National Book Trust (NBT)

Expression of Interest (EOI) – ERP / Digital System Implementation

The National Book Trust (NBT), an autonomous organization under the Ministry of Education, Government of India, invites Public Sector Undertakings (PSUs) with relevant experience in IT system design and implementation to submit proposals for the development and deployment of a comprehensive Enterprise Resource Planning (ERP) solution.

The ERP system is intended to digitize and integrate NBT's operations across Finance, Human Resources, Procurement, Project Management, Vendor Management, and Document Control.

Interested PSUs are requested to submit their proposals in line with the enclosed Terms of Reference (TOR), covering:

- Overview of ERP solution and its relevance to government organizations.
- Proposed modules and functionalities for NBT.
- Previous implementations in public institutions.
- Estimated timeline, resource plan, and cost structure (implementation and AMC).
- Training, handholding, and post-implementation support.

Submission Deadline: Proposals must be submitted by Monday, 16th March 2026, 3:00 PM.

Proposals may be addressed to:

Mr. Yuvraj Mallik

Director,

National Book Trust (NBT),

New Delhi

Enclosure: Finalized Terms of Reference (TOR) – ERP / Digital System for NBT

Request for Proposal (RFP) *for the Selection of* ***Systems Integrator*** *for* ***Design, Development, Implementation and Maintenance of Web Based Enterprise Resource Planning (ERP) Solution*** & ***Mobile Application***

Terms of Reference (ToR)
for
Selection of Systems Integrator for Design, Development, Implementation and Maintenance of Web Based Enterprise Resource Planning (ERP) Solution & Mobile Application

nbt.india
एक: सूते सकलम्

राष्ट्रीय पुस्तक न्यास, भारत
मानव संसाधन विकास मंत्रालय, भारत सरकार
NATIONAL BOOK TRUST, INDIA
Ministry of Human Resource Development, Govt. of India

February 2026

ToR No: NBT/ERP Project/2025-26/01
Dated**:** 17-Feb-2026

NATIONAL BOOK TRUST, INDIA
India Nehru Bhawan, 5 Institutional Area,
Vasant Kunj, Phase-II, New Delhi - 110070

FACT SHEET

Sr. No.	Item No.	Details
1	Bid/Tender No.	**NBT/ERP Project/2025-26/01**
2	Name of the Work/Project	Request for Proposal (RFP) for the Selection of Systems Integrator for Design, Development, Implementation and Maintenance of Web Based Enterprise Resource Planning (ERP) Solution & Mobile Application
3	Name of the issuer of this Tender	**NATIONAL BOOK TRUST, INDIA** Nehru Bhawan, 5 Institutional Area, Phase-II Vasant Kunj, New Delhi -110070
4	Date of issue of Tender Document	23-02-2026
5	Last Date for Submission of Bid	**06-03-2026 at 18:00 Hrs**. Proposal that are received late WILL NOT be considered in this procurement process.
6	Mode of Bid Submission	**Offline** Address: **NATIONAL BOOK TRUST, INDIA** Nehru Bhawan, 5 Institutional Area, Phase-II Vasant Kunj, New Delhi -110070
7	Number of Packets	Two packet **offline** bid submission as under: **Packet-1 Technical Bid** **Packet-2 Financial Bid**
8	Date of Bid Opening	**16-03-2026 at 15:00 Hrs.**
9	Mode of Bid Opening	Offline
10	Bid Language	Bid should be submitted in English language Only
11	Period of Engagement	5 Years
12	Address of Communication	Director (NBT) **NATIONAL BOOK TRUST, INDIA** Nehru Bhawan, 5 Institutional Area, Phase-II Vasant Kunj, New Delhi -110070
13	Validity of Proposal	Proposals must remain valid for 180 days after the submission date.
14	General Terms and Condition	As per ToR
15	Consortium	Not allowed
16	Method of Selection	QCBS Basis

		Financial Bid will be opened **only for those Bidders who have Qualified in the Technical Bid**. Bidders will be required to make a **Presentation for better Understanding of the Project requirements**, covering the following aspects as mentioned in the **ToR:** • **Scope of Work** • **Methodology** • **Proposed Solution** • **Technology Stack** • **Implementation Plan** • **Support and Maintenance Plan** The presentation will be considered as part of the Technical Evaluation process to assess the Bidder's Understanding and Approach towards Successful Project Execution.
17	Performance Bank Guarantee	The selected System Integrator shall be required to furnish a **Performance Bank Guarantee equivalent to 3% (Three Percent)** of the Work Order/Purchase Order value. PBG will be in the form of a Bank Guarantee or eBank Guarantee/ Bank Guarantee in the name of **NATIONAL BOOK TRUST, New Delhi** The PBG should remain **valid for a period of 90 (Ninety days) beyond the date of completion** of all contractual obligations of the System Integrator.

Request for Proposal (RFP) *for the Selection of* ***Systems Integrator*** *for* ***Design, Development, Implementation and Maintenance of Web Based Enterprise Resource Planning (ERP) Solution*** & ***Mobile Application***

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Introduction

The National Book Trust (NBT), India is an apex body established by the Government of India (Department of Higher Education, Ministry of Human Resource Development) in the year 1957. The objectives of the NBT are to produce and encourage the production of good literature in English, Hindi and other Indian languages and to make such literature available at moderate prices to the public and to bring out book catalogues, arrange book fairs/exhibitions and seminars and take all necessary steps to make the people book minded.

Basic Information

a) **National Book Trust, New Delhi**, as an autonomous body under the Ministry of Education of the Government of India, invites responses ("Tenders") to this Request for Proposals ("RFP") from reputed Information Technology (IT) service providers / systems implementation agencies ("Bidders") for the provision of ERP System Implementation Services as described in Section 8 of this RFP, "Terms of Reference"

b) Any contract that may result from this Government procurement competition will be issued for a term of 5 years after Go-live.

c) The Purchaser reserves the right to (may), with the concurrence of the bidder, extend the Term for a period or periods of up to one year with a maximum of two such extensions on the same terms and conditions, subject to the Purchaser's obligations at law.

d) Proposals must be received not later than time, date and venue mentioned in the Fact Sheet. Proposals that are received late will not be considered in this procurement process.

1. Project Background

NBT, India intends to implement ERP for PMS (Project Management System) and other organizational activities and business processes conducted by it. Along with this, NBT would also like to standardize its processes for Service Delivery, Planning, Purchasing, Inventory, Vendor Management, Finance & Accounts, and Human Resources by introducing an ERP System.

The Project will include Computerization of the entire Vendor Management System, HR, Finance and Accounting Process, which includes the Automated Project Fund Flow and Expense Tracking and System Generated Reports. The process would have no or very limited manual intervention.

The objective of this assignment is to strengthen the functioning of NBT through Automation of Business Process with Minimal Physical movement of file. The initiative aims to bring following valuable changes in Organization processes:

- **Reduced Process time through seamless movement of file in system**
- **Tracking of the process through System Dashboard**
- **Increased Transparency and Accountability**

2. Key outcomes expected from the ERP System

With the implementation of the proposed ERP System across the organization, NBT intends to Automate and Streamline the Operations, Monitoring, Reporting and Information-based Decision Making. Some of the expected benefits are:

- Facilitate effective operations and aid decision making by management through automation
- Remove redundancies and increase efficiencies in current operations and increase overall effectiveness
- Increase visibility of operations that enables informed decision making
- Help NBT officials in proper planning and optimizing the administrative work.
- Help various stakeholders in better reporting
- Streamlining of various processes related to Hardware and Manpower procurement and Project Management
- Increasing efficiency by integrated view of end-to-end processes and workflows for various organization and business functions ranging from Establishment related functions to Vendor Management functions
- Implementing system driven notification and alerts at various levels for various jobs will help to increase the ease of decision making and problem solving more effectively.
- Better coordination between operations and management through integrated system
- Reduce redundancy in processes by capturing data at the source and in real time
- Reduce data manipulation by integrating data security and automatically read data
- Standardize and streamline current processes to increase efficiency and pace.
- Centralized consolidation of data and information will help to produce real-time reports of the status of any project or procurement sub-functions. This will help to strengthen more efficient and informed planning and positioning of resources like finance and manpower at various levels.
- Leverage IT as decision support systems to handle dynamic nature of NBT's business and service delivery framework.

- KPI driven system for the management to measure the performance and improvement areas within the organization and also the same of various Vendors and System Developers related to NBT.
- The system will also help to integrate with various stakeholders on real-time to get the current and proper information for decision making.

3. Scope of Work

The Scope of Work of the Implementation divided into the following heads:

A. Application Development, Customization and Implementation

- Development of the Project Implementation plan
- Business Requirements and Process Study
- Supply, Installation, Configuration & Customization of ERP Solution as per requirement
- Application Testing
- Quality Review, reporting and approval
- Data Digitization and Migration
- Linkage with existing applications including digital signature integration. (Digital signature will be provided by user)
- Project and Product Documentation.
- Detailed Post Implementation documents for each and every module and sub- modules to be prepared and submitted to the client. Approval of the same from the client to be taken.
- Developing and designing of Operational Hand Book for each and every module and sub- modules.

B. Training and Capacity Building

- Training and Capacity Building Requirements
- Imparting regular refresher trainings

C. User Support and Maintenance of the Integrated ERP application

- Application monitoring and Compliance to Service Level Agreements
- Application support including modifications and integration with future systems
- Bugs / Fixes Management
- Software Change and Version Control
- Maintenance of Configuration Information & System documentation

D. Operations and Maintenance of IT infrastructure/Application

- Help Desk Services
- Data Center operations
- ATS and Annual Maintenance Contract
- Database administration

3.1 Application Customization and Implementation

3.1.1 Development of the Project Implementation Plan

Upon award of the Contract, the System Integrator shall develop a Detailed Project Plan encompassing the activities specified in the Contract. The contents of the Project Plan shall be as below:

- Design and Development plan
- Pre-commissioning, Operational and User Acceptance Testing Plan
- Delivery and Installation Plan
- Training Plan
- Post-Warranty Service Plan
- Quality Assurance and Control Process details which must include (but not limited to) detailing on Metrics, Reviews, Problem Reporting and Corrective action, System audit etc.
- Data Entry Plan/Data Migration plan
- Any other item in consultation with NBT.

3.1.2 Business Requirement and Process Study

The System Integrator shall do a Business Requirements Study for each sub-department of NBT. The As-Is processes and To-Be processes of each of these sub-departments will be provided to the System Integrator. Though enough care has been taken to include all the processes, there could be more processes which may need to be captured by the System Integrator. Indicative MIS requirements are mentioned in the To-Be process maps. The System Integrator is however expected to capture the detailed reporting requirements of these sub-departments based on discussions with the sub-departments.

The document will indicate the additions/ modifications that need to be made to the product to meet the business requirements. It is the responsibility of the System Integrator to demonstrate the best practices available in the proposed ERP and how these best practices affect the output and can be implemented in the existing business processes.

System Integrator shall prepare detailed System Requirement Specifications (SRS) detailing processes for all modules based on functional and Quality-of-Service requirements mentioned in this RFP and also additional requirements as may be identified in consultation with the NBT and other stakeholders during the requirement study phase. The SRS approved by NBT will form the baseline for all subsequent phases of Application Development and Deployment from an Application requirements perspective (e.g. for testing, identifying “change” to requirements etc.).

3.1.3 Supply, Installation, Configuration & Customization of Integrated ERP Solution

Supplying, Installing, Configuring, Customizing (as required) and Implementing of the proposed ERP Product so as to cover but not limited to the functions:

a) Supplier Management for Manpower (Outsourcing) agencies

- NBT engages resourcing agencies for supplying requisite manpower to various government entities. The proposed module will endeavor to create a complete database of such resources
- Manpower procurement Module-Design process for end to end empanelment of agencies, maintenance of candidate roster, deployment, Auto allocation, tracking etc.
- Design process for contract management, invoicing approval and subsequent payments

b) Financial Accounting and Controlling

- Computerization of maintenance of financial transactions and other correspondences with robust accounting and audit procedures
- Computerization for automatic generation of all types of accounting reports project statistics and status reports
- Creating accounting modules for General Ledger Bank accounting and consolidation reports
- Computerization of MIS systems through mobile android App, online portal, SMS, and email from beginning to end.

c) Human Resource Module

- Creation of Employee database for NBT
- Leave Management System
- Payroll Processing
- EPF and Pension Management System
- Performance Appraisal System

d) Project Management Module

- Creation of project head with required funding description and necessary details
- Project Status/ deliverable tracking against listed milestones
- Expenditure tracking
- Design process for Purchase order generation and contract management.
- Design process and IT intervention for SI payment (release of purchase order, subsequent invoicing and payment processing) covering full lifecycle of the same.
- Design process for asset distribution control and project asset tracking

e) Reporting, Dashboard and Analytics Module

ERP analytics refers to the process of analyzing data generated by an ERP system to extract valuable insights and drive strategic decision-making. The module consists of following features:

- **Business Reporting**: Detailed information enhances business reporting, providing insights into what the organization is doing right and areas for improvement.
- **KPI Monitoring and Customizable Dashboards**: ERP analytics tracks key performance indicators (KPIs), aiding stakeholders in making informed decisions allowing users to create personalized dashboards that display essential metrics and performance indicators. KPI will be decided at the time of system study.
- **Financial Ratios**: Analysis of key financial ratios (e.g., liquidity, profitability, solvency).
- **Budgeting and Forecasting**: Tools for creating budgets, forecasting financial performance, and comparing against actuals.
- **Scheduled Reports**: Automated scheduling and distribution of reports to stakeholders.

f) Self Service Portal & Mobile Application (Web Portal and Mobile Application)

Self Service Portal and Mobile Application needs to be Developed for usage by Nodal Officers and Data Entry Operators (DEOs)/Programmers/Stenographer.

This application should have features for viewing Deployment Status, Uploading Absentees, generation of Performa Invoice etc, whereas Data Entry Operators (DEOs)/Programmers/Stenographers can view their Payment Details, Salary Slips, other alerts etc.

g) Document Management System:

DMS Application to Digitize the documents related to the modules and their Management and Reporting.

Document Management System should have at least the following features:

- Document Creation and Capture
- Document Storage and Organization
- Document Access and Security
- Analytics and Reporting
- User Interface and Experience

The modules, as mentioned above, are indicative. The System Integrator have to include modules based on the requirements of NBT. System Integrator will also provide all other components of the solution landscape and third-party tools as may be necessary for the successful implementation and functioning of the solution with respect to the required functionalities mentioned in the RFP including Functional Requirement Specifications.

System Integrator is responsible for the procurement of any software required for successfully implementing and managing the ERP System.

The System Integrator must implement the below-mentioned ERP Functional Modules **(ANNEXURE - A)** as per the identified Business needs of NBT.

ANNEXURE – A

4. Functional Features:

To successfully Design and Implement an ERP Solution it is required to define the Functional requirements of various Modules / Sub-modules of the proposed ERP Solution. Functional requirements have been categorized on the basis of different Modules / sub-modules of the proposed ERP solution. The minimum functional requirements of the ERP Solution for NBT is given hereunder. However it is preferable to understand the actual requirements of each process given in the To-Be report and the input of the officials/users of NBT should also be considered while Designing/Implementing the ERP solution.

4.1 Supplier Management for Manpower (Outsourcing) Agencies

Sl#	Functional Requirements
	Vendor Registration and Approval
FR 01	The module should allow resourcing agencies to register by providing necessary information and documentation.
FR 02	Include a verification process to ensure compliance with legal and quality standards.
FR 03	Implement an approval mechanism by designated authorities within NBT.
FR 04	Provide status updates to agencies regarding their registration progress.
FR 05	Maintain a database of approved vendors for future reference.
FR 06	Enable periodic review and renewal of registrations to ensure continued compliance.
FR 07	Allow for easy communication between NBT and vendors regarding registration status and requirements.
FR 08	Facilitate transparency in the registration process with clear guidelines and criteria.
FR 09	Ensure data security and confidentiality of vendor information.
FR 10	Generate reports on vendor registration status and trends for analysis.
	Contract Management
FR 11	Capture all contract details including terms, conditions, and scope of services.
FR 12	Implement a standardized contract template to ensure consistency and compliance.
FR 13	Allow for customization of contracts based on specific project requirements.
FR 14	Enable electronic signing and approval of contracts by authorized personnel.
FR 15	Facilitate version control and document management for easy tracking of contract revisions.
FR 16	Provide alerts for contract renewal, expiration, and key milestones.
FR 17	Allow for amendments and addendums to be easily incorporated into existing contracts.
FR 18	Enable access controls to restrict unauthorized modifications to contracts.
FR 19	Generate reports on contract status, performance, and compliance.
	Order Management
FR 20	Capture and process manpower requests from various government entities.
FR 21	Validate requests to ensure alignment with project requirements and budgets.
FR 22	Enable prioritization and allocation of resources based on predefined criteria.
FR 23	Provide real-time visibility into order status and progress.
FR 24	Implement automated workflows for efficient order processing and approval.

FR 25	Allow for tracking of orders from initiation to fulfillment.
FR 26	Enable customization of order parameters such as quantity, skill requirements, and duration.
FR 27	Integrate with candidate roster and contract management modules for seamless order fulfillment.
FR 28	Provide alerts for overdue orders and potential bottlenecks in the fulfillment process.
FR 29	Generate reports on order history, fulfillment rates, and resource utilization.
FR 30	Ensure data accuracy and integrity throughout the order management process.
Candidate Roster Maintenance	
FR 31	Create and maintain a comprehensive database of available candidates.
FR 32	Capture candidate profiles including skills, experience, certifications, and availability.
FR 33	Implement search and filtering functionality for easy retrieval of candidate information.
FR 34	Enable candidate registration and profile updates by resourcing agencies.
FR 35	Provide visibility into candidate availability and assignment history.
FR 36	Implement data privacy measures to protect candidate information.
FR 37	Integrate with order management module for efficient candidate allocation.
Monitoring & Tracking	
FR 38	Implement real-time monitoring of manpower deployment and performance.
FR 39	Capture key performance indicators (KPIs) such as productivity, quality, and adherence to SLAs.
FR 40	Provide dashboards and reports for performance analysis.
FR 41	Enable tracking of candidate attendance, hours worked, and project assignments.
FR 42	Provide transparency into project status and progress for stakeholders.
FR 43	Implement measures to ensure data accuracy and integrity in monitoring and tracking activities.
FR 44	Enable continuous improvement through feedback loops and performance analytics.

4.2 Finance and Accounting Module

Sl#	Functional Requirements
General Ledger and Bank Accounting	
FR 01	Implement a system to record and track all financial transactions in the general ledger.
FR 02	Ensure compatibility with accounting standards and regulatory requirements.
FR 03	Provide functionality for journal entry creation, posting, and approval.
FR 04	Facilitate reconciliation between general ledger balances and bank statements.
FR 05	Implement security measures to restrict access to sensitive financial data.
FR 06	Provide audit trails and logs for accountability and transparency.
FR 07	Generate financial statements such as balance sheets, income statements, and cash flow statements.
FR 08	Enable real-time visibility into general ledger balances and transactions.
FR 09	Integrate with other modules such as accounts payable and accounts receivable for seamless data flow.
Accounts Payable	
FR 10	Capture and track all vendor invoices and payments.
FR 11	Implement approval workflows for invoice processing and payment authorization.
FR 12	Facilitate matching of purchase orders, receipts, and invoices to ensure accuracy.
FR 13	Enable automated payment scheduling and processing.

FR 14	Implement controls to prevent duplicate payments and fraud.
FR 15	Enable vendor management functionality for maintaining vendor master data.
FR 16	Integrate with general ledger for automatic posting of payable transactions.
FR 17	Facilitate electronic communication with vendors for invoice submission and inquiries.
Accounts Receivable	
FR 18	Capture and track all vendor invoices.
FR 19	Enable vendor management functionality for maintaining master data.
FR 20	Integrate with general ledger for automatic posting of receivable transactions.
Asset Accounting	
FR 21	Capture and track all fixed assets owned by the organization.
FR 22	Implement asset master data management functionality for recording asset details and attributes.
FR 23	Facilitate asset acquisition, depreciation, and retirement processes.
FR 24	Enable automated depreciation calculations based on predefined methods.
FR 25	Integrate with procurement and finance systems for seamless data flow.
FR 26	Provide reporting on asset utilization, depreciation expense, and asset impairment.
FR 27	Implement asset reconciliation processes to ensure alignment with physical inventory.
FR 28	Generate reports on asset register, depreciation schedules, and asset maintenance.
FR 29	Ensure compliance with accounting standards and regulatory requirements governing asset accounting.
Bank Accounting	
FR 30	Capture and reconcile all bank transactions including deposits, withdrawals, and transfers.
FR 31	Implement bank statement import functionality for automated data entry.
FR 32	Facilitate bank reconciliation processes to ensure accuracy of cash balances.
FR 33	Provide functionality for bank fee analysis and adjustment.
FR 34	Enable integration with general ledger for automatic posting of bank transactions.
FR 35	Facilitate cash flow forecasting and liquidity management.
FR 36	Generate reports on bank reconciliation status, bank charges, and cash flow projections.
Financial Accounting and Controlling	
FR 37	Capture and consolidate financial data from various modules and sources.
FR 38	Implement cost allocation and distribution functionality for accurate cost reporting.
FR 39	Facilitate budgeting and forecasting processes for financial planning.
FR 40	Provide variance analysis and performance reporting against budgeted targets.
FR 41	Enable real-time monitoring of financial performance against key metrics.
Cost Center Accounting	
FR 42	Capture and allocate costs to various cost centers within the organization.
FR 43	Implement cost center hierarchy and structure for reporting and analysis.
FR 44	Facilitate cost allocation methodologies such as direct, indirect, and activity-based costing.
FR 45	Provide visibility into cost center budgets, actual expenditures, and variances.
FR 46	Enable cost center planning and forecasting processes.
FR 47	Implement controls to prevent unauthorized cost center spending.
FR 48	Integrate with general ledger for automatic posting of cost center transactions.
FR 49	Generate reports on cost center performance, spending trends, and budget utilization.
FR 50	Implement alerts for cost overruns and deviations from budgeted targets.

FR 51	Enable cost center managers to monitor and track their budgets and expenditures.
FR 52	Provide transparency into cost allocation methodologies and assumptions.
Financial Accounting Reporting	
FR 53	Generate standard financial reports such as balance sheets, income statements, and cash flow statements.
FR 54	Provide customizable report templates to meet specific reporting requirements.
FR 55	Enable ad-hoc reporting for on-demand analysis and decision-making.

4.3 Project Management

Sl#	Functional Requirements
Project Planning and Scheduling	
FR 01	Enable creation of project plans with defined tasks, dependencies, and timelines.
FR 02	Allow for assignment of resources to tasks and allocation of work hours.
FR 03	Enable scheduling of milestones and key project events.
FR 04	Facilitate collaboration and communication among project team members.
FR 05	Implement baseline tracking to compare planned vs. actual progress.
FR 06	Enable project managers to adjust schedules and resources as needed.
FR 07	Provide alerts for missed deadlines and schedule deviations.
FR 08	Integrate with calendar and scheduling tools for seamless coordination.
FR 09	Facilitate version control and history tracking for project schedules.
Project Tracking and Execution	
FR 10	Capture and track project progress against defined milestones and deliverables.
FR 11	Provide real-time visibility into project status and task completion.
FR 12	Enable issue tracking and resolution to address project roadblocks.
FR 13	Facilitate time tracking and reporting for accurate project progress assessment.
FR 14	Implement workflow automation for streamlined task execution.
FR 15	Enable collaboration and communication among project stakeholders.
FR 16	Provide dashboards and reports for project performance analysis.
FR 17	Enable project managers to make data-driven decisions based on real-time information.
FR 18	Implement alerts and notifications for project status updates and milestones.
FR 19	Ensure data security and confidentiality of project information.
Project Tracking and Execution	
FR 20	Capture and manage project resources including human, financial, and material resources.
FR 21	Provide visibility into resource availability, utilization, and allocation.
FR 22	Enable resource scheduling and assignment based on skill sets and availability.
FR 23	Facilitate resource forecasting and planning for future projects.
FR 24	Enable collaboration and communication among project team members.
FR 25	Ensure compliance with labor regulations and contractual agreements.
Budgeting and Cost Management	
FR 26	Capture and manage project budgets including funding sources and allocations.
FR 27	Provide visibility into project expenditures and budget utilization.
FR 28	Enable budget tracking against planned expenditures and forecasts.

FR 29	Facilitate budget adjustments and reallocations as needed.
FR 30	Implement controls to prevent budget overruns and unauthorized spending
FR 31	Enable expense tracking and categorization for accurate cost analysis.
FR 32	Integrate with accounting systems for seamless financial data flow.
FR 33	Provide alerts for budget deviations and potential cost overruns.
FR 34	Enable variance analysis and reporting for budget performance assessment.
FR 35	Facilitate approval workflows for budget changes and expenditures.
Risk Management	
FR 37	Identify and assess project risks including potential impacts and likelihood.
FR 38	Implement risk mitigation strategies and action plans.
FR 39	Enable risk prioritization based on severity and probability.
FR 40	Facilitate risk monitoring and tracking throughout the project lifecycle.
FR 41	Enable risk reporting and communication to project stakeholders.
FR 42	Integrate with project planning and execution tools for risk management.
FR 43	Provide alerts for new risks and changes to risk status.
FR 44	Facilitate risk workshops and reviews for continuous improvement.
Change Management	
FR 46	Capture and assess proposed changes to project scope, schedule, or resources.
FR 47	Implement change request workflows for formal change approval.
FR 48	Facilitate impact analysis to assess the implications of proposed changes.
FR 49	Provide visibility into change status and history.
FR 50	Enable documentation and tracking of change requests and approvals.
FR 51	Integrate with project planning and scheduling tools for change implementation.
FR 52	Provide alerts for pending change requests and approvals.
FR 53	Facilitate change communication and training for affected stakeholders.
FR 54	Ensure compliance with change management policies and procedures.
Reporting and Analytics	
FR 55	Generate standard reports such as project status reports, milestone reports, and budget reports.
FR 56	Provide customizable reports for project status, milestone and budget reports as per requirements.
FR 57	Provide customizable report templates to meet specific reporting requirements.
FR 58	Enable ad-hoc reporting for on-demand analysis and decision-making.
FR 59	Implement dashboards for real-time project performance monitoring.
FR 60	Provide drill-down functionality for detailed analysis of project data.
FR 61	Ensure data accuracy and consistency across reports and analytics.
FR 62	Facilitate collaboration and sharing of reports among project stakeholders.
FR 63	Integrate with document management systems for easy access to project documentation.
FR 64	Ensure scalability to accommodate growing reporting needs and changing business requirements.
FR 65	Facilitate audit trails and documentation for regulatory compliance.
Project Creation and Funding	
FR 66	Enable creation of new projects with detailed descriptions and objectives.
FR 67	Capture project funding sources, budgets, and financial allocations.
FR 68	Provide visibility into project funding status and availability.

FR 69	Facilitate approval workflows for project funding requests.
FR 70	Enable documentation and tracking of project funding sources and allocations.
Milestone Tracking	
FR 71	Define and track project milestones and deliverables.
FR 72	Provide visibility into milestone status and completion dates.
FR 73	Facilitate milestone planning and scheduling.
FR 74	Implement alerts and notifications for upcoming milestones.
FR 75	Enable milestone dependency management to ensure sequential completion.
FR 76	Generate milestone reports and dashboards for project status communication.
FR 77	Ensure alignment of milestones with project objectives and goals.
FR 78	Enable milestone performance analysis and trend reporting.
Expenditure Tracking	
FR 79	Capture and track project expenditures including labor, materials, and overhead costs.
FR 80	Provide visibility into expenditure status and budget utilization.
FR 81	Facilitate expense categorization and allocation to specific project activities.
FR 82	Enable expense approval workflows for authorized spending.
FR 83	Implement controls to prevent unauthorized expenditures and budget overruns.
FR 84	Integrate with accounting systems for seamless financial data flow.
FR 85	Provide alerts for budget deviations and potential cost overruns.
FR 86	Enable variance analysis and reporting for expenditure performance assessment.
FR 87	Generate expenditure reports and dashboards for project cost analysis.
Purchase Order Generation	
FR 88	Enable creation of purchase orders for project-related purchases.
FR 89	Capture vendor information, item details, quantities, and prices.
FR 90	Implement approval workflows for purchase order generation.
FR 91	Facilitate integration with procurement systems for vendor selection and pricing.
FR 92	Provide visibility into purchase order status and history.

4.4 Human Resource

Sl#	Functional Requirements
Employee Directory	
FR 01	Capture and maintain employee information including personal details, contact information, and employment history.
FR 02	Enable search and filtering functionality for easy retrieval of employee records.
FR 03	Facilitate employee self-service for updating personal information and accessing company directories.
FR 04	Implement access controls to restrict sensitive information based on user roles and permissions.
FR 05	Provide integration with HRIS systems for seamless data exchange.
FR 06	Enable customization of employee profiles to capture additional information as needed.
FR 07	Ensure data security and compliance with data protection regulations.
FR 08	Provide reporting capabilities for workforce demographics and headcount analysis.
FR 09	Ensure scalability to accommodate a growing workforce and changing organizational needs.

FR 10	Facilitate communication and collaboration among employees through directory features.
FR 11	Implement version control and audit trails for data integrity and accountability.
Recruitment and Onboarding	
FR 12	Capture and manage job vacancies, job descriptions, and candidate profiles.
FR 13	Provide a centralized platform for job posting and applicant tracking.
FR 14	Facilitate candidate screening, assessment, and interview scheduling.
FR 15	Implement workflows for candidate selection, offer generation, and onboarding.
FR 16	Provide visibility into recruitment pipelines and hiring status.
FR 17	Enable collaboration among hiring managers and recruitment teams.
FR 18	Facilitate electronic document management for onboarding paperwork.
FR 19	Integrate with HRIS systems for seamless transfer of employee data from recruitment to onboarding.
Time and Attendance Management	
FR 20	Capture and track employee work hours, including regular hours, overtime, and leave.
FR 21	Provide multiple methods for time capture, such as biometric devices, web portals, and mobile apps.
FR 22	Implement approval workflows for timesheet submission and verification.
FR 23	Facilitate scheduling of shifts and assignments based on employee availability and business needs.
FR 24	Provide real-time visibility into attendance status and deviations.
FR 25	Facilitate leave request submission and approval processes.
FR 26	Integrate with payroll systems for accurate calculation of wages and salaries.
FR 27	Implement alerts for attendance policy violations and exceptions.
FR 28	Provide reporting capabilities for attendance analysis.
Leave Management	
FR 29	Capture and manage employee leave requests, including vacation, sick leave, and personal time off.
FR 30	Provide self-service functionality for employees to submit leave requests and check leave balances.
FR 31	Implement approval workflows for leave requests based on predefined policies and rules.
FR 32	Facilitate tracking of leave accruals, balances, and usage history.
FR 33	Integrate with payroll systems for accurate calculation of leave balances and payouts.
FR 34	Facilitate communication between employees and managers regarding leave requests.
FR 35	Provide reporting capabilities for leave utilization, trends, and compliance.
FR 36	Ensure compliance with labor laws and company leave policies.
FR 37	Enable automatic notifications for upcoming leave expirations and renewals.
FR 38	Integrate with HRIS systems for seamless data exchange and employee record updates.
Payroll Management	
FR 39	Capture and process employee payroll information, including wages, salaries, and deductions.
FR 40	Facilitate payroll calculation, including gross-to-net calculations and tax withholding.
FR 41	Implement automated payroll scheduling and processing based on predefined cycles.
FR 42	Provide integration with time and attendance systems for accurate payroll calculations.
FR 43	Enable customization of payroll components and earnings/deductions categories.
FR 44	Ensure compliance with tax regulations, labor laws, and union agreements.
FR 45	Implement controls to prevent payroll errors and discrepancies.
FR 46	Facilitate direct deposit and electronic pay stub delivery to employees.
FR 47	Provide reporting capabilities for payroll summaries, tax filings, and compliance audits.

FR 48	Enable self-service functionality for employees to view and print pay stubs, W-2 forms, and tax documents.
FR 49	Integrate with accounting systems for general ledger posting and financial reporting.
FR 50	Facilitate year-end payroll processing, including tax reporting and reconciliation.
EPF and Pension Management	
FR 51	Capture and manage employee contributions to EPF (Employees' Provident Fund) and pension schemes.
FR 52	Facilitate enrollment of employees in EPF and pension programs.
FR 53	Implement contribution calculation and deduction processes based on regulatory requirements.
FR 54	Provide visibility into employee contribution balances and investment options.
FR 55	Facilitate communication and education regarding EPF and pension benefits.
FR 56	Ensure compliance with EPF regulations and reporting requirements.
FR 57	Integrate with payroll systems for accurate calculation and remittance of contributions.
FR 58	Implement controls to prevent errors and discrepancies in contribution calculations.
FR 59	Provide reporting capabilities for EPF and pension contribution summaries and compliance.
FR 60	Enable self-service functionality for employees to view and manage their EPF and pension accounts.
FR 61	Facilitate coordination with EPF authorities and pension fund managers.
FR 62	Ensure transparency and accountability in EPF and pension management processes.
FR 63	Integrate with HRIS systems for seamless data exchange and employee record updates.
Workforce Management	
FR 64	Capture and manage workforce data including employee demographics, skills, and qualifications.
FR 65	Provide visibility into workforce availability, utilization, and capacity.
FR 66	Facilitate workforce planning and forecasting based on business needs and growth projections.
FR 67	Implement talent acquisition strategies to attract and retain top talent.
FR 68	Enable succession planning and talent development initiatives.
FR 69	Integrate with performance management systems for talent assessment and development planning.
FR 70	Enable workforce segmentation based on job roles, skills, and performance levels.
Training and Development	
FR 71	Capture and manage employee training needs, plans, and schedules.
FR 72	Facilitate identification of training gaps and skill requirements.
FR 73	Provide access to a centralized training catalog with a variety of courses.
FR 74	Implement registration and enrollment workflows for training programs.
FR 75	Enable tracking of training attendance, completion, and performance.
FR 76	Facilitate evaluation and feedback processes for training effectiveness.
FR 77	Integrate with performance appraisal systems for competency assessment and development planning.
FR 78	Provide visibility into employee training history.
FR 79	Implement learning management system
Performance Appraisal	
FR 80	Capture and manage employee performance goals, objectives, and feedback.
FR 81	Facilitate performance appraisal cycles including goal setting, mid-year reviews, and annual evaluations.
FR 82	Implement performance assessment criteria and rating scales aligned with organizational objectives.
FR 83	Provide visibility into employee performance metrics and ratings.
FR 84	Enable feedback mechanisms for managers, peers, and direct reports.

4.5 Manpower Requisition

Sl#	Functional Requirements
	Manpower Requisition
FR 01	Enable departments to submit manpower requisitions through a portal, specifying the required qualifications, number of personnel, and duration of employment.
FR 02	Implement approval workflows for requisition requests to be reviewed and authorized by relevant authorities.
	Manpower Allocation
FR 03	Manpower allocation based on predefined criteria such as skills, experience, and availability.
FR 04	Maintain a dynamic roster that updates in real-time to reflect current manpower availability and assignments.
FR 05	Joining Letter Generation and Notification
FR 06	Auto the generation of joining letters once a candidate is allocated to a department, including all necessary details such as start date, location, and reporting instructions.
FR 07	Send notifications to candidates and departments via email or SMS to inform them of the joining instructions.
FR 08	Implement a confirmation mechanism for departments to acknowledge the acceptance of allocated manpower, ensuring that both parties are aligned on the start date and role specifics.
	Monthly Absenteeism and Proforma Invoice Generation
FR 09	Allow departments to upload monthly absenteeism data for allocated manpower, tracking attendance and any leaves taken.
FR 10	Generate proforma invoices on the portal based on the uploaded absenteeism data, detailing the manpower services provided for the month.
FR 11	Payment Details Upload by Department
FR 12	Enable departments to upload payment details such as UTR (Unique Transaction Reference) and bank information for the processed proforma invoices.
FR 13	Provide a secure and user-friendly interface for departments to input and verify payment details.
FR 14	Forward the proforma invoice along with the uploaded UTR details to both NBT and the concerned vendor for review and further processing.
FR 15	Implement a notification system to alert NBT and vendors when new invoices are available for review.
FR 16	Allow vendors to upload tax invoices referencing the proforma invoices received, ensuring all necessary tax information and references are included.
FR 17	Implement a verification process for NBT to review the UTR details and tax invoices submitted by vendors.
FR 18	Ensure accuracy and compliance by cross-checking payment details with the uploaded invoices and departmental records.
FR 19	Facilitate the disbursement of payments to vendor accounts upon successful verification of all payment details and tax invoices.
FR 20	Ensure timely and accurate transfer of funds for the disbursement of manpower salaries, maintaining a transparent and accountable payment process.

4.6 Document Management Solution

Sl#	Functional Requirements
Document Creation and Capture	
FR 01	Allow creation and capture of documents in various formats (PDF, Word, Excel, etc.).
FR 02	Implement scanning and OCR (Optical Character Recognition) capabilities for digitizing paper documents.
FR 03	Enable template-based document creation to ensure consistency and compliance.
Document Storage and Organization	
FR 04	Provide a centralized repository for storing and organizing documents.
FR 05	Implement folder structures and metadata tagging for easy document retrieval.
FR 06	Enable version control to manage document revisions and history.
Document Access and Security	
FR 07	Implement role-based access controls to restrict unauthorized access to documents.
FR 08	Enable secure sharing of documents with internal and external stakeholders.
FR 09	Provide audit trails to track document access and modifications.
Analytics and Reporting	
FR 10	Implement advanced search functionality to locate documents based on keywords and content.
FR 11	Provide filters and sorting options to refine search results.
FR 12	Enable full-text search capabilities for comprehensive document retrieval.
User Interface and Experience	
FR 13	Provide a user-friendly and intuitive interface for easy document management.
FR 14	Enable mobile access to documents and document management features.
FR 15	Offer personalization options for user dashboards and settings.

4.7 Mobile Application

Sl#	Functional Requirements
	Mobile Application
FR 01	Mobile application needs to be developed for usage by nodal officers and Data Entry Operators (DEOs)/programmers/stenographer.
FR 02	This application will be credentials based and having limited access
FR 03	This application should have features for viewing deployment status, uploading absentees, generation of Performa invoice etc, whereas Data Entry Operators (DEOs)/programmers/stenographer can view their payment details, salary slips, other alerts etc.
FR 04	Responsive Design: Ensure that the mobile application interface is responsive, adapting to different screen sizes and orientations for optimal viewing of reports on both Android and iOS devices.
FR 05	User Authentication: Implement secure user authentication mechanisms such as biometric authentication, PIN, or password login to ensure authorized access to reports.
FR 06	Cross-Platform Compatibility: Develop the mobile application using cross-platform frameworks such as React Native or Flutter to ensure compatibility with both Android and iOS devices.
FR 07	Native App Experience: Design the mobile application to provide a native app experience on both Android and iOS platforms, including native navigation patterns.
FR 08	Report Categories: Organize reports into categories and sections within the mobile application, allowing users to easily navigate, access and download the relevant reports.
FR 09	Data Compression: Optimize report data for mobile viewing by compressing images, reducing file sizes, and minimizing network bandwidth usage to ensure fast loading times.
FR 10	Push Notifications: Send push notifications to users to alert those when new reports are available or when scheduled reports are generated, keeping them informed in real-time.
FR 11	View Customization: Allow users to view reports directly within the mobile application, such as adjusting date ranges, applying filters, and selecting display options, approvals, rejections etc.

Based on the approved System Requirement Specifications, the System Integrator will undertake the system configuration and customization. NBT intends to implement standard ERP functionality as far as practically possible. However, the same should meet the requirements of the FRS document as well as the requirements gathered during the Requirement study. NBT may agree to modify the requirements mentioned in FRS document in light of suggestions made by System Integrator. However, NBT completely reserves the right to agree or not to agree to any changes suggested by System Integrator. The implementation methodology and approach have to be customized to meet the implementation timelines and Service Levels.

The functional requirements are mentioned in “ANNEXURE-A” of the RFP. These functionalities are indicative and based on the proposed business process which may undergo changes by the time of Award of Work Order to the System Integrator as well as during the execution of the project based on the detailed System Requirement study conducted by the System Integrator.

All such identified changes shall also form part of the desired functionalities and shall be included in the scope of work without any additional financial implications during the implementation period. The System Integrator may, if so required, include the add- ons or modules to fulfill the requirements.

System Integrator has to carry out the integration of the ERP with other applications / solutions and new plug in modules or third party devices etc. to meet the Project Requirements.

System Integrator has to design and implement the requisite user authorization as well as other IT security controls, for the entire solution. Finally approved/accepted solution will be delivered as “System Configuration” document and the same should be implemented at locations that are identified within the scope of this project.

All forms, reports & MIS, as per users’ requirements, shall be incorporated in ERP implementation. All required procedures, policies, delegation of powers pertaining to participating Corporations shall also be incorporated in business rules of proposed ERP by the System Integrator.

The System Integrator shall, if required commission a temporary development environment inclusive of hardware, network, software and other components of the solution landscape to initiate the development work even before the procurement of actual hardware set up.

It is expected that the development shall happen offshore and the bidder shall provide the offshore development environment and network connectivity for the same. However, NBT would provide only seating space and power connectivity for the team deputed by the System Integrator at its office in New Delhi for the period of Development and Maintenance of the system.

5 . Technology Requirements:

Application will be developed in Hybrid Mode where globally accepted and ERP System shall be for Finance and Accounting module, Human Resource Module and Project Management Module which will be customized as per the requirements of the NBT, and other remaining modules/requirements will be Designed and Developed as per the best practices/latest Technology in the IT industry.

The Mobile Application has to be developed as per the Scope of Work for use on Android and iOS based Smart Phones and Tablets without distortion and any scalability issues. Bidders may propose the complete Technology Stack which is state of-the art in their Technical Proposal document. It is imperative to keep in mind the volume of data/database entries, concurrent/peak load on the system for arriving at the most suitable technology stack for undertaking this development. The choice of Technology should be clearly stated in the Bidder's Technical Proposal.

5.1 Application Testing

The System Integrator Shall Design the Testing Strategy including Traceability Matrix, Test Cases and Conduct Testing of various components of the ERP Configured/ Customized for NBT. The ERP testing shall at least include Unit Testing, System Integration Testing, Performance Testing, User Acceptance Testing (UAT), etc.

The System Integrator shall obtain the sign-off from NBT on testing approach and plan (inclusive of Test cases). The System Integrator shall perform the testing of the solution based on the approved test plan, document the results and shall fix the bugs found during the testing. Though NBT is required to provide formal approval for the test plan, it is the ultimate responsibility of the System Integrator to ensure that the end product delivered meets all the requirements of the ERP implementation specified by NBT in this bidding document.

At least the following activities will be carried out by the System Integrator as part of the Application Software Testing:

- The System Integrator shall prepare the solution testing procedure for conducting test on various modules of the ERP solution including the test-cases. The software testing shall include Unit Testing, System Integration Testing, User Acceptance testing, Performance Testing (Full Load/ Stress Test), Integrity Testing, Security & Access Control Testing etc.
- The System Integrator shall obtain the sign-off from NBT on the testing approach and plan.
- The System Integrator shall demonstrate to NBT that the solution meets all the Functional & Technical requirements as per the RFP including FRS as well as the requirements finalized during the requirement gathering activity done by System Integrator.
- The System Integrator shall test the integration of the cross-function modules as well as the external applications based on the approved testing procedure.

- On successful completion of the Integration test, the System Integrator shall conduct the Full load/ Stress test using suitable tools in accordance with the approved test plan. These tools have to be provided by System Integrator.
- The System Integrator shall provide and ensure all the necessary support for the conduct of the User Acceptance test by the identified employees of NBT who are responsible for day-to-day operations of the functions automated through the ERP solution. The System Integrator shall share the test cases and demonstrate the testing procedure to the identified employees.
- The System Integrator shall fix the bugs/errors found during the testing, document the results of the testing and submit a report to NBT.
- The System Integrator shall obtain the sign-off from NBT on the successful testing.

5.2 Quality Review and Security Audit

NBT shall form a team for conducting the Quality Review of the implementation of the proposed solution.

This Team will consist of

- Nominated Employees of NBT
- Project Management Consultant
- Representative of ERP OEM, if any (To be arranged by the System Integrator)
- Quality Control supervisor of System Integrator

The Core responsibility of the Quality Review team will be as follows:

- Review of the Project Plan
- Review of the Business Blue Printing/ SRS document
- Review the Test Plan
- Review of the Test Results
- Review the Go-Live readiness

The Security audit of the entire application shall also get conducted through Cert-In to ensure that it meets all the guidelines of GoI. The detailed Scope of Audit will be finalized at the time of finalization of preparation of test cases. Post that, a Yearly Security Audit shall be arranged to be carried out by the System Integrator through a Cert-In empaneled vendor. It will be the responsibility of the SI to ensure that all the vulnerabilities and issues reported in the audit are promptly resolved and the resolution document is submitted to NBT and Security agency to show the compliance.

5.3 Data Digitization and Migration

The System Integrator shall perform the Data Digitization and Migration from manual and/or the existing legacy systems (wherever required) to the Database implemented for proposed ERP. The Data Digitization and Migration to be performed by the System Integrator shall be preceded by an appropriate Data Digitization and Migration strategy & methodology, prepared by System Integrator and approved by NBT. Though NBT is required to provide formal approval for the Data Digitization/ Migration Strategy, it is the ultimate responsibility of System Integrator to ensure that all the data sets which are

required for operationalization of the agreed user requirements are digitized or migrated. Any corrections identified by NBT or any external agency, during Data Quality Assessment and Review, in the data digitized by System Integrator, shall be addressed by System Integrator at no additional cost to NBT. Data that needs to be Digitized and Migrated is in electronic format. Also, language, font and data size that needs to be digitized and migrate will be finalized at the time of requirement gathering with successful bidder.

At least the following activities will be carried out as part of the Data Migration:

- Define all the specifications that are needed to populate the data into the new ERP system
- Prepare uniform codification of all data sets
- Develop the data migration templates/ Forms/ Format and facilitate the migration of legacy and new data elements into the ERP system.
- Identification, configuration or development of the data upload/ download programs for the data migration
- Create data extraction programs in the legacy system to convert into the format as required by the ERP system.

5.4 Project and Product Documentation

The System Integrator will provide detailed Final System Documentation for reference to NBT. System Integrator shall prepare the final User Manuals incorporating details of all menus and functionality provided by the System. NBT expects the following (not limited to) in the form of product documents. In addition, the System Integrator will provide ongoing product information for reference purposes and to facilitate self-education for NBT and other Personnel. Key documents required are:

- Business Blueprint and Revised process documents consisting of granular details of each functional activity and any changes (if any) after the ERP implementation
- Detailed Design document detailing Technical Architecture (Application, Network, and Security)
- Database Infrastructure Architecture, including clustering/ mirroring, backup & recovery strategies, defining data structure, data dictionary as per standards laid-down by Government of India.
- Data Architecture, interface architecture and integration architecture. Appropriate load balancing and clustering techniques should be adopted by the Selected SI in the Solution design for meeting the requirements of the RFP
- Configuration Documentation: consisting of system setting and parameters for each function modules.
- User Manual including system instruction and use cases, running of a program to perform specific task in the system with sample reports, screen formats, details of menus & instructions on how to perform specific tasks in the system using screenshots etc.
- Any other documentation required for usage and maintenance of implemented solution at each location like Technical Manual, Installation Guides etc.
- System Operational procedure manuals.

- The System Integrator shall provide minimum (3)Three Hard copies and (1) One soft copy of the above-mentioned manuals.
- The System Integrator shall submit the system documents including the Functional Specifications & Technical Specification.
- The System Integrator shall prepare & submit the System Administration manual indicating the system settings for each module
- System Integrator must ensure the provision of Toolkit/ Troubleshoot guides and Learning Management system for every component of the Application/ System software as well as IT infrastructure.

5.5 Training and Capacity Building

The System Integrator shall conduct Training Needs Analysis of all the concerned staff and draw up a systematic training plan in line with the overall project plan. The trainings shall be provided at NBT premises or any other premises, as fixed by NBT.

Capacity Building is a highly critical component of this project. The objective of NBT Capacity Building (CB) initiatives is to equip the direct users and other stakeholders of NBT with the right skills, and knowledge to optimally use the ERP solution being implemented.

Every user group would have a separate Pre and Post Implementation Training. The Training program would be split into series of sessions for different user groups and across functional areas of the ERP.

The implementation agency shall be responsible for the following activities as part of the End User and Train the Trainer Training:

- Develop overall training plan including formation of user groups and classifications
- Develop Location-Wise Training Schedule, Curriculum, and Training Material for NBT and other Department's nodal officers
- Deliver training to end users including carrying out the training effectiveness evaluation
- Develop and maintain and update an online self-learning module for all modules

5.6 Imparting of regular refresher Trainings

The System Integrator shall also be responsible for retraining the above staff whenever changes are made in the application and/or personnel. It is the responsibility of the System Integrator to ensure that the staff from NBT involved in the operations is familiar with new versions (if any) of the ERP system.

6. User Support and Maintenance of the ERP Application for 5 Years

a) Application monitoring and Compliance to Service Level Agreements.
It is the responsibility of the System Integrator to:

- Monitor NBT's ERP application on a day-to-day basis to ensure that it functions reliably.
- Monitor application to ensure that the application does not suspend, hang etc.
- Monitor components, including but not limited to, Application Servers, Web Servers, Middleware and other Servers on an ongoing basis to ensure smooth functioning of the applications.
- The System Integrator ensure compliance to uptime and performance requirements of ERP solution as indicated in the SLA of the RFP and any major changes to the software shall be planned accordingly by the System Integrator for ensuring the SLA requirements.
- Ensure the accuracy and timeliness of data uploaded as received.
- Resolve and report the data discrepancies to the designated NBT persons.
- The System Integrator shall submit a document on the performance of the ERP application against the desired SLA on a Quarterly basis.

b) Application Support including Modifications and Integration with future systems.
The scope of System Integrator covers the following activities:

- Enhancement / modifications with respect to new / enhanced / enriched functionality
- Ensure the desired functioning of the Interface / integration
- Test scripts preparation and interim application testing
- Application installation and testing whenever required
- Modification / development of reports
- Provide technical support on system parameters and requirement for NBT's Enterprise Applications Software
- Manage the database administration according to the agreed standards.
- Present relevant information and training if applicable and necessary regarding the use and functions of new products and services to a defined number of relevant Users designated by NBT.
- Provide handholding support to end users in carrying out the business process transactions.

c) Bugs / Fixes Management

Bugs or Fixes Management is an important activity and based on the severity level, it becomes highly critical. As the parties involved are Users / functional team members of NBT, Application providers and System Integrator, SLAs may not be directly defined. System Integrator commits involvement in resolution on 'best of efforts' basis as per requirements. Following are the steps involved:

- Problem definition

- Context definition (through functional teams as per requirements)
- Request Analysis by System Integrator
- Priority Categorization
- Logging and tracking to resolution

The System Integrator shall address all the errors/bugs/gaps in the functionality offered by the ERP solution (vis-à-vis the FRS) at no additional cost during the operations & maintenance period (i.e. 5 years from the date of final Go-Live). The System Integrator shall identify and resolve application problems like system malfunctions, performance problems, data corruption etc. due to which the ERP solution is not able to give the desired performance.

The System Integrator shall be responsible for the following:

- Updating all available patch/ updates to the ERP solution.
- Providing handholding support to end users
- Ensuring proactive and timely support in identification and provision of solutions including Support for resolution.
- Timely logging of Bugs/Problems
- Daily / Weekly / Monthly Status Reports to NBT & other Project Stakeholders

d) Software Change and Version Control

- The System Integrator shall define the Software Capacity Building & Version control process and obtain approval for the same from NBT
- The System Integrator shall maintain version control and configuration information for any system documentation and application software.
- Any changes/customizations to the ERP application performed/ identified within the period of six months post “Final Go-Live” are not to be considered as separate Change Requests and hence are to be carried out by the System Integrator at no extra cost. In case the total effort crosses 6 man-months, further changes/customizations shall be handled through change control process.

e) Maintenance of Configuration Information & System Documentation

The System Integrator will provide detailed final system documentation for reference to NBT. System Integrator shall prepare the final User Manuals incorporating details of all menus and functionality provided by the System.

f) Helpdesk Support

The NBT will provide a sitting space for the helpdesk support center. The SI will depute its support staff at the client location. The support staff will be contactable via phone and mail to provide assistance to the users and address their queries and concerns. This assistance will be provided during the Service Hours as per the location classification and responsibility matrix, which will be covered in the Operation’s Manual to be provided by System Integrator and duly approved by NBT. During all other hours, users can leave their message via email. The requests received on email will be taken during the next working day.

A proper escalation procedure, as mentioned in the duly approved Operational Manual, will be followed if the problem cannot be resolved. Shared resources of operational and technical support group will provide this service at all locations. The helpdesk service will serve as a single point of contact for all incidents and service requests. The service will provide a Single Point of Contact (SPOC) and also escalation / closure of incidents for the user departments. The activities shall include:

- Provide helpdesk facility during agreed service period window for reporting user department incidents / issues / problems related to the application/solution.
- Provide necessary channels (email and phone number) for reporting issues to the helpdesk.
- Toll free number, SMS and email will be provided by the NBT
- Implement a call logging system in line with the severity levels as per the SLAs. The helpdesk shall log user and assign an incident/ call ID number. Severity shall be assigned to each call as per the SLAs.
- Creation of knowledge base on frequently asked questions to assist users in resolving basic issues themselves
- Track each incident / call to resolution
- Provide feedback to callers
- Analyze the call statistics
- Creation of knowledge base on frequently asked questions to aid users
- Escalate the calls, to the appropriate levels, if necessary, as per the escalation matrix agreed between the System Integrator and the user department. The escalation matrix shall be developed by the System Integrator in discussion with NBT.
- Analyze the incident / call statistics and provide monthly reports including but not limited to:
  - Type of incidents / calls logged
  - Incidents / calls resolved
  - Incidents / calls open
  - Root Cause analysis for frequently occurring incidents
- Initiate a “Problem Management Record” or “PMR” to document service.
- Provide monthly reports to NBT on calls handled by the helpdesk

7. Deliverables

i) **Software Requirement Specifications**
ii) **UAT**
iii) **User Manual**
iv) **Working version of the Web Portal and Mobile Application**
v) **SSL Certificate**
vi) **Security Audit Certificate**
vii) **STQC Compliance**
viii) **Source Code of the final version of the Web-Portal and Mobile Application**
ix) **Correction of Bugs in timely manner**

8. Project Timeline:

S. No	Activity	Days
A.	**Design , Development, Implementation & Maintenance of Web Based Enterprise Resource Planning (ERP) Solution & Mobile Application**	
1	Award of Work	T0 = Date of Award of the Work.
2	**SRS-Software Requirement Specification Preparation**	T0 + 4 Week
3	**Home Page Design** Approval for Web Portal and Mobile Application (Android & iOS)	T0+ 7 Weeks
4	Web-Portal and Mobile Application (Android & iOS) **Design, Development & Testing**	T0+ 31 Weeks
5	**Security Audit, Source Code** review of Application and Fixation of Vulnerabilities Identified during Development and Testing Phase of Web-Portal and Mobile Application (Android & iOS) and **SSL Certificate** Integration	T0+ 37 Weeks
6	**Hosting and Go-Live** of Web-Portal and Mobile Application (Android & iOS)	T0+ 41 Weeks
7	**GIGW Compliant Certificate** by STQC. Submission of Training Materials and User Manuals.	T0+ 57 Weeks
8	**Warranty Period:** Post Go-live of Web-Portal and Mobile Application (Android & iOS)	Three (3) Months Post Go-live
9	**Operation & Maintenance Period**: After Completion of Warranty Period	After Completion of 3 Months Warranty Period to till 5 Years.

Note: Deployment of Technical Resources

During the **SRS , Development and Warranty Phase** of the Web based ERP Solution & Mobile Application, the selected agency shall ensure that the Development work is carried out in a **Hybrid Mode** (both on-site and off-site) as per Project requirements. Additionally, the agency shall deploy the requisite Technical Resources at the premises of the **NBT, New Delhi .** These resources will work in close coordination with NBT Stakeholder's and Officials to ensure seamless Communication, Effective Monitoring, and Timely Execution of all Development Activities.

9. Roles and Responsibilities

i. Department

a. Assignment of a Single Point of Contact (SPOC) for the Project.
b. Formation of a Steering Committee for periodic reviews and approvals.
c. Timely sharing of Functional and Technical Requirements.
d. Provision of required formats, templates, and workflow documentation
e. Availability of APIs from third-party applications for integration
f. Timely approvals on System Design and Development Milestones
g. Provision of user inputs and feedback at defined Project Stages
h. Supply of finalized content (text, images, documents, etc.) for the system.
i. Provision of standardized templates for email/SMS notifications at each stage.
j. Formal sign-off on User Acceptance Testing (UAT).
k. Timely approvals at all project stages to avoid delays.
l. Timely review and approval of Change Requests, if any

ii. Agency

a. Undertaking Development as per the defined schedule.
b. Keeping Department updated on the progress through appropriate status reports.
c. Designating a single point of contact for all communication needs.
d. Assistance and training to Department on the overall solution.
e. Providing Technical support to Department for Five Years for any unforeseen bugs/issues.

10. Pre-Qualification Criteria

Sr. No.	Criteria	Supporting Documents
1	**"Only Central Government or State Government Public Sector Undertakings (PSUs) shall be Eligible to Participate in this ToR."** The PSUs should have been in Operation for more than 15 Years.	• Copy of Valid Proof • Copy of the Certificate of Incorporation. • Copy of Proof of Registered Office Address.
2	The Bidder (PSUs) should have an **Income Tax PAN and GST Registration Certificate.**	• Copy of GST & PAN Card
3	The Bidder (PSUs) should have an **Average Annual Turnover (AAT) of INR 250 Crores** in the last 3 (Three) Financial Years (FY 22-23, FY 23-24, FY 24-25). The Bidder should have Positive Net worth for the last 3 (Three) Financial Years (FY 22-23, FY 23-24, FY 24-25).	• Copy of the Audited Balance Sheet and Profit & Loss Statement and Certificate from CA clearly stating the Turnover & Net Worth
4	The Bidder (PSUs) should have **Experience of Execution*** of Similar Projects during the last 8 (Eight) Years for any State/Central Government Organization/PSU as per the following: **One (1)** similar Project with minimum Order Value of **₹ 2.00 Crore** **(OR)** **Two (2)** similar Projects with minimum Order Value of **₹ 1.25 Crore** **(OR)** **Three (3)** similar Projects with minimum Order Value of **₹ 1.00 Crore** Similar Project would mean Projects having **Development, Implementation and Maintenance of ERP Application.** ***Ongoing Projects will also be considered.**	• Copy of Work Order/ Agreement Completion / Phase Completion Certificate from Client/ Go-live Certificate
5	The Bidder (PSUs) should have the following Valid Certifications: ISO 9001:2015, ISO 20000-1:2018, ISO 27001:2022	• Copy of Valid Certificates (Must be Valid at the Time of Bid Submission).
6	The Bidder (PSUs) should not be under Debarment/Blacklist for Breach of Contract/Fraud/Corrupt practices by any State or Central Government or their Agencies/ Departments/PSUs/Govt. Companies on the Date of Submission of Bid for this ToR.	• Self-Certificate duly Signed by the Promoter/Director of the PSUs.

11. Technical Evaluation Criteria

Sr. No.	Criteria	Max Marks	Supporting Documents
1	**Average Annual Turnover** (AAT) in last 3 (Three) Financial Years (FY 22-23, FY 23-24, FY 24-25). a) 250 to 300 Crores: 5 Marks b) Above 300 Crores: 10 Marks	**10**	• Copy of CA Certificate
2	The Bidder (PSUs) should have **Experience of Execution*** of Similar Project during the last 8 (Eight) Years in any State/Central Government Organization/PSU. The Project Value should **be at least ₹ 1 crore.** One (1) similar Project of value more than **₹ 2.00 Crore - 15 Marks** One (1) similar Projects of value **₹ 1.26 Crore - ₹ 2.00 Crore - 10 Marks** One (1) similar Projects of value **₹ 1.00 Crore - ₹ 1.25 Crore - 5 Marks** Similar Project would mean Projects having **Development, Implementation and Maintenance of ERP Application.** 5 Marks per Assignment, up to maximum 3 Assignments ***Ongoing Projects will also be considered**	**15**	• Copy of Work Order/ Agreement Completion / Phase Completion Certificate from Client/ Go-live Certificate
3	**Certification:** · ISO 9001:2015 or latest · ISO/ IEC 27001:2022 or latest · ISO/ IEC 20000-1:2018 or latest Each Certificate: 5 Marks	**15**	• Copy of Certificates
4	**Technical Presentation** a) Understanding of **Scope of Work**: 20 Marks b) **Approach & Methodology**: 20 Marks c) Proposed **Technology & Resources**: 5 Marks d) Proposed **Delivery Timelines**: 5 Marks e) Proposed **Operation & Maintenance Phases**: 10 Marks	**60**	• Presentation

- **Note: A minimum of 70 Marks is required to Qualify for the Opening of the Financial Bid.**

12. Evaluation of Bids

Quality and Cost Based Selection (QCBS) method will be followed during the overall Selection Process. Based on the Evaluation of Technical Proposal, the Technically Qualified Bidders shall be ranked highest to lowest Technical Score (ST) in accordance with the marks obtained during the Technical Evaluation Stage. There shall be **80%** weightage to **Technical Score** and **20%** weightage to **Financial Score.**

The individual bidder's financial score (SF) will be evaluated as per the formula given below:

SF= [Fmin / Fb] * 100 (rounded off to 2 decimal places) where,

SF= Normalized Financial Score of the Bidder under consideration

Fmin=Minimum Financial Quote among the Technically Qualified Bidders

Fb= Financial Quote of the bidder under consideration

Combined Score (S) = ST * 0.80 + SF * 0.20

Where ST = Technical Score secured by the Bidder.

Where SF = Financial Score secured by the Bidder.

The Bidder securing the Highest evaluated Combined Score(S) will be awarded the contract observing due procedure.

13. Financial Bid

S. No	Description	Cost INR	GST (18%) INR	Total Cost INR
1	**Cost for Design, Development, Implementation & Maintenance of Web Based Enterprise Resource Planning (ERP) Solution & Mobile Application**			
1.1	Web Based Enterprise Resource Planning (ERP) Solution & Mobile Application **Development Cost**			
1.2	SSL Certificate Cost **(Valid till Project Duration)**			
1.3	Security Audit from Cert-in Empanelled Agency **Web-Portal and Mobile Application (Android & iOS) (Before Go-live & every Year during AMC Period)**			
1.4	GIGW 3.0 Compliance Certificate from STQC			
1.5	AMC Cost for 1st Year			
1.6	AMC Cost for 2nd Year			
1.7	AMC Cost for 3rd Year			
1.8	AMC Cost for 4th Year			
1.9	AMC Cost for 5th Year			
2	**Deployment of Technical Resources till Warranty Period**			
2.1	Business Analyst (1 Nos.)			
Total Project Cost				
In Words: Rupees				

14. Payment Milestone

S. No	Milestone/Deliverables	Duration	Amount (%)
1	**On SRS-Software Requirement Specification Preparation**	4 Weeks	30% Project Development Cost
2	**On Home Page Design** Approval for Web-Portal and Mobile Application (Android & iOS)	3 Weeks	10% Project Development Cost
3	On Web-Portal and Mobile Application (Android & iOS) **Design, Development & Testing**	24 Weeks	25% Project Development Cost
4	**After Security Audit, Source Code** review of Application and Fixation of Vulnerabilities Identified during Development and Testing Phase of Web-Portal and Mobile Application (Android & iOS) and **SSL Certificate** Integration	6 Weeks	Cost of Security Audit and SSL Certificate
5	**After Hosting and Go-Live** of Web-Portal and Mobile Application (Android & iOS)	4 Weeks	25% Project Development Cost
6	**After GIGW Compliant Certificate** by STQC. Submission of Training Materials and User Manuals.	16 Weeks	Cost of GIGW Certificate
7	**After Warranty Period:** Post Go-live of Web-Portal and Mobile Application (Android & iOS)	Three (3) Months Post Go-live	10% Project Development Cost
8	**Operation & Maintenance Period**: After Completion of Warranty Period **Payment of Operation & Maintenance Charges will be on Quarterly Basis**	After Completion of Three (3) Months Warranty Period till 5 Years.	On Quarterly Basis
9	**Onsite Deployment of Technical Manpower**	Monthly Basis	MPR-Monthly Progress Report shared by the User Department