

NIB NO. 31 DATED 13/10/2023

DETAILED NOTICE INVITING BIDS
for
Design, Development and Deployment of Bill Tracking System in SAP Fiori

The **North Eastern Electric Power Corporation Limited (NEEPCO)**, a Miniratna Category-I Public Sector Enterprise under the Ministry of Power, Government of India invites online bids from eligible bidders through e-procurement portal <https://etenders.gov.in> for **Design, Development and Deployment of Bill Tracking System in SAP Fiori**.

Prospective bidders may download the detailed bid document from <https://etenders.gov.in> with effect from 17:00 hrs of 13/10/2023.

1. Scope of Work

The broad scope of this work is to develop, design a Bill Tracking System (BTS) in SAP Fiori and deploy the application in the SAP S/4 HANA system of NEEPCO. The BTS shall be used for tracking the movement of vendor invoices right from the receipt of invoice in NEEPCO to the release of payment. The vendor shall be notified about the movement of the invoice through system generated email/SMS notifications.

The contractor during implementation shall function from NEEPCO's Offices either at Shillong or Guwahati and the consultants should be onsite during the implementation and support period.

The detailed scope of work is as under: –

1.1 Functional Scope:

- i. The executing wing of NEEPCO on receipt of the invoice shall enter the relevant invoice details in BTS against the PO number, viz., Invoice number, Date, Amount, GRN, SES (Service Entry Sheet) No, etc. Required information from SAP S/4 HANA system should automatically be fetched to the BTS system.
- ii. The BTS system will generate a unique BTS ID for the invoice and invoice entry date shall be auto-generated.
- iii. On generation of BTS ID, email and SMS notification informing receipt of the invoice with BTS ID will be sent to the respective vendor. Email and SMS notification shall also be sent to the Finance Wing of NEEPCO on generation of the BTS ID.
- iv. Finance department on receipt of the verified invoices from the Executing Wing shall examine the invoice.
- v. Finance wing shall verify the invoice, and shall make SAP MIRO transaction. While doing MIRO transaction, the BTS ID of the invoice is required to be entered in the SAP screen. The necessary enhancement in MIRO screen of SAP S/4 HANA shall be carried out by the contractor.

- vi. Once the invoice is booked in MIRO, the vendor will get an email and SMS notification that the invoice is booked.
- vii. On release of the payment by the Finance wing, the payment notification through email and SMS will be sent to the respective vendor and executing wing. The email notification should include payment amount, GST, TDS/TCS information, payment date etc. in the form of an Advice Slip, which also needs to be developed and deployed.
- viii. The Application should have provision to generate reports based on PO Number, Plant Number, Vendor ID, Date (From & To), etc. along with Time-stamps for each step completed. Further, reports related to Payment History and other metrics that shall allow NEEPCO to analyze their financial performance and identify areas for improvement in the FIORI based BTS application needs also to be incorporated.

1.2 Technical Scope:

- i. The BTS application should be developed in Fiori Platform of the SAP S/4 HANA application.
- ii. The BTS application should integrate seamlessly with the SAP S/4 HANA application of NEEPCO.
- iii. The movement of the Invoices once entered in the BTS application should be tracked and monitored while providing real-time updates on the status of each Invoice to anyone authorized to use the Application. Time-stamp against each step be recorded in the application. Provisioning of change log to be enabled in FIORI based BTS application.
- iv. The BTS application should have role-based authentication & authorization. The BTS application should also integrate with the Single Sign On (SSO) of the SAP S/4 HANA application of NEEPCO.
- v. The Application provided should be secure enough to ensure that sensitive information is protected from unauthorized access or loss.
- vi. The BTS application should be designed with future provision of integrating the application with Online Vendor Portal.
- vii. For email and SMS notification, the BTS application shall use the email/SMS service gateway provided by NEEPCO.
- viii. For Development of the application, NEEPCO shall provide the development servers. On successful testing, the application shall be deployed by the contractor to the S/4 HANA application of NEEPCO.

1.3 Documentation:

- i. The first set of documents is linked to the functional, hardware and security specifications of the project. The contractor will study the business processes and submit the following documents:

- a. Project charter.
 - b. Functional specifications along with hardware specifications.
- ii. The second set of documents is linked to the realization of the Functional Specification. This will include installation and commissioning of applications, carrying out the customization, and achieving specific developments for NEEPCO. The contractor will furnish at least the following documents (Contractor may propose others, based on solution offerings)
 - a. Custom development functional specifications document
 - b. Custom development technical specification document
 - c. All user guides and system maintenance procedure document
 - d. Unit and integration test scripts
 - e. User acceptance testing test scripts
 - f. Any other, as appropriate and identified during the project

1.4 Training:

- i. The contractor shall provide comprehensive onsite training to the end-users on application usage and functionality. The contractor shall also provide On-site system training to NEEPCO's Technical Team.
- ii. The contractor shall provide the detail user manual & system manual along with relevant screenshots.

1.5 Stabilization Support Period:

The contractor shall provide on-site Stabilization support for a period of 6 months after Go-Live. During this support period the contractor shall provide user's hand holding, address all user queries, bug fixes, incorporation of new requirements owing to legal, statutory and policy changes, enhancements, changes to configurations, patch updates, upgrades, etc. For this purpose, the contractor is expected to provide detailed processes to be followed for logging requests, assigning requests to specific individuals, recording resolution, tracking overall time taken for resolution, etc.

1.6 Testing:

- i. After completion of the development works, the contractor shall carry out thorough testing along with NEEPCO's team to ensure the functionality and usability of the platform.
- ii. After deployment of the application in NEEPCO S/4 HANA Quality landscape, the contractor shall assist NEEPCO to carry out integration testing of the BTS application with the existing SAP S/4 HANA application.
- iii. The contractor shall address and resolve all bugs or issues identified during testing.

- 1.7 The Contractor shall be responsible for end-to-end implementation, development & customization, and generation of reports as per requirement raised by NEEPCO and provide any items/services not specifically included in the scope of work but necessary for implementation of the application without any extra cost.

NEEPCO shall not pay for any of such items/services not quoted in the bid but are required for successful completion of the project.

2. Project Milestones/Timelines & Completion Period:

2.1 The development, deployment, training & Go-Live work under scope needs to be completed within 2 (two) months from the date of issue of LOI. The Phase-Wise project timeline and milestones are shall be as mentioned below:

| Phase | Description | Details | Milestone | Timeline |
|-------|-------------------------------------|---|--|---|
| 1 | Requirements Gathering and Analysis | <ul style="list-style-type: none"> Conduct stakeholder interviews and gather user requirements. Analyze existing processes and workflows. Define the scope, objectives, and technical specifications of the platform. | Acceptance of Report (Functional Requirement Specification Document) | 15 days |
| 2 | Design and Development | <ul style="list-style-type: none"> Develop a user-friendly and intuitive platform interface. Design a robust database to store information and related data. Incorporate personalized notification and collaboration features. Ensure scalability, security, and performance of the platform. | Demo to the EIC and Clearance for Testing | 30 days (i.e. 45 days from the date of issue of LOI) |
| 3 | Testing and Quality Assurance | <ul style="list-style-type: none"> Conduct thorough testing along with NEEPCO's Team to ensure the functionality and usability of the platform. Address any bugs or issues identified during testing. Perform necessary measures to safeguard data. | SIT & Demo to EIC and Clearance for Deployment | 7 days (i.e. 52 days from the date of issue of LOI) |

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|---|-----------------------------------|---|---|--|
| 4 | Deployment, Training and Go-Live | <ul style="list-style-type: none"> • Deploy the Bill Tracking System Platform on infrastructure provided by NEEPCO • Provide comprehensive training to users on platform usage and functionality. • Go-Live in NEEPCO's Production landscape. • Assist users during the initial transition phase and address any concerns or queries. | UAT & Clearance from EIC for Release, Go-Live certificate from EIC. | 8 days (i.e. 60 days from the date of issue of LOI) |
| 5 | Stabilization Support | <ul style="list-style-type: none"> • Provide user's hand holding, address all user queries, bug fixes, incorporation of new requirements owing to legal, statutory and policy changes, enhancements, changes to configurations, patch updates, upgrades, etc. | Clearance from EIC | 6 months after Go-Live. |
| 6 | Defect Liability Period/ Warranty | <ul style="list-style-type: none"> • Maintenance Support related to the Application's O&M, bug fixes, etc. | Clearance from EIC | 6 months after Stabilization Support |

3. **Defect Liability Period / Warranty:** The application will be under warranty for a period of 6(six) months after Stabilization Support Period. During this period the Contractor shall be liable for Maintenance Support related to the Application's O&M, bug fixes, etc. Any defect is reported by NEEPCO on the last day of the defect liability period, the same shall have to be attended /rectified by the contractor (without any extra cost to NEEPCO) even though the defect liability period ceases.

4. **Deliverables:**

- a) Project Charter, System Requirements Specification (SRS) report with complete Process Information, Specifications and Data Fields of the BTS application and deployment details.
- b) Source Code
- c) System Admin Manual, User Manual
- d) SIT(System Integration Test) and UAT(User Acceptance Test) report.

5. **QUALIFYING REQUIREMENTS**

5.1 **Technical**

- i) The bidder must be a registered entity in India under Company's Act. Bidder to submit the Certificate of Incorporation as evidence.

- ii) The bidder must be an individual / independent company and not a consortium or Joint Venture. Bidder to submit self-certification signed by the authorized signatory of the bidder.
- iii) The Bidder must be in existence for last 5(five) years prior to the date of floating of this tender in India and should be in the IT/Software industry. Bidder to submit self-certification signed by the authorized signatory of the bidder.
- iv) The Bidder should be an SAP Partner Edge Partner and should have successfully deployed at least 1(one) SAP S/4 HANA Cloud implementation project in any Central/State Govt., or any PSU organization in the last 3(three) years prior to the date of floating of this tender. Valid certificate from SAP along with Work Completion Certificates from client clearly indicating the date of completion and cross-reference of order no. and date must be submitted as evidence.
- v) The Bidder should have executed similar development works and Implementation of custom FIORI-based applications in any Central/State Govt., or any PSU organization in the last 3(three) years prior to the date of floating of this tender. Bidder to submit Work Completion Certificates from client clearly indicating the date of completion and cross-reference of order no. and date as evidence. Experience of bidder as stated above should be in line with following:
 - A) At least three similar work/service of value Rs.4,72,000.00 each Or,
 - B) At least two similar work/service of value Rs.5,90,000.00 each Or,
 - C) At least one similar work/service of Rs.9,44,000.00.

Bidder to submit copies of relevant Work orders, SOR and Job Completion Certificates/Go-Live certificate with date from the principal indicating final executed value in support of this criterion along with unpriced/Technical bid.

Note: A job executed by a bidder for its own plant/ projects/study cannot be considered as experience for the purpose of meeting the requirement of Evaluation Criteria of the tender. However, jobs executed for Subsidiary/Fellow subsidiary/Holding company will be considered as experience for the purpose of meeting Evaluation Criteria subject to submission of tax paid invoice(s) duly certified by statutory auditor of the Bidder towards payments of statutory taxes in support of the job executed for the Subsidiary/Fellow subsidiary/Holding company. Such Bidder should submit these documents in addition to the documents specified in the bidding document to meet Evaluation Criteria.

- vi) The bidder should have a Software Development team having at least 10(ten) nos. of Developers/Consultants on active pay roll. Bidder to submit self-certification in this regard signed by the authorized signatory of the bidder.
- vii) The Bidder should have a registered office either at Shillong or Guwahati functioning at least for the last 3(three) years prior to the date of floating of this tender with GST registration in order to facilitate prompt deployment of resources for the scope of work and rectification of defects during the Stabilization Support Period. Bidder to submit valid GST registration certificate and relevant documents as evidence.
- viii) The bidder should be ISO 9001 certified. Bidder to submit a valid certificate.
- ix) The bidder should not have been blacklisted by any Government / Government agency in India. Bidder to submit self- declaration to that effect signed by the authorized signatory of the bidder.

5.2 Financial

- i) **MAAT:** Minimum Average Annual Turnover (MAAT) in the best 3 (three) financial years out of the last 5 (five) financial years, ending 31st March of the previous financial year, should not be less than Rs. 11,80,000.00 (Rupees Eleven Lakhs Eighty Thousand) only.
- ii) **Net Worth:** The Net Worth of the bidder as on last day of the preceding financial year shall not be less than 50% of the Paid-up Share Capital. The Net Worth shall be calculated based on Subscribed and Paid-up Capital + Free Reserves + Unallocated balance surplus amount of Profit and Loss Account less (a) expenses not written off (b) loss in Profit & Loss Account if not reduced from Reserves.

Complete Audited Annual Reports along with Audited Balance Sheets, Profit and Loss Account & detailed Schedule and other financial statements for the preceding 5 (five) financial years, ending 31st March of the previous financial year, along with Letter of adequacy and commitment from their Bankers/ Financial Institutions of International repute should be furnished along with their bids for evaluating the above financial criteria. In case where the audited results of the preceding financial years are not available, certified financial statements from a practicing Chartered Accountant will be also be considered acceptable.

- iii) **Working Capital requirement (LA):** Capacity to have a cash flow amount/working capital judged from the immediately preceding financial year as per the audited balance sheet / equivalent financial statements. The working capital shall be at least 2 times the monthly cash flow requirement i.e. estimated cost of Work x 2 / Construction period in months). Working Capital/Cash Flow amount shall be calculated by subtracting Current Liabilities (CL) from Current Assets (CA) i.e. (CA-CL) as per the audited balance sheet/ equivalent financial statements including profit and loss statement of the immediately preceding financial year. If audited financial statement for the immediate preceding

financial year is not available, then the bidder shall submit these statements certified by a Chartered Accountant with UDIN.

- iv) **Bid Capacity:** The available Bid Capacity of the Bidder at the time of submission of Bid, calculated as under should not be less than the estimated cost of the work put to tender:

$$\text{Bid Capacity} = A \times N \times 2 - B$$

Where,

A = Maximum value of works executed in any one year during last 7 (seven) years (at current price level).

N = Completion time of the proposed work in years. In the instant case completion time is 0.67 years.

B = Value at current price level of existing commitments and on-going works (as on the latest date for bid submission) to be completed in next "N" years.

Bid capacity shall be assessed at the time of submission of Techno Commercial Bid, for which the Bidder shall have to submit documentary evidence in support of "A" & "B" above along with their Bid. Complete Audited Annual Reports along with Audited Balance Sheets, Profit and Loss Account & detailed Schedule and other financial statements for the preceding 5(five) financial years, ending 31st March of the previous Financial Year, along with Letter of adequacy and commitment from their Bankers/ Financial Institutions of International repute should be furnished along with their bids for evaluating the above financial criteria. In case where the audited results of the preceding financial years are not available, certified financial statements from a practicing Chartered Accountant will also be considered acceptable.

Bidders shall calculate their Bid Capacity as per the stipulated formula and get it certified by the Chartered Accountant and submit the same along with their Bid.

- v) Copies of Audited Balance Sheet & Profit and Loss account for the last 3 (three) financial years certified by a Chartered Accountant indicating the Annual financial turnover and latest Banker's Certificate in support of solvency shall be furnished along with latest and valid **GST Registration Certificate, PAN** etc.
- vi) In the certificates and attestations by the Chartered Accountant, the UDIN (Unique Document Identification Number) shall mandatorily be mentioned alongside their seal and signature.

Interested bidders who fulfill the qualifying requirements as mentioned at 5.1 and 5.2 above, may download the bid document from <https://etenders.gov.in> after registration in the portal.

6. BIDDING SYSTEM

The Bidder shall submit the Bid under the Single-Stage Two-Envelope bidding system in electronic form as follows:

Envelope No. 1: Shall contain Techno-Commercial Bid.

Envelope No. 2: Shall contain Price Bid.

Price Bids of only those Bidders who qualify in Techno-Commercial evaluation shall be opened.

7. REGISTRATION AND PARTICIPATION IN BIDS

- a. This tender is being processed through e-tendering/e-procurement system. The bid documents are to be downloaded from <https://etenders.gov.in> and bids are also to be submitted/uploaded through the said system only. Guidelines for the e-tendering system are available in the portal (etenders.gov.in).
- b. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://etenders.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.
- c. As part of the enrolment process, a bidder will be required to choose a unique username and assign a password for its account.
- d. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- e. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (**Class III Certificates with signing key usage**) issued by any Certifying Authority recognized by CCA India (e.g. Sify /nCode /eMudhra etc.), with their profile.
- f. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- g. Bidders then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.
- h. Bidders are requested to get themselves enrolled in the e-Procurement portal (<https://etenders.gov.in/eprocure/app>) and no extra time will be considered for submission of bids for any delay in the enrollment process.
- i. For registration and other technical issues related to bid submission and CPPP portal, bidders may contact NIC at:

Ms. Deibaphira Suchiang

Rollout Support Engineer, NIC, Shillong

Mobile: 7005490585, 8256979394

Email: deibaphirasuchiang@gmail.com

8. BID FEE

For participation in the bid, bidders shall have to pay BID FEES (non-refundable) of Rs. 1,000.00 (Rupees One Thousand) only plus GST (SAC Code 9984) (NEEPCO Shillong GST NO.: 17AAACN9991J1ZT).

The bidder shall make the payment through “SB-COLLECT” of State Bank of India as per procedures/steps elaborated in Point No. 13 below. Payment of bid fee through other mode of payment like DD etc. will not be acceptable.

During payment of bid fee through “SB-COLLECT” of State Bank of India, Bidders shall clearly indicate the NIB No. against which the bid fee is paid. The bidder shall submit the proof of payment of bid fee and also indicate their GSTIN via e-mail to itshillong@neepco.co.in.

9. SUBMISSION AND OPENING OF BIDS

- a) Bidders shall prepare and submit their bids online in <https://etenders.gov.in>. Submission of online bids is mandatory for consideration of the bids by NEEPCO. Bidding forms will be available in the above website.
- b) The bidder shall also refer to the instructions for online bid submission given at Section-II (Instruction to Bidders) of the bid document.
- c) Bids will be opened online on the stipulated date and time as given below.
- d) Besides online submission, a few documents are required to be submitted physically (offline mode) as stipulated at Clause No. 6.5 of Section-II (Instruction to Bidders) of the bid document.

10. BID VALIDITY

180 (One Hundred Eighty) days from the date of opening of bids.

11. TENDER TIMELINE

| | |
|---|-------------------------|
| Start date and time for downloading of bid document | 17:00 hrs on 13.10.2023 |
| Last date & time of downloading of bid document | 09:00 hrs on 03.11.2023 |
| Last date & time for submission of online bids | 11:00 hrs on 03.11.2023 |
| Date & time of opening of bids online | 11:00 hrs on 06.11.2023 |
| Last date of receipt of bid queries | 25.10.2023 |

Note:

- Queries received after the expiry of last date of receipt of bid queries shall not be entertained by NEEPCO.
- In the event the date of opening of bids is declared as a closed holiday for NEEPCO, the date of opening of bids will be the next working day at the appointed times.

12. RELAXATION OF NORMS FOR STARTUPS AND MICRO & SMALL ENTERPRISES (MSEs)

- a) Bidders who are MSEs or Startups must submit the registration certificate issued by a valid Government body/Agency and must be valid as on last date of the bid submission.
- b) The MSEs and Startups registered with a valid Government Body/Agency are exempted from payment of BID FEE.
- c) Since the work is highly technical and requires special skills and experiences, relaxation of any other norms for allotment of works and exemption of experience criteria for Startups and MSEs bidders will not be applicable for this bid.

13. Procedure/steps for payment by SB-COLLECT of State Bank of India (for payment of Bid fee, EMD etc):

- i) The bidder shall visit url/web page <https://www.onlinesbi.com/prelogin/institutiontypedisplay.htm> on any internet browser.
- ii) State Bank Collect page will appear. Select "ALL India" for "State of Corporate/Institution". Select "PSU" for "Type of Corporate/Institution" Click "GO"
- iii) In the new screen, select PSU Name as "North Eastern Electric Power Corporation Limited" and Submit.
- iv) In the new screen, select Payment Category as "SHILLONGPARTIES".
- v) New Screen will appear, here the bidder has to fill all the required information for the payment as under:
 - a) Under Name of Payer : The Bidder is to fill up his Name and Address.
 - b) Under Short Details of Payment: The Bidder shall indicate BID FEE, EMD as applicable and the NIB No. (Example: for payment of EMD against NIB No. dated DDMMYYYY, the bidder has to fill under this option as "EMD for NIB No. XX dated DDMMYYYY").
 - c) Under Type of PAYER : The Bidder is to select VENDOR OR CONSULTANT whichever is applicable.
 - d) Under CIN in case the Payer is a company: The bidder is to fill up his CIN in case of a company, otherwise may kept blank.
 - e) Under Payment amount: The bidder is to fill up the amount as per bid condition.
 - f) Subsequent information for Name, Date of Birth/Incorporation, Mobile Numbers are to be filled as required.
 - g) Fill Captcha and Submit
- vi) In the new screen, check the details and click "CONFIRM", if correct.
- vii) The Multi Option Payment System will be available for making the payment. The Bidder may select option as per convenient and make the payment.
- viii) After successful payment, the system will generate receipt. The receipts may also be generated from Reports - i.e. SB Collect (Request Report/ Download Report). This system generated receipt shall be downloaded for submission as per bid condition.

14. NEEPCO reserves the right to extend the last date and time for submission of Bid.

15. Bidders are requested to visit <https://etenders.gov.in> and <http://www.neepco.co.in> regularly for any corrigendum/modification/clarification of the bid document.

16. Submission of bids shall not automatically construe qualification for evaluation. The Owner reserves the right to reject any or all bids, or to annul the bidding process and reject all the bids, without thereby incurring any liability

to the affected bidders, nor does it have any obligation to inform the bidders of the ground for such action on the part of the Owner.

Sd/-
General Manager (IT)
NEEPCO Ltd., Shillong