful Bidder shall conduct a study of the NRL's technical and functional requirements with process owners and then make the required system configuration & design modifications to implement the requirement in order to achieve the desired functionality. However the same must be tested, accepted and approved by NRL.
3. NRL intends to implement the BPM solution as per the leading practices available in industry, as far as practically possible.
4. Successful bidder is required to undertake customization that may be needed in line with the changed, improved or specific business processes requirement prepared during Business Design phase of the proposed paperless office solution Implementation without any additional cost to NRL other than implementation cost .
5. Successful bidder shall have to study the requirement for creating the forms and user interface and create such forms and user interfaces as part of implementation of proposed paperless office solution.
6. NRL reserves the right to seek customization to meet its unique requirements and validate the design or findings suggested as custom development by the successful bidder.
7. NRL reserves the right to get the functional specifications and effort reviewed by an external consultant.
8. NRL team also reserves the right to be fully associated for the configuration/ customisation of the system for enabling complete knowledge transfer.

14.Testing

1. The Successful bidder shall provide details of tests being carried out during the implementation (e.g. including conference room pilots, unit tests, System integration tests, Stress tests and final user acceptance test) and associated test cases. The test cases shall be validated by NRL Core Team.
2. Successful bidder shall prepare documents capturing the strategy for performing testing for the paperless office Solution. This document would include, at minimum, testing plans, schedules, content and training approach and methodology. Testing strategy should define the requirements and goals of paperless office

- Solution's configuration, determine the tools and methods used to check that the system responds correctly, determine how and when the test will be performed and recommend how the approval process should happen.
3. Successful bidder shall be responsible to identify and inform NRL regarding testing requirements and impacts and also assist NRL's core team in the testing of the application.
 4. Successful bidder must ensure deployment of necessary resources and tools during the testing phases.
 5. The various testing which successful bidder has to perform are as follows:
 - a) **Base Line Testing:** The purpose of baseline scope testing activities is to plan and conduct testing to validate the baseline configuration. Baseline scope testing shall ensure that baseline configuration is valid, and shall support the processes defined in the Design phase. Baseline testing scope shall include Unit testing for testing functionalities within modules and scenario testing for testing of all processes with scenarios. Baseline scope testing shall be carried out in three steps:
 - i. **Define baseline test cases:**
 - a) Successful bidder shall develop the baseline test plan with scenarios and test data, which will be used for testing based on the test templates finalized during project preparation phase along with NRL.
 - ii. **Create baseline test plan**
 - a) Successful bidder shall organize and follow up the unit and scenario testing at the module level during Baseline scope testing.
 - b) Successful bidder shall assign timeframes and resources for testing.
 - iii. **Test Baseline**
 - a) Successful bidder shall use the Baseline test plan and the test cases to test Baseline configuration.
 - b) Successful bidder shall update the status including date of completion, results and issues observed during the testing in the Baseline worksheet.
 - b) **Development Testing:** After development and customization/ configuration of the Paperless Office Solution, the successful bidder shall conduct tests to demonstrate the readiness of the system which meets all the requirement specifications (functional and Non-functional) as brought out in this RFP. On the basis of these tests, a report would be submitted by the successful bidder for review and approval by NRL. Successful bidder should perform following as a part of the scope:

The development testing shall cover all the custom developed functionalities as part of configuration/customization phase.

Development should not only be tested by the developer but also by the NRL to make sure that the test results (output data) are correct, and reflect the processes defined in the Business blueprint report.

Successful bidder shall perform a code review for each of the custom development as a part of quality procedure and submit it to NRL.

After development testing is completed, all customer-specific programs and forms shall be included in the Final Integration Testing.

- c) **Integration and System Testing:** The purpose of the integration test is to execute the integrated components, including simulation of live operations, and analyse the results that are important for the functional verification of the production system.
 1. Integration testing shall be accomplished through the execution of predefined business flows, or scenarios, that emulate how the system will run the processes/ activities practiced at NRL.
 2. The test shall be performed in a multifaceted computing environment comprising of proposed paper less Solution, third party software, system interfaces and various hardware and software components.
 3. The integration tests shall build the necessary level of confidence that the solution is complete and will perform the business processes of NRL.
 4. Integration testing shall focus on cross-functional integration points, as well as end-to-end business processes/ activities.

The final integration test plan shall start with the testing of the cross-functional integration points (touch points) and end with the end-to-end testing of critical business processes identified within the Business blueprint report.

- d) **Performance Testing:** As part of performance testing, once the system integration testing of the configured and customized paperless office solution has been conducted successfully, load, scalability and stress testing would be conducted prior to commissioning & Go-Live.

Successful Bidder should use suitable simulation tools in accordance with the agreed test procedures keeping in view NRL's projected load of end-users as proposed by successful bidder and agreed by NRL.

15. System Acceptance

The successful bidder shall develop acceptance test procedures for NRL's approval. The purpose of this acceptance is to ensure conformance to the required process operations, response times, and integrity of the proposed solution after installation, and to eliminate any operational bugs. Acceptance testing has to be conducted in the test system. System Acceptance would also include:

1. Fine tuning of the solution and assurance that all proposed supplementary software components are installed.
2. All the acceptance tests should be carried out before Go-Live.
3. Bidder at its own cost shall get the paperless office Solution audited through a CERT-IN empanelled auditor for vulnerability assessment. Total time needed for audit has to be mentioned in project plan.
4. At the satisfactory conclusion of these acceptance tests, the implementation of the software shall be considered complete for migration and Go-live.

16. Training Requirements and Change Management

1. During Business Design, successful Bidder shall provide initial functional training to NRL's core team comprising maximum 25 members to facilitate understanding of functionalities of proposed paperless office solution. This training will help NRL to analyse and assess the changes recommended by successful bidder in "Future State" and "Gap-Analysis" Documents.
2. NRL will not bear any additional cost for training.
3. Successful bidder is expected to conduct workshops, give detailed presentations on the Business Blueprint, which will include the gap analysis, way forward to fill the gap and specific recommendations for adoption of new improved business processes by NRL.
4. The successful bidder will be responsible for training the designated core team (functional and technical) of NRL for the paperless office solution (ECM + BPM + Database etc.) covering product features, configuration, customization, parameterization, operations, management, error handling, system administration, etc. with respect to Paperless Office Solution through OEM/SI with mutual discussion with NRL.
5. Power users of all NRL locations shall be trained at NRL Site or any other location of NRL setup after mutually agreed by NRL and bidder before the go-live. After the stabilization period these power users shall impart user trainings and support as and when required.
6. The successful bidder shall also conduct a one day workshop (independent from the training session for primary team) for the senior management of NRL at respective locations. This workshop shall cover the capabilities and functionalities of the implemented solution.
7. In addition, successful bidder is expected to provide technical training to at least 12 IT team members of NRL in 2 batches.
8. With regard to activities under the scope of the bidder in this RFP; the bidder needs to provide a comprehensive training methodology document and the training should cover at least the following areas:
 - a. Functionality available in the solution
 - b. Customization development
 - c. Parameterization
 - d. Data Migration
 - e. Impact analysis
 - f. Auditing techniques
 - g. Advanced user training
 - h. Advanced trouble shooting techniques
 - i. Deployment of various products/ packages as part of the solution
 - j. Techniques of generating various MIS reports from the solution provided
 - k. Advanced training on database systems and network systems to be used by the proposed solution
 - l. Log analysis and monitoring

- m. Incidence analysis and reporting
 - n. Training for report writer facility to create new reports and modify existing reports
 - o. System and Application administration at NRL facilities
9. The training will be held at NRL's training centers, head office or other NRL's office locations specified by NRL.
 10. The successful bidder will be responsible for providing the users with the requisite training material (for functional training, technical training, and end user training material and other relevant material) in soft copies at least for the primary team. The onus of preparing the training material will be on the successful bidder.
 11. The successful bidder will be responsible for preparing, circulating and collecting training feedback forms from the participants and ensure analysis is performed and action is taken on the feedback provided.
 12. The successful bidder will provide a detailed training methodology & schedule to NRL for review and sign – off prior to commencement of the training.
 13. The successful bidder should continuously refine and re-confirm the training needs with the NRL's project manager as the project progresses. The successful bidder should ensure full knowledge transfer to NRL team as and when required basis their roles and responsibilities.
 14. The minimum qualification for any trainer allocated to NRL against this RFP shall be 4 Years of Experience as a Trainer (Techno-Functional). Appropriate document has to be submitted for the verification of experience.

17.Final Preparation

1. The successful bidder shall perform System Management – Volume and Stress Testing.
2. The successful bidder shall prepare a Project Management Final plan for go-live
3. The successful bidder shall ensure quality check on the final preparation plan provided

18.Cut-over Strategy and Go-live Plan

1. The Successful bidder provides Cut-over strategy and Go-Live plan
2. The Successful bidder shall provide Standard Operational Procedure (SOP) manuals
3. The Successful bidder provide full system documentation
4. The Successful bidder provide System Administration Manuals
5. The Successful bidder shall provide Toolkit guides and troubleshooting guides

19.Documentation

The successful bidder shall provide complete documentation (including legal documentation) of all subsystems, licensed system software, licensed utility software and other licensed software.

Successful bidder has to provide following minimum documents to NRL:

- Installation guides
- System and administration manuals
- Technical support handbook
- User Manuals
- Test cases and their output
- Error Messages and their Meanings
- Toolkit guides and troubleshooting guides
- Training Manuals
- Analysis & Design Manuals with the relevant data flow diagrams, entity relationship diagrams, schemas etc.
- Additions/ changes to the documents after upgrades and
- Operations Manuals.

These documents are essential as a part of transferring functional and technical knowledge of proposed paperless office solution to NRL and NRL will not bear any cost for document listed above.

20. Post Go-Live Support and Stabilization Phase

On-site Post-Go Live support to be provided for a period of 4 months at no additional cost to NRL. The Successful bidder shall continue deploying the same technical & functional consultants at site for first 2 months and at least two resources for rest 2 months in post go-live support and stabilization phase. Resources must be competent to handle all the activities related to post go live support and should be from project implementation team. Activities would include:

1. The Successful bidder shall provide post Go-Live support, as part of the scope of the project and smooth running of it.
2. During this period bidder will regularly monitor the activities performed in the paperless environment, as configured in roll out phase and identify any bottlenecks and improvisation required for performing the activities. Bidder will be responsible for Fine tuning the system to address the identified bottlenecks and improvisations required.
3. Updated user, configuration or any other manuals if required and deliver to NRL prior to the completion of stabilization support.
4. Provide solution to the issues raised by NRL's core team immediately
5. During post go-live support and stabilization period, the successful bidder shall help NRL users to correct any errors incurred while utilizing the paperless office solution.
6. Perform knowledge transfer activities to NRL team which need may arise in post go-live period due to change in the system
7. During this period, all Software patches shall be supplied & implemented free of cost as and when they are available. The bidder shall inform release of patches/service packs/Upgrades as and when they are available and implement according to the direction from the NRL without any cost.
8. Backend support from OEM shall also be made available, as & when required.
9. Any modifications/bug fixing/security objections related to the requirements covered in the scope of this RFP will also be provided without any extra charge to NRL.
10. The support should not become void, if NRL buys, any other supplemental hardware from a third party and installs it within these machines with intimation and approval to the successful Bidder.
11. Support shall be provided during applications loading and tuning of the system. All support with respect to OS tuning, kernel parameter optimizing etc for smooth running of applications shall be provided during this support period.
12. All other supplied licensed software shall be provided with updates and version upgrades as and when they are released and need to implement according to the direction from the EIC, free of cost to NRL.
13. If any document/ manual supplied by the Bidder are found to be inadequate/ incomplete within the period of the contract, the Bidder shall replace/complete such document/ manual at their cost within 15 days time.
14. No issue related to 5 processes mentioned in section 10 above should remain open at the end of post Go-Live support period of 4 months. Subsequent to the successful closure of all such issues, NRL shall provide sign-off for the stabilization support phase.

21. Project Deliverables

The successful bidder shall submit a schedule for, but not limited to, milestones and deliverables mentioned in Annexure - 5 that would be delivered during the course of the project plan. The successful bidder shall be bound with the proposed and finalized project plan and timelines for submission of deliverables. The successful bidder shall furnish detailed information regarding each deliverables of every step of activities proposed during and after the implementation of project. The activities to be covered by successful bidder in phases are listed in Annexure – 5.

22. Implementation Timelines

1. GO-Live – 8 months from the Date of Kick-off meeting.
2. Post- Go-live support and Stabilization for 4 month from date of sing-off of go-live of project.

23. Annual Maintenance Contract(AMC)

1. AMC will start after Post go live support. Comprehensive AMC should be provided for 5 years from the date of end of post go-live support of 4 months.

2. The selected Bidder shall be required to sign an Annual Maintenance Contract as per the provisions made in this tender document.
3. No separate charges shall be paid for travel/visit (if required) of engineers or attending to faults and repairs during AMC period.
4. Proper permission from NRL's concern person has to be taken by bidder before starting any activity related to maintenance of implemented paperless office solutions during AMC. NRL may assign its own employee or authorized outsourced resource to engage in maintenance related job along with successful bidder's deployed resource. NRL may carry maintenance job of its own under supervision of successful bidder's expert.
5. Patch management should be performed by certified personnel of Bidder at NRL premises or same can be done remotely with proper consent from NRL.
6. Any software change arising due to any bug reported in software shall be carried out by the bidder during AMC period at no extra cost to NRL.
7. Bidder shall perform problem analysis, bug fixes, patch management and upgrades.
8. Bidder shall maintain data regarding entitlement for software enhancements, refreshes, replacements and maintenance.
9. Bidder should carry out any requisite adjustments / changes in the configuration for implementing different versions of Application Software.
10. Successful Bidder shall provide and implement from time to time the Updates of the application of proposed paperless solution as required. The bidder should provide updates & patches of the software and tools to NRL as and when released by OEM/OEMs without any cost to NRL.
11. The Successful Bidder would be responsible for the availability of the software applications by patching / upgrading the COTS applications as and when necessary, reporting of platform related bugs, suggesting work arounds as emergency measures.
12. Bidder shall provide patches to the licensed software for proposed paperless solution including all its underlying components.
13. There should not be any limits on the number of incidents reported to the bidder. NRL shall have access to the online support and tools, if any, provided by the bidder/OEMs.
14. Bidder has to provide support for proposed Solution including it's all underlying components, application Server software on 24 X 7 basis to be made available
15. The bidder shall provide support through telephone and through some kind of call logging system where NRL can log problem and bidder has to respond to the complaint in maximum 4hours time. The said telephonic / Solution Manager support shall be available during NRL's business hours from 0800 hours to 2000 hours on all working days i.e. Monday to Saturday except NRL's office holidays. The list of NRL's holidays (region wise) would be provided to the bidder at start of year.

24. Technical & Functional support for 200 man days

Additional 200 man days has been kept to support NRL on need basis for handling activities as mentioned in, but not limited to, below given list-

1. Development, customization , test and deployment of new business process /existing business for change management processes as per NRL requirement
2. Change/Development Activities has to be finalized within mutually agreed time by NRL and bidder
3. If required , bidder has to deploy own or OEM resources on site to carryout assigned job.
4. No extra cost besides to and fro traveling cost will be reimbursed at actual (2nd AC Train fare /Economy air fare)based on documentary evidence by NRL along with invoice raise for completed job
5. Adequate documentation has to be prepared on job completed and need to submit to NRL
6. Has to perform testing on assigned task and submit test cases and their result/out come to NRL
7. Assigned Job will be accepted as complete when NRL will sign-off the job
8. Payment for man days will be released based on invoice submitted against each completed sign-off job.

NRL guesthouse will be provided for accommodation for onsite resources deploy by bidder on chargeable basis. In case of non-availability of guesthouse bidder has to arrange accommodation at nearby hotel at their own cost.

25.Laptop /Desktop

The successful bidder shall depute his personnel along with the Desktop/Laptop for contract duration as mentioned in RFP. These Desktops/Laptops shall be configured as per the security policy of NRL for the duration of their work.

26.Movement & Accommodation of Manpower deputed by bidder

Accommodation of manpower deputed during implementation and post go-live support period shall be in the scope of bidder. However NRL may provide guest house accommodation to bidder manpower on chargeable basis subject to availability of (Guest house) accommodation. Successful Bidder has to arrange transportation at his own expense for deputed manpower movements for this project.

27.Confidentiality Agreement

A confidentiality and non-disclosure agreement has to be signed between the bidder and NRL in compliance with NRL Information Security Management System policy.

Service persons shall not access any system, information, data, media, password, services except exclusively provided to them for performing assigned works as per term & conditions and scope of work of the NRL work order.

28.Pre-Bid Queries

The bidder is requested to submit their queries /clarifications through e-mail as per Annexure-6 so as to reach NRL **at least one week before** the last date of submission of bid. The e-mail id where bidders have to send their technical/functional/commercial queries to

- parasnat.k.baruah@nrl.co.in
- shyam.s.barua@nrl.co.in
- nirmali.das@nrl.co.in
- sanjeev.dibragede@nrl.co.in

It may be noted that all queries, clarifications, questions etc., relating to this RFP, technical or otherwise, must be in writing only and should be sent to the designated e-mail ID stated above.

Bidders may please note that NRL shall not accord any further opportunity to the bidders to address their concerns and queries at any later date, unless in exercising its full and final discretion it deems it necessary to do so.

29.Payment term

Payment will be released based on progressive milestones mentioned below-

Sl No	Completion Milestone	Payment Percentage details
1	Delivery of paperless office solution license and Other software licenses including Hardware sizing	75% of license cost
2	On Go-Live	15% of license cost
3	End of Post Go live support for 4 months	10% of license cost
4	Go-live of Procurement to Payment process	50% of Implementation Cost
5	Go-live of following processes i. Benefit Management ii. Travel reimbursement iii. Committee formation and meeting management iv. Plan Project approval process	40% of Implementation Cost
6	End of Post Go live support for 4 months	10% of Implementation Cost

Note –

- a. Each Completion Milestone of the Project as mentioned in the above table would be followed by sign-Off by NRL team.
- b. Payment at each Completion Milestone would be released after successful sign-off by NRL team.
- c. No payment would be released unless all the Functionalities as mentioned in FRS (annexure-1) are successfully showcased and signed-off by NRL team.
- d. Applicable AMC charges will be paid at the end of each quarter during AMC period based on invoice submitted.

30. Bid Evaluation Methodology

The competitive bids shall be evaluated in three stages:

- Stage 1 – Eligibility Evaluation
- Stage 2 – Technical Evaluation
- Stage 3 – Commercial/ Financial Evaluation

1. Eligibility Evaluation

Eligibility criterion for the Bidders to qualify this stage is clearly mentioned as “**Eligibility Criteria for Pre-Qualification of Bidders**” in Section 2 above. The Bidders who meet ALL these criteria would only qualify for the second stage of evaluation. The Bidder would also need to provide supporting documents for eligibility proof. All the credentials of the Bidder necessarily need to be relevant to the Indian market.

The decision of NRL shall be final and binding on all the Bidders to this document. NRL may accept or reject an offer without assigning any reason what so ever.

2. Technical Evaluation

Only those bidders who fulfill the criteria mentioned in section 2 above as “**Eligibility Criteria for Pre-Qualification of Bidders**” shall be eligible for technical evaluation. The bidders **scoring less than 80 percent** marks (cut-off marks) in the Technical and Functional specification (FRS) as mentioned in Annexure –1 shall not be considered for commercial opening of the bids. Once the evaluation of technical proposals is completed, the bidders who score equal or more than the prescribed cut-off score will only be short-listed for commercial opening of the bids. Bidder need to provide Solution Type against each Functional/Technical Requirement listed in Annexure-1 and marks shall be assigned as per below Table accordingly for each Functional/Technical Requirement. Against Each Functional/Technical Requirement bidder has to fill compliance as **Response Codes** S, C and N as defined in below table.

Table- Response Codes for Functional/Technical Specification

Solution Type Offered by Bidder as per Annexure – 1	Response Codes	Marks	Description
Standard(S)	S	4	If the functionality is in standard product
Customization(C)	C	2	If bidder will customize the standard product to meet the functionality
Non-Compliant (N)	N	0	If the functionality is not feasible

3. Commercial/ Financial Evaluation

Only those bidders who score equal or more than 80 percent marks in Functional and Technical (FRS) as mentioned in Annexure –1 will be considered for the Commercial/Financial Evaluation stage.

The commercially lowest bidder ("L1 Bidder") will be taken into consideration for arriving at the selection of the Successful Bidder and the award will be notified, without any prejudice to the right of NRL to reject any or all bids.

31.Verification of Technical bid documents

- a. NRL reserves the right to verify/confirm all original/submitted documentary evidence, references submitted by the bidder in support of mentioned clauses of eligibility criteria, failure to produce the same within the period as and when required and notified in writing by NRL shall result in summary rejection of the bids .
- b. NRL reserves the right to conduct a verification of the customer references submitted by the bidder (if any). NRL also reserves the right to conduct a verification of the competency and infrastructure of the bidder. NRL will conduct all or any of these verifications to satisfy itself on the bidder's capability to supply the tendered products and services compliant to the requirement specifications defined in this tender. In the event of the verification revealing that a bidder does not have the capability to supply the tendered services compliant to the requirement specifications defined in this tender, NRL may at its discretion reject the bid.

32.Clarification of Bids

- a. During evaluation of the bids, the NRL may at its discretion, ask the Bidder for clarification of its bid. The bidder has to submit the clarification as desired by NRL. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted.
- b. No Bidder shall contact the NRL on any matter relating to its bid, from the time of the bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the NRL, it should be done in writing or through email only.

33.Deviation

If the bidder proposes to deviate any clause or terms and condition laid down in the tender document, whether technical, implementation or any other, the same has to be clearly mentioned in Annexure-2. Acceptance of deviation is subject to discretion of NRL.

34.Intellectual Property Right(IPR)

All the documents, any modifications/customizations etc. arise out of jobs related to this proposal will be the property of NRL.

35.Subletting Agreement

The successful bidder shall not without the prior written consent of NRL sublet or assign this agreement. In case of any consent given by NRL for assigning or subletting will not relieve the bidder from the full entire responsibility of his obligations under this agreement and/or instructions issued to him.

Annexure 1 : FRS (Functional/Technical Requirement Specifications)

	Name of Bidder:		
S No	Functional/Technical Requirement	Solution Type Offered by Bidder (Standard(S)/ Customization(C)/ Non-Compliant (N))	Bidder's remarks, if any
	General Requirements		
1	The solution should be platform independent. It should support commonly used open source and proprietary platforms (OS, DB, Web Server, App Server, monitoring platforms, etc.)		
2	The solution should be device independent and work seamlessly on devices such as mobiles, tablets etc.		
3	It should support virtualization or without virtualization environment to run		
4	The solution should be fully web-based with no client component installation required on the user's workstation.		
5	Inter-operability - The systems must seamlessly integrate with any or all of the existing legacy and Core applications and shall support interface with other open-standard systems.		
6	The solution should be secure with complete access and role management features.		
7	The solution should support remote accessibility, via VPN or Internet.		
8	The solution should provide an interface for approvals/other appropriate actions from mail messaging solution.		
9	The solution should have the capability to compress the document set/ file from the source and decompress the document set/ file at the destination for bandwidth optimization		
10	The solution should have the capability to support two-factor authentication for specific transactions/ activities		
11	The solution should have the ability to upgrade the authentication and authorization mechanisms to accommodate the future requirements		
12	The solution should have the ability to verify digital certificates wherever certificates are available.		
13	The solution should have the capability to logout a user from a central location		
14	The solution (technical architecture and its limitations) should be scalable to accommodate business/user growth by adopting microservice architecture wherever applicable.		
15	Each solution component proposed should be highly flexible and scalable to accommodate future upgrades/modifications, i.e. without the necessity of re-writing code or undertaking other major efforts, the solution component(s) should be easily upgradeable to increased workload, better performance, additional users and improved network connectivity.		
16	The solution should have the capability to prioritize functionality to ensure that standard processes have sufficient resources to run within required time lines without being affected by ad-hoc user requests.		
17	Solution should be Unicode compatible to provide support for different languages without requiring buying separate language packs.		
18	The system allows to configure, deploy and administer the BPM platform and application artifacts.		
19	The system should support multitenancy (on premise or public cloud), including security.		
20	The solution should support versioning across multiple tenants (on premises or in the cloud).		
21	The ability to make many changes to the resulting solution		

	rapidly and easily while maintaining solution integrity. This includes the use of integrity checkers, extreme programming concepts, rapid configuration and change management for assembled services.		
22	The solution should allow the user to search structured and unstructured text, indexes, images and content - internally or on the Web.		
	Multiple Initiation Methodology		
23	The solution should support multiple initiation methodologies for different user groups or document types.		
24	The solution should support automatic initiation on the basis of incoming emails with email as an attachment.		
	DMS		
25	System should be compliant to open standards like CMIS, ODMA		
26	The system should be able to exchange data with other databases/ applications.		
27	Provision to work offline on documents and store it back to Central Repository.		
28	If the document is modified by any user, the system should sync the modified document to the repository, creating a new version and should distribute this new version to all subscribers.		
29	Users should be able to upload documents including media files (audio/video) by simple drag and drop into the repository which can be accessed on the basis of user right		
30	Users should be able to attach tags and descriptors to the documents, that they are uploading		
31	Should provide thumbnail view for documents without opening a document.		
32	Should have workflow capabilities with regard to the content approval/publishing process		
33	Support to add / delete / edit one or multiple indexing parameters without any coding.		
34	The Enterprise Content Management (ECM) should allow creation of a central knowledge repository of documents that can be accessed by all employees based on their roles and privileges.		
35	The Enterprise Content Management system should have a well-defined workflow engine that allows processes for knowledge creation, approval and archival for re-use.		
36	The system should have feature to intimate a user about his content being approved / rejected.		
37	Provides subscription capabilities for a document to subscribe users that enable users to subscribe and receive updated document via sync capability, automatic email notifications when items/documents change or when new content/document is uploaded for the respective category of knowledge source.		

38	The system should allow online as well as offline multiple / bulk file upload.		
39	The Enterprise Content Management central repository should have folder wise categorization like technical, manuals, departmental, personal etc. Ability to create folder hierarchy and it shall allow creating documents or folders in it.		
40	The system should allow only authorized employees to locate, update, delete and share documents which mean that system provides comprehensive security including role-based, account based, rule-based and content-level security models, ensuring only the right people can access protected information.		
41	Ability for administrator to restore an accidentally deleted file		
42	The system should keep a track of different document versions modified by different users with facility to roll back to previous version.		
43	The system should allow mail recipients to archive the mail/message for future references.		
44	The proposed system should allow to search for documents using full text search, index based search, date, range, properties of knowledge content, Boolean search etc.		
45	The system shall support saving of search queries and search results		
46	The system should have an inbuilt viewer for viewing images. The rendering of images should be page by page for quick viewing in the viewer.		
47	The system should support viewing and rendering of PDF/A documents in inbuilt viewer.		
48	The system should have capability to attach citations and synopsis with the respective knowledge content.		
49	The system should allow configuration of security based on meta-data values. For e.g. it should be possible to configure drop down list of metadata with values such as Confidential, Public, Private, with associate security policies. Changing the value of the metadata from the drop down, should result in application of the respective security policy.		
50	The system should provide provision for having discussion threads against document. These discussion threads should be searchable.		
51	System should provide detailed audit trails to capture actions on documents such as creation, deletion etc. Both success and failure of these actions should be audited.		
52	The system should provide the ability to tag documents (apart from structured metadata) and allow users to like documents. The user should be able to search documents on tags.		
53	The system should support the LDAP standard and should		

	support integration with Microsoft Active Directory. It should be possible to view and utilize the users and groups available in the Active Directory for providing authorizations and privileges to users.		
54	The system should allow creation of user groups, without disturbing the user groups created in the Active Directory		
55	The proposed system should have dashboard and reporting capability for viewing the reports such as knowledge content added by users, number of documents per category, content pending to be approved etc.		
56	The system should provide Enterprise Content Management "help" functionality to the end user.		
57	The system should provide a 256-bit encryption for the documents at rest.		
58	The system should provide capability to compress the documents storage.		
59	The Enterprise Content Management Shall have an enterprise Document Management System in the backend to hold all the content published in the Enterprise Content Management System		
60	The Enterprise Content Management system shall support separate Document/Image server for better management of documents and store only metadata information in database for best performance.		
61	The DMS of Enterprise Content Management system should be format agnostic and should allow storage of any digital data like images, Office Files, engineering drawings, PDF, PDF/A, photographs, video & audio files etc		
62	Facility to alert administrator for archiving the document in different storage area based on predefined rules and retention policy.		
63	The system should allow content to be approved by multiple users or authorities and comments marked by multiple users		
	Indexing		
64	The System shall provide facility to index folders, files and documents on user-defined indexes like department, ministry, file number, year etc.		
65	The system shall facilitate manual and automatic indexing using OCR functionality or from other applications		
	Correspondence Management		
66	The system shall have a repository or predefined folder / area where all new correspondences are received after scanning.		
67	The system shall have a facility to add correspondences in electronic format from local computer drive.		
68	The system shall have a facility to add a Note with a correspondence.		

69	The system shall have a facility to route the correspondences using workflow feature of a system.		
70	The system shall support ad-hoc routing of a document		
71	The system shall have a facility to prepare response and attach with the correspondences workflow		
72	The system shall provide an interface to track & search the status of a correspondences in a workflow		
73	The system shall have a facility to generate various reports w.r.t. correspondences workflow such as pending with users, pending since, elapsed time, initiated by, completed by etc		
74	The system shall have a facility to track a department where a correspondence is pending.		
75	The system shall have a feature to recall a correspondence from other user.		
	Integration and Web Services		
76	Should be based on open standards and have API support for data import & export		
77	The System shall provide support to invocation of external programs to perform activities of a process like legacy application screen for data entry.		
78	The System shall support integration with Email Servers.		
79	The System shall provide fully functional APIs for Integration.		
80	The System shall support integration with SAP or SAP S/4HANA so that documents/information uploaded through the system should allow to view from SAP also.		
81	The solution should support integration with existing applications/systems of NRL.		
82	System shall provide a web interface and should support popular browsers such as Microsoft Explorer, Firefox, Chrome, and any other proposed browser.		
83	The solution should support XML based interfaces for solution integration.		
84	The system should allow integration with standard portals and allow 'single sign-on' for managing user access.		
85	Solution should be able to integrate with MS-SharePoint , SAP DMS		
86	The solution should be able to integrate with SMS gateway and mailing solution at NRL to push notifications pertaining to user's task		
87	System shall have a facility to call SAP transaction and display SAP screen related to that SAP transaction code within the system itself for doing SAP related activities.		
88	The system shall provide facility to integrate with "Digital Signature" or electronic signature where ever it is required as per business process and must comply with latest Govt of India IT Act.		

	Robust Workflow Capabilities		
89	Workflow for routing and tracking of documents, messages and Forms		
90	Compliance to workflow standards: BPMN, BPEL and WFMC.		
91	The system shall have a workflow engine to support all types of document routing mechanisms like sequential, parallel, management hierarchy, Rule based routing, ad-hoc routing, etc.		
92	System should support a web based GUI through which workflows can be graphically designed by authorised users.		
93	The solution should provide support for referring work-items to other users outside the pre-defined route.		
94	The system shall allow workflow roles to be configurable and assignment of roles to user profiles shall be done by authorised users only. Multiple user roles shall be supported.		
95	The system should have the flexibility for the designated authorities to dynamically design the workflow and the system should be flexible enough to change the workflow from time to time for different schemes.		
96	System shall support specifying workflows with target dates and times assigned to individual workflow steps. Target dates and times can be changed in mid-stream depending on workflow variables and status.		
97	System shall support subsequent workflow steps to be activated automatically upon completion of previous steps.		
98	System shall allow workflows to be re-routed and/or activated based on time. The time thresholds for re-routing should be configurable.		
99	The solution should allow the users to put shared and secured notes for collaborative working on items in workflow.		
100	Facility of attaching documents and folders in work items		
	Reminders and Alarms		
101	The system should have the capability to set automatic reminders and alarms to concerned users (through email/SMS etc.).		
	Security & User Management		
102	The system shall support definition of Users, Groups and Roles relation in the system		
103	The solution must maintain access controls at user level.		
104	The system shall support access permissions on Folders, documents and object level		
105	System shall support for application based rights		
106	The system shall support multiple levels of access rights (like Delete/ Edit/ View/ Print/ Copy/ Download).		

107	The system shall support secure login id and passwords for each user and passwords shall be stored in encrypted form in database		
108	The system shall have a facility to define password policy with extensive password validations like passwords must be of minimum 8 characters, shall be alphanumeric, locking of user-id after three un-successful attempts, password expiry, password history so that passwords are not same as previous passwords etc.		
109	The system shall provide LDAP support for integrating with directory services and shall support single sign on		
110	The system shall support Extensive Audit-trails at document, Folder and for highest levels for each action done by particular user with user name, date and time		
111	The System shall support integration with database-based authentication.		
112	The system shall support integration with PKI infrastructure as well as bio-metric solution for enhanced security.		
113	The solution should log all the actions done by individual users with user name, date and time and the administrator should be able to generate detailed audit logs and history of the process instance.		
114	Solution should support SSL, HTTPS and session timeouts.		
115	The solution should not be prone to Man-in-the-Middle (MiTM) and related type of attacks by using techniques such as, but not limited to, session management, authorization, encryption etc.		
116	The solution should maintain event logs to identify violations of access control.		
117	The solution should have a mechanism to allow mandatory change of password on first logon by the user.		
118	The solution should have the capability to support synchronization with the central time server to ensure accurate time-stamp information.		
119	The solution should display a disclaimer against unauthorized use.		
120	The solution should have a provision for account lockout after 5 unsuccessful login attempts to prevent 'password guessing' attacks.		
121	The solution should manage change of password securely by prompting the user for old password and should be immune to the Back/ Refresh attack.		
122	Input data to the application from all sources (such as, form fields, URL parameters) should be validated at the client as well as the server side.		
123	Error messages provided by the solution should be customized to avoid the leakage of internal information		
	Administration		

124	The system shall support web-based administration module for the complete management of system.		
125	The Admin module shall support Users/Groups/Role definition and granting Access Rights to them and set password expiries		
126	The Admin module shall provide interface for purging old audit trail and do selective logging i.e. select the system or application features for, which the audit trails have to be generated.		
127	The Admin module shall provide facility to take complete and incremental backups and shall be able to integrate with third party backup solutions.		
128	The solution should allow administrators to suspend, resume and control various processes from the same interface.		
129	The solution should maintain an audit trail to capture history of all transactions performed on the solution.		
130	The solution should have rule versioning with rollback.		
131	The solution should ensure that audit trail data cannot be modified in any way, or any part of the data be deleted by any user, including an Administrator;		
	Archival of Electronic documents		
132	The System shall support categorization of documents in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder		
133	The system shall support versioning of documents with facility to write version comments and comparison of different versions of document		
134	The system shall allow Locking of documents for editing and importing it back into the system through check-in/Check-out features		
135	System should support configuration of verification processes for different business types. It should be able to handle multi-user environment for processing files related to different business types. While processing a file, all the data and images for each transaction should be displayed to processing users and processing users should be allowed to accept, reject or send the files for review		
	Image Processing Application		
136	Should provide an integrated scanning engine with capability for centralized and decentralized Scanning & Document Capturing. The scanning and document management solution should be from same OEM so as to provide an integrated solution right from capture to archival of documents.		
137	The scanning solution should have the capability to capture the document through mobile devices.		
138	Should have a well-defined capture module for support of		

	document processing, validation, index building, and image enhancements.		
139	Should be able to support the capture of digital records of at least the following formats: • Emails and attachments • OCR documents Images - .tiff, jpeg, gif, PDF etc.		
140	The proposed solution should provide for automatic correction of parameters like format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc. during scanning. The scanning solution should provide support for automatic document quality analysis so that any bad quality document doesn't get uploaded to the repository. There should be an independent software quality check service available as part of overall scanning solution which can be used to audit scanned documents for resolution, format/ compression, orientation etc.		
141	Should have capability of automatic segregation of documents/records based on Barcode, Blank page, Fixed page and auto Form recognition		
142	Provide Image processing libraries that support image enhancements such as changing contrast, zoom in/out, cleaning etc and other imaging features like compression and extraction etc		
143	The templates for scanning of different document types and adding indexing fields should be configurable through the UI without any coding		
144	The Scanning Module should allow to scan single document as well as document in bulk with facility of segregation of scanned images as different document types like letter, circular, etc.		
145	The scanning system should support the TWAIN and ISIS standards for scanning		
146	The scanning system should support web based scanning, thick client scanning as well as an offline client which should allow scanning of documents when not connected to Server.		
147	Scanning System should have provision for converting scanned documents into full text searchable PDF.		
148	The system should have provision for zonal OCR for meta data.		
149	The system should have provision for click and key, allowing users to click on image to extract printed characters – normally referred to as rubber band OCR		
150	The system should provide built in OCR, ICR, Barcode to allow these different types of prints to be read from scanned images.		

	Records Management		
151	Solution should manage lifecycle of documents through record retention, storage, retrieval and destruction policies.		
152	Solution should support managing and tracking of physical location of documents		
153	Solution should provide the configurable capability of record classification as per the record keeping structure (File Plan) of department.		
154	Solution should have a facility to define disposition schedule / policies for record		
155	When record is moved out of the facility, system should have a capability to capture the transport /courier detail		
156	Solution should provide report on the Records in the selected file plan component such as number of records present, number of record folder, Record creation date, etc • Report on activities of the selected user • Report on the Request/Return activities • Report on overdue items • Reports on records, whose retention period are getting over in specified time • Reports on disposition schedule		
	Business Process/ Case Management		
157	The Enterprise Content Management system shall have a Business Process Management(BPM)Framework to facilitate re-engineering of processes and act as a platform for building specific application and have a workflow engine to support different types of document routing mechanism including: Sequential routing –Tasks are to be performed one after the other in a sequence. Parallel routing – Tasks can be performed in parallel by splitting the tasks among multiple users and then merging as single composite work item The system shall support conditional merging of multiple parallel activities e Response from mandatory parallel work stages before it can be forwarded to next stage Rule based routing - One or another task is to be performed, depending on predefined rules Ad-hoc routing: Changing		
158	BPM should come with rules engine for configuring business rules/policies as • If then else conditions • Decision Tables		
159	There should be no coding required to develop business		

	rules and rules should have versioning		
	Process Flow Designer (Graphical Route Designer)		
160	The solution should provide a graphical interpretation of the processes being executed by the users(for completion status, current actor details, aging of file/ document at a particular step).		
161	The interface shall be easy to use so that Process owners can change the business process as and when required.		
162	The system shall enable process designers to design multiple sub-processes. This includes mapping of the existing process instance to the newly created process instance as per mapping defined in the route.		
163	Facility to copy and paste work stages along with all its properties.		
164	The system shall allow process designers to design properties for each work stage like default document view, form view or Exception view etc.		
165	The system shall allow users to define entry-level settings like Increase of priority or sending an email trigger on the basis of pre-defined conditions or setting up particular variable or property etc.		
166	Shall provide a Unified Designer for designing rules and conditions for workflow routing/process without any coding using drag and drop facility.		
167	The system shall track all the exceptions raised in the course of process and shall maintain history of that with user name, date, time and comments.		
168	The system shall provide facility to generate event based triggers for automatically sending mails, generating responses, invoking data form for data entry etc.		
169	The BPM framework of Enterprise Content Management System shall give a facility to define Turnaround time for the complete process and also for the individual work stages for efficient monitoring		
170	The system should provide an integrated design tool to allow single point design of all elements of the solution such as Process Flows, Tasks, forms, Rules, Documents, Process Properties and routing logic.		
171	Organizational model support, including reporting and functional unit relationships. "Swimlanes" are a popular representational approach.		
	Form Builder		
172	The Form designer should be capable of defining textboxes, Combo boxes, radio buttons, Drop down etc and link directly to the back-end tables.		
173	The form should have facility to set user rights on form contents.		
174	Simple and multi-tab forms can be created		
175	Documents and Forms should be visible over a split view of interface for ease of form viewing and document viewing.		

176	Supports responsive HTML 5 forms by form builder		
177	Should have the facility to use scripts for defining field level validations.		
178	The solution should allow designing custom forms that can be attached to one or more stages of workflow.		
	Automatic Escalations		
179	The solution should have the capability to define multi-level escalation matrix.		
180	The solution should have the capability to define deadlines to individual work stages and escalation to respective or group of individuals, if desired action/ instance is not processed in pre-defined time frame		
181	The solution should provide facility to define multi-level escalations on the basis of deadlines i.e. Level 1 escalation after specified time and Level 2 escalation after specified time.		
182	The solution should have the capability to define holidays and working hours and the escalations and reminders that should be raised on the basis of this i.e if the escalation time is set for 2 days and there is Sunday in between then it should not be included		
	Task Management		
183	The solution should allow specific users to define tasks for individual or group of users with deadlines.		
184	The solution should allow users to define check lists for individual stage/ whole process with option to make particular checklist items as mandatory. The solution should not enforce any limit on the number of documents in the checklist		
185	The solution should have the capability to raise triggers as per the checklist/ corresponding validations on checklist items		
186	Solution should allow the users to route/ re-route the jobs to one or more other users by job and by users (e.g. on long leave, resignation).		
187	Solution should have the capability to automatically route temporary jobs to one or more other users (e.g. temporary covering of duties).		
	Monitoring & Reporting Tool		
188	The BPM shall provide graphical and tabular tools to view progress of each individual process.		
189	System shall provide a facility to configure dashboard for individuals for e.g. dashboard for director, dashboard for GM's, dash board for Executive Director etc		
190	Able to view KPIs in graphical representations		
191	User shall be able to create drill down in a report for specific information analysis.		
192	The Enterprise Content Management shall support the configuration and real time generation of any kind of reports like statistical and management reports, operational reports, KPI reports, Performance comparison reports, SLA compliance Report etc.		
193	The System shall support extensive Reports on audit trails and shall also provide data points and facility to design new reports		
194	The application shall log all the actions done by individual users with user name, date and time and the administrator shall be able to generate detailed audit logs and history of the process instance.		
195	User should be able to configure dashboard without any coding.		

	Annotations		
196	The Image applet shall support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc.		
197	The system shall support automatic stamping of annotations with user name, date and time of putting annotations.		
198	The system shall store annotations as separate file and at no time, the original image shall be changed. The system shall provide facility of taking print outs with or without annotations		
	File/Office Note Management		
199	The system shall have a draft folder to save Office Notes that are created through in-built text editor. The editor should have basic functionalities such as highlighting a part of note, underlining, making bold, creating paragraphs, having bullet numbering, creating tables etc.		
200	The system shall provide facility to open multiple documents simultaneously.		
201	The system shall provide a facility to add new documents in the file by calling native application like Word, Excel etc. from the same interface.		
202	The system shall replicate the Present physical file handling in the same manner as followed and should have Whitehall view. i.e. electronic files shall looks similar to Physical file with right hand side of the file holding the "Correspondence" & left hand side of the file holding the "Note-Sheets".		
203	The system shall have a facility to create/open a new electronic file as well as a Part File, which can be merged with the main file at a later stage.		
204	The system shall also generate a Barcode number on successful creation of a file. This barcode can be pasted on a physical file for tracking, in case physical file is also used.		
205	Numbering for the file should be unique and auto-generated as per the format using presently in NRL for physical file		
206	The system should mandatorily capture information like File Subject, Department etc. while creating the file.		
207	Any type of documents like Images, PDF files, Office files like word, Excel, power point presentations, AutoCAD drawings etc. can be added to the electronic file in the Correspondence side.		
208	The note editor should support adding note in English & Hindi.		
209	The system shall provide list of "Standard Noting" templates like "Put up for approval", which can be used by users		
210	The system shall provide security on notes so that Noting/comments once written signed and forwarded shall not be amendable/editable by any user including originator.		
211	The system shall provide facility of securing the notes or making a noting confidential and allow only selected authorized officers to view the secured notes.		
212	Facility to approve the file by single or multiple users		

213	Facility to create approval hierarchy for each type of approval		
214	Facility to mark the file to any user outside the predefined approval hierarchy		
215	Provision to modify the approval hierarchy / routing at any level of hierarchy		
216	Provision to recall or re-allot the file to other user		
217	Provision to upload the documents at any level of hierarchy		
218	The system shall have facility to “Recall” the file from other users.		
219	The system shall allow the user to keep a file “On-Hold” by specifying the reason for hold.		
220	The system shall provide a facility to track the file by authorized users at any point of time in the system.		
221	The system shall allow maintaining information & tracking of Physical Files also, if need be.		
	Adaptive Case Handling		
222	The solution should have the ability at runtime to link scenarios with policies and rules in flight.		
223	The solution should be able to support rule groupings around policies and scenarios synchronized with rule rollout procedures.		
224	The solution should support the creation of unique business logic (including calculations, business rule logic, etc.) appropriate for the solution domain.		
225	The solution should have the ability to perform tasks and interact with processes in an offline mode.		
226	The solution should enable the user to initiate an appropriate response without switching out of the dashboard view to another application.		
227	The solution should be able to detect threats, opportunities and other anomalies; and raise alerts for at-risk process instances and activities; trigger automatic compensating actions.		
228	The solution should coordinates the interactions of actors (people, devices and computer systems).		
229	The solution should support dynamic (choose between predetermined options) and ad-hoc (unplanned) process flows.		
230	The solution should have rules-driven process snippets.		
231	The solution should support parent/ child relationships between cases.		
232	The solution should support parallel execution of process snippets related to a case.		
233	The solution should support native business rules engine / business rules management		
234	The solution should have the ability to model a case object and associate content, roles and access privileges to the		

	case. Ability to define vertical and horizontal business domain specific data models, nomenclature and case hierarchies.		
--	--	--	--

Note:

Please note that all the requirements mentioned in Annexure 1 are critical for the envisioned paperless office solution. NRL may at its sole discretion ask any/ all the bidders to justify “Non-Compliant (N)” response identified against any requirement. Any unreasonable non-compliance/ deviations to functional or technical requirements may lead to disqualification of the bid at sole discretion of NRL.

Annexure 2: Deviations of Terms and Conditions

To,

**The GM (Commercial) I/c
Numaligarh Refinery Ltd.
Golaghat, Assam
PO: NRP, Pin: 785699**

Dear Sir,

Sub: Tender no. Supply, Installation, Implementation, Commissioning and Maintenance of Enterprise wide Paperless Office Solution in NRL dated....., 2019.

Further to our proposal dated, in response to the Request for Proposal for Supply, Installation, Implementation, Commissioning and Maintenance of Integrated Business Process Management System (IBPMS) (hereinafter referred to as “RFP”) issued by Numaligarh Refinery Ltd., deviations are as below;

Deviations

S No	RFP Reference	Deviation	Bidder Comments
1			
2			
3			

Place:

Date:

Seal and signature of the bidder

Annexure 3: Confirmation of Eligibility

(The bidder is requested to submit the confirmation of eligibility criteria basis the format mentioned below)

A. Qualification Requirement for the bidder/System Integrator

S No.	Criteria	Document to be uploaded	Compliance (Yes/No)	Uploaded File name /document name
1	The bidder should be a public / private limited company registered in India under Companies Act of India	Certificate of incorporation		
2	The bidder should have been in existence in India for a minimum period of 5 years as on the date of submission of bid.	Certificate of incorporation		

3	The bidder should be an OEM or authorized partner of OEM for supply of licenses/commercial support and solution implementation and maintenance support under onsite comprehensive warranty/AMC/commercial support, for the products required to implement the proposed paperless office solution.	Authorization letter from OEM		
4	In last Five years from the date of submission of bid, the Bidder should have implemented offered/similar OEM's enterprise wide multi-location paperless office solution consisting of ECM or it's underlying components viz. Document Management System (DMS) or BPM or Workflow Management or Case Management solution for at least one PSU/Govt. dept. in India having 400 users or more. The offered/similar OEM's product must comply with the criteria as mentioned in point B.4 below. OR In last Five years from the date of submission of bid, the Bidder should have implemented at least one offered/similar OEM's enterprise wide multi-location paperless office solution consisting of ECM or it's underlying components viz. Document Management System (DMS) or BPM or Workflow Management or Case Management solution in any organisation having user base of 1000 users or more. The offered/similar OEM's product must comply with the criteria as mentioned in point B.4 below.	a) Documentary evidence in the form of Work order/ Purchase order, Job Completion certificate from client or receipts of payment or any other duly authorized document which conclusively proves the completion of the work awarded. From documentary evidence, it should be cleared that for how many users the implementation/job was completed. b) Certification of currently running of solution from client along with the client's contact details.		
5	Bidder will be solely responsible for the execution of the project as a single point solution provider and the sole prime contractor for the entire project.	Attach a self-undertaking by the bidder		

6	All the software modules of paperless office solution should be commercial of the shelf and from the single OEM only.	Self- Declaration		
7	The SI (Bidder or the group company) should be CMMI Level 3 or above Certified.	Valid CMMI certificate as on the date of bid submission		
8	The SI (Bidder or the group company) should be ISO/IEC 27001:2013 or latest (for IT solutions and Services) certified	Valid certificate as on the date of bid submission		

B. Qualification Requirement for OEM

S No.	Criteria	Document to be uploaded	Compliance (Yes/No)	Uploaded file/document name
1	The OEM for proposed ECM/BPM/Paperless Office solution should be a registered company under Companies Act of India.	Certificate of Incorporation		
2	The OEM and the proposed product should have been in existence in India for at least 5 years as on the date of submission of bid.	Certificate of Incorporation and product released certificate		
3	The OEM should have at least 5 implementation partners for the proposed ECM/BPM/Paperless Office solution in India.	Copy of certificates/ letter issued to the implementation partners by the OEM indicating the period of validity		
4	Bidder/SI Offered OEM products should appear as a “LEADER” in year 2017 or 2018 either in Gartner’s Magic Quadrant of Report for Content Services Platforms or Intelligent Business Process Management Suites or in the Forrester Wave: Digital Process Automation Software report.	Relevant Gartner’s or Forrester’s report		
5	OEM should have a published road map of product support and development for at least next 5 years.	Supporting document from OEM.		

Annexure 4: OEM's authorization form

Note: This authorization letter should be printed on the letterhead of the Original Equipment Manufacturer(OEM) and should be signed by a competent person having the power of attorney to bind the manufacturer.

RFP No

Dated: DD/MM/2019

To,
The GM (Commercial) I/c
Numaligarh Refinery Ltd.
Golaghat, Assam
PO: NRP, Pin: 785699

Sub: Tender no. Supply, Installation, Implementation, Commissioning and Maintenance of Enterprise wide Paperless Office Solution in NRL dated, 2019.

Dear Sir,

We, <Manufacturer Name> having our registered office at <Manufacturer Address>, are an established and reputed Manufacturer of <Software and Applications>. We refer to the tender document bearing reference no. [number to be inserted] ("TenderDocument"). We have read and understood the requirements of the Solution as set out in the Tender Document.

We confirm that <Bidder Name> having its registered office at <Bidder Address> is our authorized partner for _____. We hereby certify that we have agreed to provide below mentioned products to enable <Bidder Name> to provide the Solution as per the requirements of the Tender Document.

We agree that we shall provide all necessary and requisite support to the above mentioned products for the life of the products and for 5 years after its end of life with standard support. We hereby certify that our below mentioned products meet the requirements of the Solution as per terms of the Tender Document.

S No	Name of software	Functionality	OEM	Make/Model(If any)	Version

We duly authorize the said firm to act on our behalf in fulfilling all installations, technical support and maintenance obligations required by the contract.

We further certify that, in case the authorized distributor/ system integrator/ bidder is not able to meet its obligations as per contract during contract period, we, as the OEM, shall perform the said obligations with regard to their items through alternate & acceptable service provider without any additional cost to NRL.

Yours faithfully,
For <Manufacturer Name>
<Authorised signatory>

Name:

Designation:

Place:

Date:

Annexure 5: Project Deliverables

The following table covers the milestones and deliverables for the project.

Sl No	Completion Milestone	Deliverables
1	Project Initiation & License Procurement Hardware Sizing	• Project Kick Off • Initial Demonstration on Paperless Office Solution's Module functionality • Project Plan • All software Licenses related to proposed paperless office solution with media • Hardware Sizing Documents • Resource Deployment Plan
2	Business Design	• Workshop for Business blue print/ Software Requirement • SRS Document/Business Blueprint Document • Master data collection templates • Training Strategy • Readiness of Development Server and software component installation
3	Configuration and Customization	• Development/ customization/configuration of the system as per the SRS • Configuration document for all processes and modules consisting of system setting and parameters • Customization-design, development and technical documents • UI, Form and work flow Creation • End User Documentation and Training Material • Customized code detail along with manual documentation, if any • Readiness of Test Server • Software Component installation in Test environment
4	Testing	• Deployment in Test Server • Testing Strategy document -Testing Plan, Test data and results. • Test cases • Base Line Testing report • Development Testing report • Integration Testing report • Performance Testing report • OEM Performance/ Load testing report • System Acceptance Testing Report, Test performed, Test results and Resolution reports for the issues identified during the testing
5	Final Preparation	• Training Plan & environment setup • Training Material/Manuals to be Given • Training for Administrators and Core Team • User manuals, including system instructions and use cases, how to run a program to perform specific task in the system with sample reports, screen formats etc. System Management –Volume and Stress Testing • Detailed Project Plan • Internal Helpdesk Plan and Manual • Project Management Final Preparation for go-live

		• Quality Check Final Preparation phase • Software Component installation in Production and DR environment
6	End User Training Cutover and Go-Live	• End user Training Plan & environment setup • End user Training Material/Manual • Training Report of End-User • Cut-over strategy and Go-Live plan • Standard Operational Procedure (SOP) manuals • Full system documentation • System Administration Manuals • Toolkit guides and troubleshooting guides • Implementation of all processes mentioned in this RFP and Go-Live
7	Post Go-Live support & stabilization phase	• Issue Monthly Reports • Updated user and configuration manuals

Annexure 6: Pre Bid Query Format

Note: Bidder's request for Clarification - to be submitted **at least one week before** the last date of submission of bid. If, bidder, desiring to respond to RFP titled Supply, Installation, Implementation, Commissioning and Maintenance of Enterprise wide Paperless Office Solution in NRL dated, 2019 requires any clarifications on the points mentioned in the RFP, it may communicate with Numaligarh Refinery Ltd. (NRL) using the following format.

All questions received will be formally responded through e-mail and responses will be circulated to all participating bidder if required. The source (identity) of the bidder seeking points of clarification will not be revealed.

In case of multiple queries, the contact details need not be repeated and only last two rows of the below format (table) are to be furnished for the subsequent queries.

To The GM (Commercial) I/c Numaligarh Refinery Limited. Golaghat, Assam PO:NRP, Pin:785699 Ref:					
BIDDER'S REQUEST FOR CLARIFICATION					
Name of Organization submitting request				Name & position of person submitting request	
				Full formal address of the Organization including phone, fax and email points of contact	
				Tel:	
				Fax:	
				Email:	
S.No.	Section No.	Page No.	Point No.	Content of RFP requiring Clarification	Points of clarification required
1					
2					

Annexure 7: Undertaking by System Integrator

(Company letter head)

RFP No:

Date: DD/MM/2019

**To,
The GM (Commercial) I/c
Numaligarh Refinery Limited.
Golaghat, Assam
PO:NRP, Pin:785699**

Dear Sir,

Sub: RFP Tender no. Supply, Installation, Implementation, Commissioning and Maintenance of Enterprise wide Paperless Office Solution in NRL dated,..... 2019.

I/We do hereby undertake that we shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information to any third party.

I/We do hereby undertake that except with the written consent of the Buyer/ Seller, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information to any third party.

I/We do hereby undertake not to copy the AS-IS documentation in any form Xerox, electronic, or via DMS or any other physical/electronic means.

For and on behalf of the Bidder

(Signature)

(Name of the Authorized Signatory)

Date

Address

Location

Annexure 8: OEM Vendor Undertaking

Note: This letter of authority should be on the letterhead of the OEM and should be signed by a person competent and having the power of attorney to bind the respective OEM.

RFP No:

Date: DD/MM/2019

To,

**The GM (Commercial) I/c
Numaligarh Refinery Limited
Golaghat, Assam
PO:NRP, Pin:785699**

Dear Sir,

Sub : RFP Tender no. Supply, Installation, Implementation, Commissioning and Maintenance of Enterprise wide Paperless Office Solution in NRL dated,..... 2019.

We who are established and reputable manufacturers/ producers of _____ having factories/ development facilities at (address of factory/ facility) do hereby authorize M/s _____ (Name and address of the bidder) to submit a Bid, and sign the contract with you against the above Bid Invitation.

1. We hereby confirm that response to functional requirements (As mentioned in the RFP) by the bidder is reviewed and approved by us.
2. We hereby confirm that the licenses proposed by bidder for paperless office solution are adequate to fulfill NRL's requirement as per RFP.
3. We hereby confirm that the hardware sizing proposed by bidder for paperless office solution is adequate to fulfill NRL's requirement and is as per the Industry best practices
4. We hereby confirm that for setting up of a Disaster Recovery environment, no additional cost would be incurred by NRL on account of paperless office solution licenses.
5. We hereby undertake that we will conduct performance testing of the proposed solution post its implementation before Go-live of the solution.

Yours faithfully,

(Signature)

(Name of Authorized Signatory)

(Designation)

(Date)

(Name and address of the manufacturer)

(Company Seal)

Annexure 9: OEM's declaration for Paperless Office Solution component which are not from OEM

Note: This declaration should be on the letterhead of the OEM, if applicable

Date: DD/MM/2019

To,
The GM (Commercial) I/c
Numaligarh Refinery Limited
Golaghat, Assam
PO:NRP, Pin:785699

Sub: Tender Document No. _____ dated _____.

Dear Sir,

We declare that we do not have a product which caters to some of the broad functionalities details as published in this tender.

Hence our authorized partner M/s would be quoting products from other OEM's instead of choosing a product from our stack.

S. No.	Product Component	Description (Use of this component)	Alternate Product	OEM for Alternate Product
1				
2				
3				

We hereby certify that the above listed software products are compatible with and shall fully be capable of integration with our Software products.

Yours faithfully,

(Signature, name and designation of the Authorised signatory)
Name and seal of OEM/OEMs

Annexure 10: Agreement between bidder and OEM/OEMs , Bidder & other OEM's , bidder & Service providers

To,

The GM (Commercial) I/c

Numaligarh Refinery Limited

Golaghat, Assam

PO:NRP, Pin:785699

Sub: Tender Document No. _____ dated _____.

Dear Sir,

We are enclosing the firm agreements between us (the bidder) with the OEMs. We agree that no changes shall be made to the said agreements without prior intimation to NRL in writing. We further agree that we shall not make or propose any changes which are detrimental to the Contract or to NRL.

The table provides a list of all the agreements included along with this Annexure. The column "Type of Partner" has been completed as per classification of the service being taken.

S No.	OEM Partner Name	Software Licenses For the Products	Signed (Y/N)	Name of the file of the agreement between Bidder and the OEM/Partner	Type of Partner
					OEM/OEMs for proposed solution component(s)
					OEM/OEMs for Support software

Yours faithfully, _____

(Signature, name and designation of the Authorised signatory)

Name and seal of bidder

COMMERCIAL REQUIREMENTS

ANNEXURE –I

DETAILS OF SIMILAR WORKS DONE DURING THE PAST FIVE YEARS

Name of Work : Supply, Installation, Implementation, Commissioning and Maintenance of Enterprise wide Paperless Office Solutions NRL (COMM/C11/6450).

Tender No. : OC11000116/NIR DTD. 16.07.2019

Name of Bidder :

Sl.No.	Full postal address of client & name of officer-in-charge	Description of work	Value of contract	Date of commencement	Actual compln. time in months	Yearof Compln.	Remarks
--------	--	------------------------	----------------------	-------------------------	----------------------------------	-------------------	---------

(SIGNATURE OF BIDDER)

CONCURRENT COMMITMENTS OF THE TENDERER

Name of Work : Supply, Installation, Implementation, Commissioning and Maintenance of Enterprise wide Paperless Office Solutions NRL (COMM/C11/6450).

Tender No. : OC11000116/NIR DTD. 16.07.2019

Name of Bidder :

SL. NO.	Full Postal Address of Client & Name of Officer-in-Charge	Description of the work	Value of contract	Date of commencement of work	Scheduled completion period	Percentage completion as on date	Expected date of completion
1	2	3	4	5	6	7	8

(SIGNATURE OF BIDDER)

COMPLIANCE TO BID REQUIREMENTS

Name of Work : Supply, Installation, Implementation, Commissioning and Maintenance of Enterprise wide Paperless Office Solutions NRL (COMM/C11/6450).

Tender No. : OC11000116/NIR DTD. 16.07.2019

Name of Bidder :

We confirm that our bid complies to the total techno-commercial requirements of bidding document without any deviation.

(SIGNATURE OF BIDDER)

ANNEXURE - IV

BID VALIDITY

Name of Work : Supply, Installation, Implementation, Commissioning and Maintenance of Enterprise wide Paperless Office Solutions NRL (COMM/C11/6450).

Tender No. : OC11000116/NIR DTD. 16.07.2019

Name of Bidder :

We hereby undertake that our bid for the above stated work shall remain valid for a period of 6 (six) months from the date of opening. In case of our revoking or canceling the bid within the validity period, NRL is entitled to forfeit the Earnest Money Deposit paid by us along with the bid.

(SIGNATURE OF BIDDER)

ANNUAL TURNOVER IN LAST THREE YEARS

Name of Work : Supply, Installation, Implementation, Commissioning and Maintenance of Enterprise wide Paperless Office Solutions NRL (COMM/C11/6450).

Tender No. : OC11000116/NIR DTD. 16.07.2019

Name of Bidder :

Sl. No	Financial Year	Turnover
1	2015-2016*	
2	2016-2017	
3	2017-2018	
4	2018-2019	

Copy (ies) of audited Trading & P/L accounts of respective years to be provided

** (Turnover for FY 2015-2016 shall be considered in absence of supporting documents for FY 2018-2019)*

(SIGNATURE OF BIDDER)

CHECKLIST FOR SUBMISSION OF BIDS

Bidders are requested to fill this checklist and also to ensure that the details/ documents have been furnished as called for in this bidding document.

Please tick (✓) the box for this details furnished in the bid.

1. Power of Attorney in the name of the signatory of the bid.	:	☐
2. Submission of bid letter along with one set of bidding document.	:	☐
3. Validity of bid for 6 (six) months from the date of opening of bid as per format.	:	☐
4. Earnest Money Deposit.	:	☐
5. Copy of GST Registration Certificate	:	☐
6. Equipment proposed for deployment as per tender requirement (with supporting documents, if any)	:	☐
7. Organogram with qualification and experience of the personnel to be deployed at site	:	☐
8. Details of concurrent commitment.	:	☐
9. Copy of PAN card.	:	☐
10. Copy(ies) of work order(s) and completion certificate(s) in support of the similar work(s) mentioned by you	:	☐
11. Compliance to the requirement of bidding document	:	☐
12. Copy of Audited Trading and profit & loss accounts as proof of turnover.	:	☐
13. Each page of the submitted tender document duly sealed & signed.	:	☐
14. Integrity Pact	:	☐

Bidder should list the exclusion, if any, along with the reasons thereof.

NOTE: In addition to the above checklist of documents, Bidder is required to submit all the relevant/supporting Annexures with regards to “Special Terms and Conditions of Contract” and “Commercial Requirements”.

(SIGNATURE OF THE BIDDER)

ANNEXURE-VII

Name of Work : Supply, Installation, Implementation, Commissioning and Maintenance of Enterprise wide Paperless Office Solutions NRL (COMM/C11/6450).

Tender No. : OC11000116/NIR DTD. 16.07.2019

01. NAME OF BIDDER :
- ADDRESS :
- PHONE NO :
- E-MAIL :
- CONTACT PERSON :
02. REGISTRATION NO. & CLASS :
IF ANY
(SPECIFY ORGANISATION)
03. EARNEST MONEY DEPOSIT :
WITH DETAILS
04. PREVIOUS EXPERIENCE :
(Contractor should submit the
work order copy and completion
certificate along with the offer)
05. WHETHER SSI UNIT :
(If yes, please furnish the copy
of the Registration Certificate)
06. PAN No issued by Income Tax Dept :
(Please furnish the copy, if any)
08. GST Tax Registration No. :
(Please furnish the copy of GST
Registration certificate)

I/We hereby offer to execute the above mentioned work as per enclosed SOR (PRICED BID) and as per laid down terms and conditions of this Bid document.

(SIGNATURE OF BIDDER)

Date :

Place :

BANK GUARANTEE FOR EARNEST MONEY DEPOSIT
(To be stamped in accordance with the stamp Act)

Ref.....

Bank Guarantee No.....

To,

Numaligarh Refinery Ltd.
 Regd. Office: 122A,
 G.S. Road, Christian Basti,
 Guwahati-781005, Assam,

Dear Sir (s)

In accordance with letter inviting Tender under reference No.....
 M/S.....having their Registered/Head office
 at.....(hereinafter called the Tenderer) wish to
 participate in the side tender for.....

As an irrevocable bank Guarantee against Earnest Money Deposit for an amount of
 Rs.....is required to be submitted by the Tenderer as a condition precedent for
 participation in the said Tender which amount is liable to be forfeited on the happening of any contingencies
 mentioned in the Tender Document.

We, the.....Bank at Having our Head
 office..... (Local Address) guarantees and undertakes to pay
 immediately on demand by Numaligarh Refinery Ltd. The amount
 Rs.....Without any reservation, protest, demur and recourse. Any
 such demand made by Numaligarh Refinery Ltd. shall be conclusive and binding on us irrespective of any
 dispute or difference raised by the Tendered.

This guarantee shall be irrevocable and shall remain valid up to.....
 [this date should be 180 days(one hundred & eighty days) after the date finally set out for closing of tender] If
 any further extension of this guarantee is required, the same shall be extended to such required period on
 receiving instructions from **M/s Numaligarh Refinery Ltd** on whose behalf this guarantee is issued.

In witness where of the Bank, through its authorized officer, has set its hand stamp on this.....Day
 of.....20.....at.....

WITNESS:
 (SIGNATURE NAME)

(SIGNATURE NAME)
 Designation with Bank Stamp
 Attorney as per

(OFFICIAL ADDRESS)

Power of Attorney No.....

Date.....

Annexure -A

Name of Work : Supply, Installation, Implementation, Commissioning and Maintenance of Enterprise wide Paperless Office Solutions NRL (COMM/C11/6450).

Tender No. : OC11000116/NIR DTD. 16.07.2019

110.0 ARBITRATION:

- a) Any dispute or difference of any nature whatsoever, any claim, cross-claim, counter-claim or set off of NRL (hereinafter Company) against the Contractor/Vendors or of the Contractor/Vendors against company or regarding any right, liability, act, omission on account of any of the parties hereto arising out of or in relation to this agreement shall be resolved through Arbitration under Arbitration and Conciliation Act 1996 as amended by the Arbitration and Conciliation (Amendment) Act, 2015 or any statutory modification or re-enactment thereof.
- (b) Reference to Arbitration shall be made by writing a letter to the Managing Director of the Company, with copy to the Contractor/Vendor or Company, as the case may be.
- (c) Managing Director, on receipt of the letter referring the dispute to Arbitration, shall, within 30 days from the receipt of the said letter, appoint a sole Arbitrator, who is not disqualified to act as such Arbitrator under the Arbitration and Conciliation Act 1996, as amended by the Arbitration and Conciliation (Amendment) Act, 2015 or any statutory modification or re-enactment thereof to adjudicate the dispute(s) between the parties.
- (d) In the event the parties desire that the Arbitration will be by a Tribunal consisting of three Arbitrators, then each party will nominate one person to act as Arbitrator and the two Arbitrators so nominated will select the third and Presiding Arbitrator to adjudicate the dispute. The arbitrators so nominated / selected shall not be disqualified to act as such Arbitrators under the Arbitration and Conciliation Act 1996, as amended by the Arbitration and Conciliation (Amendment) Act, 2015 or any statutory modification or re-enactment thereof.
- (e) Subject to the provisions of the Arbitration and Conciliation Act, 1996, as amended by the Arbitration and Conciliation (Amendment) Act, 2015 or any statutory modification or re-

enactment thereof, the award of the Arbitrator or the Arbitrators, as the case may be, shall be final, conclusive and binding on both parties to the Agreement.

- (f) The party(ies) against whom the Arbitration proceedings have been initiated, that is to say, the Respondents in the proceedings, shall be entitled to prefer a Cross-Claim, Counter-Claim or set off before the Arbitrator(s) in respect of any matter or issue arising out of or in relation to the Agreement without seeking a formal reference to arbitration for such Counter-Claim, Cross Claim or set off and the Arbitrator(s) shall be entitled to consider and deal with the same as if the matters arising there from has/have been referred to him/them originally and deemed to form part of the reference made to Arbitration.
- (g) Place of arbitration shall be in Numaligarh only unless otherwise fixed by the parties.
- (h) The parties hereby agree that, unless the Arbitration and Conciliation Act,1996, as amended by the Arbitration and Conciliation (Amendment) Act, 2015 or any statutory modification or re-enactment thereof prohibits, the courts in the city of Golaghat alone shall have jurisdiction to entertain any application or other proceedings in respect of anything arising under this agreement and any award or awards made by the Sole Arbitrator / Arbitral tribunal shall be filed in the concerned courts in the city of Golaghat only.

FOR THE SETTLEMENT OF DISPUTES WITH PSEs / Government (except a dispute or difference concerning the Railways, Income Tax, Customs and Excise Duties):

As per Government guidelines / circulars, etc prevailing at the time of reference of the disputes.

JURISDICTION

All disputes, actions and proceedings arising out of this contract shall be under the jurisdictions of the courts in the city of Golaghat only.

Name of Work : Supply, Installation, Implementation, Commissioning and Maintenance of Enterprise wide Paperless Office Solutions NRL (COMM/C11/6450).

Tender No. : OC11000116/NIR DTD. 16.07.2019

PROFORMA FOR SELF DECLARATION OF BLACK LISTING / HOLIDAY LISTING

We hereby declare that we are not currently serving any holiday listing orders issued by NRL or MOPNG debarring us from carrying on business dealings with NRL / MOPNG or serving a banning order by another Oil PSE.

It is understood that any wrong declaration in this context shall make my agency / company liable for action under Holiday Listing procedure of NRL.

Date:

Authorized Signatory

Place:

PRICE BID UNDERTAKING

From: (Full name and address of the Bidder) _____

To,

Dear Sir/Madam,

I submit the Price Bid for _____ and related activities as envisaged in the Bid document.

2. I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.

3. I offer to work at the rates as indicated in the price Bid, inclusive of all applicable taxes except GST.

Yours Faithfully,

Signature of authorized Representative:

Schedule of price bid in the form of BOQ XXXX .xls

The below mentioned Financial Proposal/Commercial bid format is provided as BoQ_XXXX.xls along with this tender document at <http://eprocure.gov.in/eprocure/app> . Bidders are advised to download this BoQ_XXXX.xls as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid. **Bidder shall not tamper/modify downloaded price bid template in any manner.** In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with NRL.

TENDER ACCEPTANCE LETTER

Appendix- C

(To be given on Company Letter Head)

Date:

To,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: OC11000116/NIR DTD. 16.07.2019

Name of Tender / ~~Work~~: Supply, Installation, Implementation, Commissioning and Maintenance of Enterprise wide Paperless Office Solutions NRL (COMM/C11/6450).

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organization too has also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract , without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

Name of Work : Supply, Installation, Implementation, Commissioning and Maintenance of Enterprise wide Paperless Office Solutions NRL (COMM/C11/6450).

Tender No. : OC11000116/NIR DTD. 16.07.2019

POLICY TO PROVIDE PURCHASE PREFERENCE (LINKED WITH LOCAL CONTENT) (PP-LC)

MOP&NG has notified the purchase preference (linked with local content) for the procurement of goods and services under Oil & Gas Projects in India. Under this Policy, the bidders are allowed to avail the purchase preference linked with attaining the stipulated Local content.

NRL reserves the right to allow Manufacturers or Suppliers or Service providers, purchase preference as admissible under the prevailing policy, subject to their complying with the requirements/conditions defined herein and submitting documents required to support the same.

In order to avail the Purchase preference under this policy, bidder shall achieve minimum Local Content (LC) as specified in the Table below.

Items	Local Content (%)		
	2017-18	2018-19	2019-20
Service Contract	20%	22%	25%
Supply Contracts	20%	22%	25%
EPC Contracts (Others)	30%	35%	40%

The Policy shall be implemented in the following manner:

- a) In case the lowest (L1) bidder meets the stipulated LC criteria, the order shall be awarded to such bidder.
- b) In case none of the bidders meets the stipulated LC criteria, the order shall be awarded to the lowest bidder.
- c) In case the lowest bidder does not meet the stipulated LC criteria, the bidders shall be ranked in the ascending order of evaluated prices and next bidder meeting minimum stipulated LC and with his evaluated price within a price band of (+) 10% of lowest bidder's evaluated price, shall be given opportunity to supply 50% of the requirement by matching the lowest bidder's evaluated price. However, if 50% quantity works out to a fraction of quantity, the bidder shall be considered for next higher quantity. In case the quantity cannot be split, the order shall be placed with the entire quantity.
- d) In case there are more than one bidder within the price band of (+) 10% of lowest bidder's evaluated price, they shall be ranked in ascending order of their evaluated prices. The opportunity of matching the price shall be accorded starting from the lowest bidder out of these bidders and in case of his refusal, to the next bidder, and so on.
- e) In case none of the bidders who meet the stipulated LC criteria agree to match the lowest price, the natural lowest bidder will be awarded the job.
- f) The option in case of MSE bidders qualifying under both Policies, namely, Purchase Preference under the Public Procurement Policy - 2012 (PPP - 2012) from MSE bidders and Purchase Preference Linked with Local Content (PP-LC 2017) shall be exercised as under:

i) The MSE bidder can avail only one out of the two applicable purchase preference policies, i.e. PP-LC 2017 or PPP-2012 and therefore, bidder will be required to furnish the option under which he desires to avail purchase preference. This option must be declared within the offer and in case bidder fails to do so although he is eligible for both the Policies, his offer would be evaluated considering PPP-2012 as the default chosen option.

In case a MSE bidder opts for preference under PPP-2012, he shall not be eligible to claim benefit under PP-LC 2017 (irrespective of the fact whether he furnishes the detail of LC in his offer and this LC meets the stipulated LC criteria).

ii) In case a MSE bidder opts for purchase preference based on PP-LC 2017, he shall not be entitled to claim benefit of purchase preference benefit as applicable for MSE bidders under PPP-2012. However, the exemptions from furnishing Bidding Document fee and Bid security shall continue to be available to such a bidder.

g) In view of the above, the bidder's quoted prices against various items of enquiry shall remain valid even in case of splitting of quantities of the items, except in case of items where the quantity cannot be split since these are to be awarded in a Lot or as a package or Group.

h) While evaluating the bids, for price matching opportunities and distribution of quantities among bidders, the order of precedence shall be as under :

- MSE bidder (PPP-2012)
- PP-LC complied bidder (PP - LC)

Examples of Purchase Preference

Non divisible item:

L1 bidder is non MSE, non PP-LC bidder

L2 bidder is PPC-LC (within 10%)

L3 bidder is MSE bidder (within 15%)

MSE bidder shall be given preference to match the L1 price. If L3 bidder matches the L1 price, order shall be placed on him; otherwise option for matching the L1 price shall be given to L2 bidder (PP-LC)

Divisible Item:

L1 bidder is non MSE, non PP-LC bidder

L2 bidder is PP-LC (within 10%)

L3 bidder is MSE bidder (within 15%)

MSE bidder shall be given preference to match the L1 price. If bidder matches the L1 price, order shall be placed on him for the quantity specified in the bidding document. For the balance quantity (i.e. 50% of tendered quantity/value) option for matching the L1 price shall be given to L2 bidder (PP-LC) Balance quantity shall be awarded to natural lowest bidder.

For further clarification, in case an item has quantity 4 nos. then 1 no. can be given to MSE bidder, 2 to PP-LC bidder and left out 01 no. to natural L1 bidder.

i) In case lowest bidder is a MSE bidder, the entire work shall be awarded to him without resorting to purchase preference to bidders complying with Local Content.

j) In case lowest bidder is a PP-LC bidder purchase preference shall be resorted to MSE bidder as per provisions specified in the enquiry document w.r.t. PPP-2012 only.

k) Certification of Local Content

Manufacturers of goods and/or providers of service, seeking Purchase Preference under the policy, shall be obliged to certify the LC of goods, services or EPC contracts as under:

At bidding stage

Bidder shall furnish the percentage of the local content, taking into account the factors and criteria listed out in the policy. These details shall be required only at aggregate level like supply value, transport value and other heads given in the price schedule.

The bidder claiming the PP-LC benefit shall be required to furnish an undertaking on bidder's letterhead confirming his meeting the Local Content and this undertaking shall be certified as under:

☐ ☐ Where the total quoted value is less than INR 5 Crore –

The LC content shall be self assessed and certified by the authorized signatory of the bidder signing the bid.

☐ ☐ Where the total quoted value is INR 5 Crore or above –

i. The Proprietor and an independent Chartered Accountant, not being an employee of the firm, in case of a proprietorship firm.

ii. Any one of the partners and an independent Chartered Accountant, not being an employee of the firm in case of a partnership firm.

iii. Statutory auditors in case of a company. However, where statutory auditors are not mandatory as per laws of the country, where bidder is registered, an independent chartered accountant, not being an Employee of the bidder's organization.

Note:

1. Sample formats for calculation of LC are given below as Table 1 (for Supply Contracts), Table 2 (for Service Contract), Table 3 [for EPC Contracts (Others)] .

2. LC of goods shall be computed on the basis of the cost of domestic components in goods, compared to the whole cost of product. The whole cost of product shall be constituted of the cost spent for the production of goods, covering: direct component (material) cost; direct manpower cost; factory overhead cost and shall exclude profit, company overhead cost and taxes for the delivery of goods.

The onus of submission of appropriately certified documents lies with the bidder and the purchaser shall not have any liability to verify the contents and will not be responsible for the same. However, in case the procuring company has any reason to doubt the authenticity of the Local Content, it reserves the right to obtain the complete back up calculations before award of work failing which the bid shall be rejected.

After award of contract:

- Where the estimated value is less than INR 5 Crore:

The LC certificate shall be submitted along with each invoice duly self-certified by the authorized signatory of the bidder

- Estimated value is INR 5 Crore or above:

Supplier shall provide the necessary local content documentation to the statutory auditor, who shall review and determine that local content requirements have been met, and issue a local content certificate to that effect on behalf of procuring company, stating the percentage of local content in the goods or service measured.

However, procuring company shall also have the authority to audit as well as witness production processes to certify the achievement of the requisite local content and/or to obtain the complete back up calculation before award of work failing which the bid shall be rejected and appropriate action may be initiated against the bidder.

Failure of bidder in complying with the local content post award:

In case a bidder, who has specified in his bid that the bid meets the minimum Local Content specified in the enquiry document, fails to achieve the same, the following actions shall be taken by the procuring company:

- a. Pre-determined penalty @ 10% of total contract value
- b. Banning business with the supplier/contractor for a period of one year.

To ensure the recovery of above pre-determined penalty, payment against dispatch/shipping document shall be modified to the extent that the 10% payment out of this milestone payment shall be released after completion of this milestone as well as submission of certification towards achievement of Local Content as per provision of enquiry document. Alternatively, this payment can be released against submission of additional bank guarantee valid till completion schedule, plus 3 months or as required by purchasing company.

Purchase Preference in case where Negotiation is also required:

In case purchase preference is applicable, but negotiation is to be conducted with L1 bidder, negotiation shall be carried out. MSE and/or LC complied bidder shall be offered to match the negotiated prices (even if, post negotiation, they are higher by more than 10% as compared to L1 bidder provided they were within 10% of L1 bidder as per original quoted prices) and left out quantity, if any, as per provisions of enquiry document shall be awarded to that bidder.

Table 1: CALCULATION OF LOCAL CONTENT – SUPPLY CONTRACTS (GOODS)

Name of Manufacturer	Calculation of manufacturer Cost per ne unit of Product			
Cost Component	Cost (Domestic Component)	Cost (Imported Content)	Cost Total Rs./US\$	% Domestic Component
	a	b	c = a+b	d = a/c
I. Direct Material Cost				
II. Direct Labour Cost				
III. Factory Overhead				
IV. Total Production Cost				

Note :

$$\% \text{ LC Goods} = \frac{\text{Total Cost (IV.c)} - \text{Total imported component cost (IV.b)}}{\text{Total cost (IV.c)}} \times 100$$

$$\% \text{ LC Goods} = \frac{\text{Total Domestic component cost (IV.a)}}{\text{Total cost (IV,c)}} \times 100$$

Table 2: CALCULATION OF LOCAL CONTENT – SERVICE CONTRACTS

NAME OF SUPPLIER OF GOODS/PROVIDER OF SERVICE							
			Cost Summary				
			Domestic	Imported Rs./US\$	Total	LC	
						%	Rs./US\$
			b	c	d	e=b/d	f=d X e
A	Cost Component						
	I. Material Used Cost	Rs. US\$					
	II. Personnel & Consultant Cost	Rs. US\$					
	III Other services cost	Rs. US\$					
	IV Total Cost (I to IV)	Rs. US\$					
B	Taxes and Duties	Rs. US\$					
C	Total Quoted Price	Rs. US\$					

$$\% \text{ LC Service} = \frac{\text{Total Cost (A. IV.d) - Total imported component cost (A. IV.c)}}{\text{Total cost (A. IV.d)}} \times 100$$

$$\% \text{ LC Service} = \frac{\text{Total domestic component cost (A. IV.b)}}{\text{Total cost (A. IV.d)}} \times 100$$

Table 3: CALCULATION OF LOCAL CONTENT – EPC (GOODS & SERVICES)

A	Cost Component (Rs./US\$)	Cost Summary				
		Domestic	Imported Rs./US\$	Total	LC	
					%	Rs./US\$
		b	c	d	e=b/d	f=d X e
I	GOODS					
1	Material used cost					
2	Equipment cost					
3	Sub Total I					
II	SERVICES					
1	Personnel & Consultant Cost					
2	Equipment & Work Facility Cost					
3	Construction/Fabrication Cost					
4	Other Services Cost etc.					
5	Sub Total II					
III	TOTAL COST OF GOODS + SERVICES					
B	Non Cost Component					
C	Total Quoted Price					

$$\% \text{ LC Combination} = \frac{\text{Total domestic component cost of goods (A.I.3.b) + Total domestic component cost of service (A.II.5.b)}}{\text{Total Cost (A. III .d)}}$$

Above tender clause to be incorporated in all new tenders with immediate effect

Sd/-
General Manager (Commercial),I/c