THE BRAITHWAITE BURN & JESSOP CONSTRUCTION COMPANY LIMITED

NIT/DGM(P-V)/AN/IT/Oracle ERP/GS&OE/15-16   DATED: 18.06.2015

A Government of India Undertaking)
27, RAJENDRA NATH MUKHERJEE ROAD
KOLKATA - 700 001 (WEST BENGAL)
TEL: (033) 2248 5841-44; FAX: (033) 2210 3961
E-MAIL: bbjproj@vsnl.net ; info@bbjconst.com
WEB SITE : www.bbjconst.com

TENDER NO.	NIT/DGM(P-V)/AN/IT/Oracle ERP/GS&OE/15-16	DATE	18.06.2015

NOTICE INVITING TENDER

Sealed Tenders are invited from reputed Oracle ERP implementing agency for implementing latest version of Oracle ERP:

01.	**SCOPE OF WORK**	**Implementation of latest version of Oracle ERP modules (Including installation of OS, Oracle DBA, licenses etc.) and integration of other HRMS package on Oracle platform, including on job training of designated personnel of BBJ. Hardware sizing will be suggested by the implementing agency.**
02.	**ORACLE MODULES & OTHER SOFTWARES**	**Finance, Purchase and Inventory / Material Management of Oracle ERP and HRMS of 3rd party on Oracle platform.**
03.	**COST OF TENDER DOCUMENT (NON -REFUNDABLE)**	**Rs. 1,000.00 (RUPEES ONE THOUSAND) BY DD / BANKER'S CHEQUE / PAY ORDER IN FAVOUR OF 'THE BRAITHWAITE BURN & JESSOP CONSTRUCTION**
04.	**EARNEST MONEY DEPOSIT**	**Rs. 1,00,000.00 (RUPEES ONE LAKH) BY DD / BANKER'S CHEQUE / PAY ORDER IN FAVOUR OF 'THE BRAITHWAITE BURN & JESSOP CONSTRUCTION COMPANY LTD.' PAYABLE AT KOLKATA.**
06.	**ISSUE OF TENDER DOCUMENT**	**BETWEEN 19.06.15 AND 09.07.15 DURING OFFICE HOURS AT BBJ HO. THE TENDER DOCUMENT MAY ALSO BE DOWNLOADED FROM WEBSITE:www.bbjconst.com/ www.eprocure.gov.in. "CORRIGENDUM", IF ANY, WOULD APPEAR ONLY ON THE BBJ WEBSITE AND NOT TO BE PUBLISHED IN ANY NEWS PAPER.**
07	**LAST DATE & TIME OF RECEIPT OF TENDER**	**RECEIPT UP TO 11-30 HRS. ON 10.07.15 AT BBJ H.O.**
08	**OPENING OF TENDER (TECHNO-COMMERCIAL PART)**	**ON SAME DATE (10.07.15) AT 15-00 HRS. AT BBJ H.O.**

(ANIMESH NEOGI)
DGM(P-V)

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CHECK LIST

SL. NO.	DESCRIPTION	DOCUMENTS
1.	TECHNO-COMMERCIAL PART	To be put in a sealed envelope super scribing "Tender Notice No." & "TECHNO-COMMECIAL PART".
a)	Eligibility Criteria	Oracle ERP implementation agency, who satisfy all the Pre Qualification Criteria (PQC) given in the tender document, will be eligible to participate in bidding. Any bidder not qualifying on PQC criteria will be rejected and price bid will not be opened.
b)	Earnest Money Deposit	1) **Rs. 1,00,000(Rupees One Lakh Only)** by Demand Draft / Banker's Cheque / Pay Order in favour of The Braithwaite Burn & Jessop Construction Company Limited" payable at Kolkata. 2) The units registered with DGS&D, SSI units registered with NSIC and PSU Units / RDSO approved Vendors are exempted from submission of EMD and Tender fee. 3) For existing Supplier/Vendors the same may be adjusted from their passed bill amount provided they
c)	List of Deviation	As per **Annexure- "A"** to be signed sealed.
d)	Tender Document except BOQ-1	All the pages to be signed and sealed.

2.	PRICE PART	To be put in a sealed envelope superscribing "Tender Notice No." & " PRICE PART"
A)	**BOQ-1**	The rates to be filled up in figure & words for BOQ-1 duly sealed and signed by the bidder.

3.	TENDER	A sealed Envelope superscribing "Tender Notice No." / "Scope of Work" containing a) Techno-commercial Part b) Price Part

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IB-1

INSTRUCTION TO THE BIDDERS

1.	**SUBMISSION OF BID** – All the pages of the tender document to be signed with Company's seal by the bidders. The rates in the appropriate space in the **BOQ** should be properly filled, both in figures and words. No overwriting, using of correction fluid will be allowed. Any correction will be done by scoring out the incorrect entry and inserting the new entry in a legible manner. Both the correction and new entry to be signed and sealed with Company's seal. In the event of any difference between figure & words of the quoted rates, the rate in word shall be considered for evaluating the tender. Tenders to be submitted in **two**
a)	**TECHNO-COMMERCIAL PART** The techno-Commercial part will consists of -
i)	**SCOPE OF IMPLEMENTING AGENCY** a) Unless otherwise expressly limited in the CC or Technical Requirements, the implementation agency's scope of work involve design, development, installation, implementation, integration, achieving go-live operational acceptance of the Oracle ERP System, provision of all the system's components and materials as well as performance of all services in accordance with the plans, procedures, specifications, and any other documents specified in the contract and the agreed project plan. b) The Implementation Agency shall, unless specifically excluded in the contract, perform all such work, services not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining Go-Live Operational Acceptance of the Oracle ERP System as if such work and/or items were expressly mentioned in the Contract. c) On job training of designated personnel of BBJ.
ii)	**TECHNICAL REQUIREMENT** 1) The system objectives are to: (a) Ensure the Accuracy, Completeness and Consistency of Business Transactions. (b) On-line, real-time, centralized transaction processing system which integrates all functions. (c) Enable management to respond quickly to market changes with informed decisions based on timely and accurate information 2) Technology should be: (a) State-of-the-Art, web-based, and proven. (b) Adaptable, Easy-to-use, Extendible and Maintainable. (c) Secure and Cost – Effective. (d) Supports Indian and overseas taxation system.

INSTRUCTION TO THE BIDDERS   IB-2

iii)	**PRE QUALIFICATION CRITERIA OF THE BIDDER / IMPLEMENTING AGENCY** **Documentary proof satisfying the PQC criteria should be provided as part of Technical Bid. Any bidder not qualifying PQC criteria will be rejected and price bid will not be opened.** i) The bidder must be an authorized partner of Oracle India for such job. ii) The bidder should have ISO 9001 and CMMI 5 or above certification. iii) The bidder should have offices in Kolkata with sufficient experienced & capable manpower dealing in Oracle Implementation and enhancement. iv) The bidder must submit proof of similar engagement of Oracle implementation in at least one projects based company in PSU / big corporate house engaged in project related work in last 7 years time. v) The average annual turnover of the bidder in last 3 preceding financial years should be Rs. 5 crore or above. vi) The bidder should have successfully executed in last 7 financial years at least two contracts (one each) or Oracle implementation of minimum value of Rs. 50,00,000/- each, of which at least one from a large project based PSU / big corporate house engaged in project work having and average turnover of Rs. 200 crore and above.
lv)	**EARNEST MONEY DEPOSIT** An amount of Rs. 1,00,000.00(Rupees One Lakh only) in form of Demand Draft/Pay Order in favour of "The Braithwaite Burn And Jessop Construction Company Limited" payable at Kolkata. Unsuccessful bidders will be refunded the Earnest Money Deposit after the award of the contract to the successful bidder without any interest.
v)	**LIST OF DEVIATIONS** The bidder must submit the deviations from BBJ tender conditions as per proforma enclosed as "**ANNEXURE-A**".
vi)	The tender documents issued to the bidders duly signed and sealed In each page except the BILL OF QUANTITY (BOQ-1).
b)	**PRICE-PART** Properly filled up **BILL OF QUANTITY (BOQ-1)** duly sealed and signed to be put in a sealed envelope superscribing **"TENDER NOTICE NO."** and **"PRICE PART".**
b)	The above 'Techno-Commercial Part' and 'Price-Part' to be put in a sealed envelope superscribing **"TENDER NOTICE NO./SCOPE OF WORK"** to be submitted to BBJ.
2.	Conditional tenders may be rejected and no additional clause will be entertained.
3.	The successful bidder shall not sub-contract the service of personnel deployed for the entire duration of the project in BBJ.
4.	Service Tax & VAT registration certificate should be submitted. All duties, taxes, fees and other levies payable by the Bidder / Implementing Agency under the contract or any other cause shall be included in the quoted prices.
5.	**VALIDITY OF TENDER: – 90 (ninety) days** from the date of opening of tender or for a further period if mutually accepted.

(ANIMESH NEOGI)
DGM(P-V)

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SPECIAL CONDITION OF CONTRACT

1. DEFINATIONS AND INTERPRETATION:

In this Tender Document, as hereinafter defined, the following words and expressions shall have the meaning as under:

a) "**BBJ**" shall mean The Braithwaite Burn & Jessop Construction Company Limited having its registered Office at 27, R. N. Mukherjee Road, Kolkata- 700 001.

b) The "**TENDER**" shall mean the proposal submitted by the Tenderer/ Bidder / Implementing Agency in response to BBJ's Notice of Invitation to this Tender Document.

c) The "**ORDER**" shall mean a written work Order issued by BBJ.

d) The "**Bidder / Implementing Agency**" shall mean the firm or Company (hereinafter called Tenderer) whose Tender has been accepted by BBJ.

2. DETAILED SCOPE OF WORK

BBJ Plans to implement an integrated Enterprise Resource Planning Solution as Oracle (latest version) with Oracle database (latest version) over the next few months in a phased manner. The customized Oracle ERP Solution should be completely integrated to cover the functions viz. Financials, Purchasing, Inventory/Material Management, Project Costing and Billing, Project Manufacturing, Project Management etc. of the organisation. It should also be integrated to HRMS and Payroll (Not from Oracle ERP, from 3rd party vendor) that can be built on the same platform (i.e. Oracle Database). All these functions would be covered under the ERP implementation in separate phases.

With this objective, the Finance, Purchase & Inventory / Material Management Modules of the Oracle ERP Solution need to be implemented at the 1st phase.

The scope of work under the present tender shall generally comprise of the following activities relating to installation and implementation of Oracle ERP System & HRMS package:
- ✓ Installation and configuration of Hardware, Network, Software's and other IT infrastructure require for implementation of the Oracle ERP project.
- ✓ Installation of Oracle ERP software product / application related services, covering Oracle ERP licenses
- ✓ Oracle Database Runtime Licenses & Oracle
- ✓ Developer licenses
- ✓ Oracle database
- ✓ Installation of HRMS package with configuration and implementation.
- ✓ Implementation services covering Installation of items
- ✓ Business Process Analysis
- ✓ Inception Report, AS-IS and TO-BE process.
- ✓ Configuration and Design.
- ✓ Prototyping and Gap Resolution
- ✓ Commissioning Testing (Including Integration testing)
- ✓ Go-Live
- ✓ Data Migration
- ✓ Go-Live Preparation
- ✓ Go-Live Operational Acceptance
- ✓ Commissioning Acceptance
- ✓ Training on Oracle Application and Technology (including Oracle Database & Oracle Technical) to all level of users (Core Users, End Users etc.) with submission of User Manual, System (Database and Technical) Manual.

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a) Manpower Strength

The project team will work only from BBJ office with own Laptops. Remote work will not be permitted.

It is the successful bidder's responsibility to ensure the presence of deputed manpower for the complete period of contract, so that BBJ's business requirements are not hampered. In case of any of successful bidder's manpower not found suitable, BBJ has right to seek replacement and accordingly the successful bidder shall arrange for alternate support to meet BBJ's requirement within 3 days.

Services of manpower are for seven hours a day during the peak business hours (10:00 hrs to 17:00 hrs), including one hour of Tiffin break (13:00 hrs to 14:00 hrs), for Monday to Friday and on Saturday 10:00 hrs to 13:00 hrs.   However, in case of emergency or in urgent need outside the business hours, the successful bidder should ensure for providing necessary help and to maintain smooth services at no extra cost.

Necessary infrastructure and manpower would be provided by BBJ for executing the support services. The bidders require ensuring the requirement of infrastructure needed for execution and support service.

b) Company's Responsibilities

The Company shall procure the licenses for Oracle ERP system and hand over the same to the implementation agency for installation and implementation.

The company shall ensure the accuracy of all information and/or data to be supplied by the company to the Implementation Agency.

The Company shall be responsible for providing of data, resources, information, and decision making under its control that are necessary to reach an Agreed Project Plan within the time schedule specified.

The Company will designate appropriate staff for the training courses to be given by the Implementation Agency and shall endeavor to make all appropriate logistical arrangements for such training as specified, the Agreed Project Plan, or other parts of the Contract. If the Company is unable to make the appropriate logistical arrangements for such training then the responsibility of doing so shall be that of the Implementation Agency at no extra cost.

The Company shall be responsible for the continued operation of the Oracle ERP System after Go-Live Operational Acceptance. However, this shall not limit in any way the implementation agency's responsibilities after the date of Go-Live operational acceptance otherwise specified in the contract.

Hardware, Network and Infrastructure

The hardware and Network solutions are excluded from the scope of work. However the Implementation Partner should clearly propose and indicate the Hardware, Network infrastructure, Internet Bandwidth, Type of internet connectivity, Security requirements etc. after assessment of existing IT infrastructure and proposed ERP requirements. Installation of all Hardware, Networking, IT infrastructure and others IT peripherals will be the responsibility of the implementing agency. A brief list of proposal requires, but not limited, is given below:

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1. Detail size / configuration of servers with model no., if possible.
2. Which Operating System require for the Server.
3. HRMS package suitable for implementation on same platform.
4. Configuration of PC's require to run the ERP system.
5. Which Operating System require for the Client computers / PC's.
6. Antivirus and other security require for servers and PC's
7. Data Center cooling system.
8. Networking equipment and type of infrastructure required.
9. Infrastructure type for power backup system require with time period of backup.
10. Type and size of data center.
11. Type and environment of infrastructure require for data center.
12. Security require for data center.
13. Type and No. of internet connectivity require for remote access..
14. Type of IP and other parameters require for remote connectivity.
15. Type of backup devices require

The Bidder will suggest / review sizing of the hardware's and specification for above requirements to ensure that applications run smoothly. The bidder would also be responsible for the hardware configuration and operationalisation while BBJ will directly buy the above hardware, and other peripherals from other sources.

c) The project will have the following deliverables:

1. The bidder should provide system administration manual(s), user / operational manual(s) and all other related manual(s), service guides and handbooks, which shall be used by BBJ to run the ideal production environment. This should include how the various parameters should be monitored and tuned in the live system.
2. Two sets of above specified manuals should be provided in printed duly hard bounded form and 2 sets in soft copy on CD should be provided.
3. All installation and configuration reports, documents, diagrams etc. are to be supplied at the time of payment for specified phase.
4. System Requirement Specification (SRS), AS-IS Study, Mapping, TO-BE Study, Functional Design Document (FDD), Gap Analysis Document to be provided by the implementing agency.
5. Agreed Project Plan and Project Management Plan.
6. Technical manual(s), troubleshooting guide, helpdesk manual etc.
7. Standards to be followed.
8. Security Policy and Plan.
9. Backup and disaster recovery plan.
10. Maintenance Plan.
11. Patch management plan.
12. Configuration management plan.
13. Release notes.
14. Installation guide.
15. Backup and disaster recovery guide including risk mitigation plan.
16. Training material.
17. User acceptance testing.

d) Scope of Training
i. Imparting different levels training which includes training for Functional Core Users, Technical Core Users, End-Users. Top Management, Train the trainer etc at HO Kolkata. The training

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will be as per the convenience and discretion of BBJ.

ii. The Implementation Partner shall provide the training at BBJ on working days (Monday through Friday) between 10.00 AM to 05.00 PM only. Training should include functional training, training on the base product and system / database administration activities as per following details.
   a) Training to the trainer of all modules of Oracle ERP and HRMS package.
   b) End-user training for all modules of Oracle ERP and HRMS package.
   b) ERP Application and HRMS package maintenance training.
   c) ERP System and HRMS package Administration training.
   d) Training for Database Administration, backup and other technical aspects.

iii. The bidder will provide soft copies (three sets) of all training material and course material to enable BBJ to conduct further training to its staff/ users, if required at a later point

iv. The bidder will provide each participant with a copy of the training material. This material should be approved by BBJ at least 2 days prior to start to the course/ training.

v. Training should include functional training, training on the base product and system / database administration activities.

vi. The bidder shall provide a detailed training plan to BBJ, before the commencement of the training. This should include:

a) The training schedule
d) Infrastructure required for each training
e) Course material being provided for each training
f) Feedback mechanism for trainer.
g) Evaluation mechanism for trainee

e) Implementation Schedule (Delivery Period)

The implementation schedule spans over a period of 06 months within which all the modules indicated herein must be completed. The implementation agency will be required to deploy concurrent teams to work on different activities to ensure timely completion of the project. The implementation agency require to delivery phased completion schedules based on their understanding of the project activities. It's also require to configure and implement 3rd party HRMS package on same platform by the implementing agency.

If required, the implementation agency will be required to visit different office / project sites for which traveling reimbursement will be given by BBJ.

f) Implementation of Finance, Purchase & Inventory Modules of ORACLE ERP Solution and HRMS package of other vendor.

The Implementation of Finance, Purchase & Inventory modules of Oracle ERP system and HRMS package of other vendor, with all aspects to be completed as per schedule. A brief list of description but not limited, is given below:

Modules	Business Process Description
Finance – ▪ Accounts Payable	o Supplier master creation & maintenance o Bank account creation & maintenance o Payment processing with check printing, RTGS Payment o Payment Terms Maintenance o Supplier invoice entry

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	o Invoice generation by 2/3/4 Way matching with purchase orders/Goods Receipt/Inspection o Invoice Validation o Invoice Hold o Tracking of pre-payment (advances) o Debit Memo for returned materials to supplier o Accounting for invoice and payments o Ageing analysis o Cash planning for payment o Expense and employee advance o Multi Currency Handling o Revaluation o Supplier TDS, VAT, CESS, Excise Return and other statutory aspects with validation and summary.
Finance – ▪ Accounts Receivables	o Customer Master creation & maintenance o Payment terms creation & maintenance o Credit limit creation and maintenance o Automatic invoice generation from Order Management o Manual invoice entry for non order related receivables o Debit memo, deposit, credit memos o Collection (Receipts) entry and apply/matching with invoice o Receipts factoring (Cash Discounting) o Price List Maintenance o Outstanding aging analysis o Accounting for invoice and collections o Revaluation
Finance – ▪ Cash Management (India Localization)	o Cash Forecasting on the basis of inflows (Sales Order, Receivables) and outflows (Purchase Orders, Payables etc.) o Upload bank statements o Auto reconciliation of Bank Statement with systems transactions o Bank Transfer o Cash Book / Bank Book o Clearing
Finance – ▪ Fixed Asset	o Asset master creation and updation (Fixed Asset Register) o Asset creation from Accounts Payable invoice (mass addition) o Asset Adjustment o CIP Assets o Capitalize CIP Assets o Group Asset o Parent-Child relationship of Assets o Impairment

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	o Amortization o Asset Interactions/transactions –Transfers, Revaluations, Retirements o Integration with purchasing and Payables o Depreciation calculation o Physical Inventory of Assets o Accounting for depreciation and asset transactions o Addition to fixed asset (Capital Repair) o Corporate book & Tax book
Finance – ▪ General Ledger	o Flexible Chart of Account structure design o Standard books of accounts o Consolidation of transactions of all units o Cash flow and fund flow o Manual journal entries o Automated journal entries from sub ledger modules like Receivables, Payables, Asset and Inventory etc. and other legacy sources o Posting of journal entries. o Recurring journal o Provision journal o Account analysis - Drill down to sub ledger transaction from General Ledger o Budget definition and budgetary controls o Tracking of budgets versus actual o Generation of financial statements like Trial Balance, Balance Sheet, Profit & Loss statement etc. o Multi-currency reporting o Costing of Accounts procedures o Accounts Consolidation o Automatic realized gain/loss accounting (due to foreign currency rate fluctuation) o Generation of different worksheet schedules.

Purchase	o
	o Centralized or Decentralized procurement
	o Purchase Requisition (PR) and Approval
	o Internal Requisition and Approval
	o Request for Quotation
	o Quote Entry, Comparative Statements and Approval
	o Purchase Order and approval
	  ✓ Facility for extended delivery schedules
	  ✓ PO for basic raw materials
	  ✓ PO for materials and spares
	  ✓ PO for job orders (for contract manufacturing)
	  ✓ PO for services
	  ✓ PO for Expense Items
	  ✓ PO for contract labour
	  ✓ PO for imported items
	  ✓ Multi currency support

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| | ✓ Auto create purchase order from requisition.
✓ Create purchase order from approved quotation
o Blanket orders – Rate Contracts
o PO amendments and versioning
o PO cancellation
o Directory of Vendors
o Variety, Grade, Quality and Size wise master rate including tolerance limits
o Terms of payment, discounts
o Goods Received Note
o Purchasing Control – Receipt quantity and date tolerance (Define, Control and Action)
o Debit notes for materials returned
o Bill passing with facility for online matching of all relevant documents like GRN, PO etc.
o Tracking of taxes paid that are recoverable or not recoverable
o Budgetary control for purchases
o Receiving supplier shipments or internal transfers
o Integration with books of accounts.
o Purchase authorization hierarchy and workflow
o Vendor Evaluation
o Approved supplier list by items
o Supplier item cross-reference
o Capture quality related data of the material received
o Accounting for materials receipt
o Approval hierarchy (Job based and role based) workflow
o Multi – Currency Handling
o Online TCP / TCR approval flow.
o Liability and Payment with warranty details.
Reports & Views
So many reports are require and requirement will increase time-to-time depending upon business requirement and other aspects. Below are the brief list of some reports & views:
o Purchase Register (Day Book)
o Purchase Order Reconciliation with receipts, requisitions, budgets
o Materials received but not billed
o Supplier volume analysis
o Supplier performance
 ✓ Prices
 ✓ Quality / Rejections
 ✓ Delivery Schedule
o Receiving exceptions
o Requisition status – Open, overdue etc. |

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	o PO Status – Open, outstanding & overdue
	o Supplier on hold & Supplier purchase summary.
Inventory / Material Management	o Warehouse/Inventory organization, Locations, Sub-Inventory, Locations
	o Raw materials, finished goods, store items, consumables item management
	o Item Master Creation
	o Item code (Multi segment flexible definitions)
	o Item categories (Multi segment flexible definitions)
	o Unit of Measure conversion intra-class and inter-class
	o Item Cataloguing and Item Inquiry
	o Item lot, Sub-lot and serial
	o Self-life and Expiration date
	o Item Grade maintenance
	o Stock ledger, stock Control and stores management
	o Inventory Transactions
	✓ Item Receipts – Vendors, Manufacturing, Stock transfer, Sales returns etc.
	✓ Item issues – manufacturing, stock transfer, move order issue, material returns, customers etc.
	✓ Move order transfer
	✓ Miscellaneous issue
	✓ Miscellaneous receipt
	✓ Organization Transfer
	✓ Physical Stock Correction
	o Item Reservations
	o Item picking, staging, packing and shipping
	o Item quantity (on-hand, reservable)
	o Item cost (material, resource, overhead)
	o Valuation of stock
	o Tracking of taxes paid and recoveries
	o Stock Reconciliation
	o GRN Register
	o Minimum, Maximum and reorder levels
	o Safety stock
	o Order lots / quantities
	o Consumption analysis
	o Record item transactions in dual units of measure
	o Physical inventory and cycle counting
	o Define reorder rules for purchased or manufactured items across the enterprise
	o Establish quality specification by lot
	o Control lots by shelf life
	o Hazarders items
	o Update general ledger transparently with each inventory transaction
	o Inventory Planning & Forecasts

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	o Define re-order **Reports & Views** So many reports are require and requirement will increase time-to-time depending upon business requirement and other aspects. Below are the brief list of some reports & views: o Stores ledgers o Issue register o Receipt register o Return register o Inactive items – non moving and slow moving spares and consumables o Consumption report o Statutory registers and documentation – taxes paid and recoveries o ABC Analysis o Non moving stock o Transaction history o MIS reports – Regular and on demand

The bidder / Implementing Agency also have to provide seamless ERP technical and application support services for all the modules – implemented in BBJ for a period of 1 year.

Modules to be supported: Finance, Purchase, Inventory & Materials Management of Oracle ERP system and HRMS package of 3rd party vendor.

The services are to be provided by one skilled manpower at BBJ Head office, Kolkata and additional persons as required.

A brief list of areas of application support but not limited to, is given below:
• Analysis of day-to-day issues and guidance to the core team & System personnel on

   ✓ Transaction processing
   ✓ Approvals of PR, PO and PPO Etc.
   ✓ Hands on training with Forms, Reports and processes
   ✓ Writing of queries with actual requirement
   ✓ Analyzing backend tables
   ✓ Troubleshooting

• Support for issue resolution
   Problems related to raising and following Service Requests with ERP Vendor
   Suggestion of work-around solution to meet the requirements
   Data fetching through backend queries

• Proactive monitoring for critical transactions, processes, concurrent programs, etc. such as
   ✓ Invoice processing
   ✓ Sales orders
   ✓ Payment processing
   ✓ Analyzing reports for tallying with system figures

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• Support for Period (Month-end & Year-end) Closing, Reconciliation of Inventory, Sales & Finance Accounts with all ledger and respective modules.
   Assisting in period closing processes

• Technical Support for maintenance of the Application and Database
   All the related applications of patches, cloning, tuning, all type of backup etc.

• Report / Form / Process Customizations.
The above application support areas are tentative and may change as per the requirement.

Necessary support would be also provided to BBJ Core Team and System Team for resolving product related issues.

3. DELIVERY PERIOD
The implementation of these Oracle ERP modules and HRMS with Payroll is estimated to be 06 months and 03 months handholding support period is also estimated. The handholding support will be provided as per special condition of contract clause 9(B). Total project to be completed in 09 months.

4. PAYMENT TERMS
The payment would be made on submission of Invoice for payment with report approved by the BBJ management, on the jobs / activities performed.

BBJ shall make progressive payment as and when the payment is due as per agreed terms of payment. Payment will become due and payable by BBJ within 30 days from the date of receipt of successful Implementing agency's bill / invoice, provided the documents are complete in all terms.

Supply of Customization of ERP Software and HRMS package & Implementation on-account payment shall be made as under

Sl.No.	Supply / Implementation	On account payment for implementation of ERP
1	Installation of all Hardware's and Software's, required for Oracle ERP implementation with installation of Oracle Licenses.	NIL
2	Inception Report, Agreed Project Plan.	15 %
3	Submission of AS-IS process.	10 %
4	Submission of envisioned TO-BE process including customization requirement report.	10 %
5	1st Conference room pilot (System configuration & demonstration of business process flow).	15 %
6	Construction of customization items (Bespoke Development) and 2nd Conference room pilot.	10 %
7	Data Migration.	5 %
8	ERP Training to all level of users (Core User, End User etc.) with submission of User Manual, System (Database and Technical) Manual, Source Code of customization etc.	10 %
9	User Acceptance Testing with the original data to accept	10 %

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	the process.	
10	Database and Technical Training.	5 %
11	Go-Live.	5 %
12	Hand-holding support	5 %
	TOTAL	**100 %**

5. FIRM PRICE

Rate shall remain firm and shall not attract escalation due to any reason in pursuance of this contract from the date of order.

6. TAXES AND DUTIES

Income Tax will be deducted by cash at source from the Implementation Agency's Bills as per Income Tax Act and Rules framed there under at such rates as may be applicable from time to time.

The rates quoted by the Implementation Agency shall include all Excise Duties, Custom Duties, Import Duties, VAT, Octroi, Royalty and all other taxes, that may be levied according to the Laws and Regulations now in force and also here after imposed, increased or modified from time to time on materials and supplies acquired for the purpose of the Contract and on the services performed under the Contract.

The Implementation Agency should be registered with Service Tax Authority, if he has a turnover exceeding Rs. 8.00 Lakhs. The Implementation Agency should not include service tax and educational cess as applicable in their quoted price. However, the company shall reimburse the service tax and educational cess as applicable to the Implementation Agency at actual against submission of service tax invoice along with copy of GAR-7 challan duly notarized as per CENVAT Rules only.

Income Tax and other taxes at the rates applicable from time to time shall be deducted from the bills of the Contract at the source.

7. DELIVERY PERIOD EXTENTION

If there is delay for reasons not attributable to the implementing agency, BBJ upon receipt of written request justifying such delay from the implementing agency may extend the Delivery period as suitable and fit reasonable to BBJ. No extra claim of the implementing agency will be entertained in such cases of time extension being granted.

8. PERFORMANCE SECURITY

The Performance Security shall be submitted by the successful bidder within 14 days of LOA / Work order in the form of a Bank Guarantee from any nationalized / scheduled Bank as per the format specified by BBJ. The Performance security shall be 10 % of the total contract value. The Performance Security is to ensure due performance of all obligations of the implementing agency under the Contract against an event of default by the implementing agency and / or any Material Breach of its obligations there under. The Performance Security shall be kept valid for a period of 6 months (six months) beyond the expiry of the Contract / Warranty period and Post Implementation Support.

Delays in the implementation agency's performance - Time is the essence of the Contract. Delivery of the deliverables and performance of the services shall be made by the

SPECIAL CONDITION OF CONTRACT

Implementation Partner in accordance with the time schedule drawn at the time of start of work and mutually agreed by the BBJ and Implementation Partner. In case the delivery is not completed in the stipulated delivery period, as indicated, BBJ reserves the right either to short close / terminate the contract and / or recover liquidated damage as indicated above. The termination / short closing of the contract shall be the responsibility of the Implementation Partner and BBJ reserves the right.

9. LIQUIDATED DAMAGE
A) Supply and Implementation part

The date of delivery of the modules stipulated at the time of System Requirement Specification (SRS) / "TO BE" study of each module should be deemed to be the essence of the contract and delivery must be completed not later than the dates specified therein. Extension will not be given except in exceptional circumstances. Should, however, deliveries be made after expiry of the contracted delivery period, without prior concurrence of BBJ and be accepted by BBJ, such deliveries will not deprive BBJ of its right to recover liquidated damages as mentioned.

Should the implementing agency fail to deliver any module within the period prescribed and agreed for delivery, then BBJ, without prejudice to other remedies available to it shall be entitled to recover liquidated damages, a sum equivalent to 0.5% of the value of the delayed delivery for each week of delay or part thereof for a period up to 10 (Ten) weeks, and thereafter at the rate of 1.0% of the value of the delayed delivery for each week of delay or part thereof for another Ten weeks of delay subject to maximum 10 % of the total value of the contract.

B) Warranty, Maintenance and Post-implementation Support part

The required problem resolution time during Apps Support services is:
   a.   **Support category: High** – The system is unable to be used for normal business activities. Certainty of financial loss.
      Response time: < 30 mins, Resolution: < 90 minutes
   b.   **Support category: Medium** – There is a problem with a part of the system and shall impact BBJ's decision making. There is a likelihood of financial loss. **Response time: <2 hours, Resolution: <4 hours**
   c.   **Support category: Low**– The efficiency of the users is being impacted, but the business can still be carried out with workarounds. **Response time: <4 hours, Resolution: <8 hours**

i. In case of a delay of resolution after 24 hours a sum of Rupees 500/- (Rupees Five Hundred Only) per hour or a part there of shall be deducted till the resolution of the same, from the quarterly warranty maintenance and support charges as applicable.

ii. The upper ceiling of the penalty on the on-site comprehensive warranty, maintenance and support services shall be the total amount to be paid to the Implementation Partner for providing on-site warranty maintenance and support services in a year under the contract. In case the total penalty in a year is more than the balance payment to be made to the Implementation Partner during the year, BBJ may request the Implementation Partner to deposit the amount with BBJ within a stipulated time period or may revoke the performance guarantee either in part or full to realize the outstanding dues for non-performance of the contract.

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SPECIAL CONDITION OF CONTRACT

10. ARIBITRATION

All questions, disputes or differences of any kind whatsoever arising out of, or relating to the contract shall be referred within 30 days by the parties of this contract, for decision, to the sole arbitrator, who shall be the Managing Director (MD) of BBJ or any other officer of the company nominated by the said MD in that behalf. In the event of such an Arbitrator to whom the matter is originally referred, is transferred or vacates his office by resignation or otherwise or refuses to act or is incapable of acting for any reason whatsoever the MD, BBJ shall appoint another person to act as Arbitrator in his place in accordance with the terms of this contract. Such person(s) shall be authorized to proceed from the stage at which, his predecessor left it.

There will be no objection to any such appointment that the arbitrator appointed is an officer of the company or that he had to deal with the matter to which this contract related or that in the course of his duty such officer has expressed views on all or any of the matter on dispute or difference. No person other than the MD or his nominee can act as an Arbitrator.

The venue of arbitration shall be Kolkata only. The award of the Arbitrator shall be final and binding on the parties.

The provision of Arbitration and Conciliation Act, 1996, shall govern the arbitration proceedings, if any.

Confidentiality - BBJ and the successful bidder shall keep confidential information and shall not, without the written consent of the either party hereto, divulge the same to any third party. The successful bidder and BBJ shall take all necessary steps to ensure confidential handling of all information developed or acquired by one party from the other party.

11. TERMINATION OF CONTRACT

In case the successful bidder or BBJ fails to comply any of its respective Contractual obligation within stipulated time frame, for reasons solely attributable to the breaching party, the non-breaching party reserves the right to terminate the contract by giving 30 days notice, provided the failure is not cured within such 30 days notice period, without any valid reason provided by the breaching party within 7 days of end of stipulated time frame. In the event of either party terminating the Agreement, BBJ will make payments of all dues to the successful bidder for all services rendered as of and up to the date of termination, as per contracted terms.

12. JURISTICTION OF COURT

The Courts at Kolkata shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

(ANIMESH NEOGI)
DGM(P-V)

TENDERER(S)   BBJ

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BILL OF QUANTITIES

Sl. No.	Item Description	Rate	VAT	Service Tax	Others (if any)	Total Amount (in Rs.)
1	ORACLE ERP Implementation services for Finance, Purchase & Inventory / Material Management modules with configuration and implementation of HRMS package purchased from other vendor.					
2	AMC of Oracle ERP with post implementation technical and application product support including update, handholding support service, for all the technical aspects and functional modules implemented for 3 Months.			**FREE**		
	TOTAL					
	Total Cost (in words)					

NOTE:

All require hardware, Operating System, networking peripherals, Oracle Database with license of Oracle ERP modules will be provided by the company, as per proposal received from the Implementing agency at the time of tendering.

(ANIMESH NEOGI)
DGM(P-V)

TENDERER(S)   BBJ

ANNEXURE-A"

LIST OF DEVIATIONS

SL. NO.	BBJ TENDER CONDITION		BIDDER'S DEVIATED CONDITIONS
	CLAUSE REF.	DESECRIPTION	
1			
2			
3			
4			
5			
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7			
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Note : INCASE OF NO DEVIATION, THE BIDDER MUST STRIKE OUT THE ABOVE AND WRITE NIL DEVIATION.

TENDERER(S)   BBJ