

BID DOCUMENT

REQUEST FOR PROPOSAL

FOR

**SAP ERP upgrade to S/4HANA, Migration of DC / DR to Cloud infra
and SAP Support Service at OPHWC HEAD OFFICE, BHUBANESWAR**

NAME OF THE WORK:

**Upgrade, Migration and Support Service of ERP – SAP
at OPHWC Head Office, Bhubaneswar**



The DGM Admin

The Odisha State Police Housing & Welfare Corporation Ltd.

Janpath, Bhoi Nagar, Bhubaneswar – 22.

Email: ophwc.od@nic.in, Phone: 0674 – 2541545, 2542921

DATA SHEET

Serial No.	Items	Description
1	Company Name	The Odisha State Police Housing & Welfare Corporation Limited (OPHWC)
2	Address	DGM Admin The Odisha State Police Housing & Welfare Corporation Ltd., Janpath, Bhoi Nagar, Bhubaneswar – 22.
3	RFP Reference Number	01/OPHWC/SYSTEM/2022-23
4	Date of Issue of RFP	From 20/04/2022
5	Last Date for Submission of RFP Response	10/05/2022 up to 03:00 P.M
6	Pre-Bid Meeting	30/04/2022 at 11.30 A.M.
7	Cost of RFP document (Non – refundable)	INR 11,800/- (Rupees Eleven Thousand Eight Hundred only) through demand draft in favor of The Odisha State Police Housing & Welfare Corporation Limited and payable at Bhubaneswar .
8	Bid Security/Earnest Money Deposit (EMD) and Physical submission of EMD (in the form of DD/BG)	INR 5,00,000/- (Indian Rupees Five Lacs) Only. EMD/Bid Security may be submitted demand draft in favor of The Odisha State Police Housing & Welfare Corporation Limited and payable at Bhubaneswar . The Bid Security shall be valid for twenty-eight days (28) beyond the end of the validity period of the bid. This shall also apply if the period for bid validity is extended. Any Bid not accompanied by a substantially compliant Bid Security, shall be rejected by the Purchaser.
9	RFP validity period	180 days from last date of submission of bid
10	Currency of RFP	Indian Rupees

11	Language of RFP	English
12	Website	www.ophwc.nic.in
13	Joint Venture/Consortium	Not Allowed

The RFP document can be downloaded at the website mentioned above from **20/04/2022 to 10/05/2022 up to 03:00 P.M.** The potential bidders who download the tenders from the website should submit a demand draft of Rs. 11,800/- at the time of submission of RFP responses. The cost of bid documents in demand draft issued from any Nationalised Scheduled Bank should made/pledged in favour of **“The Odisha State Police Housing & Welfare Corporation Limited”** and payable at **Bhubaneswar**.

Sd/-

**Dy. General Manager(Admin.)
O.P.H.& W.C. Ltd.,
Bhubaneswar**

Contents

DISCLAIMER.....	5
PROPRIETARY NOTICE.....	7
About OPHWC:.....	8
Purpose of this RFP	10
The Scope of Work.....	11
OBJECTIVE:	11
Existing Landscape	11
SCOPE OF WORK for Migration of SAP ERP to S/4HANA	12
SCOPE OF WORK for Cloud Service Provider	13
SCOPE OF WORK for SAP Support Service	18
Role of SAP Functional Consultant.....	18
Role of SAP Technical Support:	19
Support Model	20
Operation Plan	20
Office space and other facilities.....	20
Proposed Application SLA	21
Definitions Of Severity Level are Defined Below:	21
License Procurement for Migration and additional users	22
The Prequalification Process and General Conditions	23
Evaluation Parameters.....	26
Pre-Qualification Criteria for Systems Integrator	27
Technical Bid Qualification Criteria.....	29
Financial Evaluation	31
Final Evaluation.....	32
Response Requirements	33

DISCLAIMER

The information contained in this Request for Proposal document (the “RFP”) or subsequently provided to Applicant(s), whether verbally or in documentary or any other form, by or on behalf of the OPHWC or any of its employees or advisors, is provided to Applicant(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor invitation by the OPHWC to the prospective Applicants or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their application for qualification and thus selection pursuant to this RFP (the “Application”). This RFP includes statements, which reflect various assumptions and assessments arrived at by the OPHWC in relation to the work/s. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require. This RFP may not be appropriate for all persons, and it is not possible for the OPHWC, its employees or advisors to consider the objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements, and information contained in this RFP may not be complete, accurate, adequate, or correct. Each Applicant should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements, and information contained in this document and obtain independent advice from appropriate sources.

Information provided in this RFP to the Applicant(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The OPHWC accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

The OPHWC, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder, under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way with selection of Applicants for participation in the Bidding Process.

The OPHWC also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Applicant upon the statements contained in this RFP.

The OPHWC may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

The issue of this RFP does not imply that the OPHWC is bound to select and shortlist Applications and the OPHWC reserves the right to reject all or any of the Applications or Bids without assigning any reasons whatsoever.

The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Application including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the OPHWC, or any other costs incurred in connection with or relating to its Application. All such costs and expenses will remain with the Applicant and the OPHWC shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation or submission of the Application, regardless of the conduct or outcome of the Bidding Process.

PROPRIETARY NOTICE

This document contains confidential information of OPHWC which is provided for the sole purpose of permitting the recipient to evaluate the proposal submitted herewith. In consideration of receipt of this document, the recipient agrees to maintain such information in confidence and to not reproduce or otherwise disclose this information to any person outside the group directly responsible for evaluation of its contents, except that there is no obligation to maintain the confidentiality of any information which was known to the recipient prior to receipt of such information from OPHWC or becomes publicly known through no fault of recipient, from OPHWC or is received without obligation of confidentiality from a third party owing no obligation of confidentiality to OPHWC .

Request for Proposal

For

SAP ERP upgrade to S/4HANA, Migration of DC / DR to Cloud infra and SAP Support Service at OPHWC Head Office, Bhubaneswar

About OPHWC:

The Odisha State Police Housing and Welfare Corporation Limited (OPHWC) was incorporated as a wholly owned Government of Odisha Company on 24th May 1980 under the Companies Act, 1956 to meet the housing needs of the Police with enhanced priority as a welfare measure.

During more than 40 years of its existence, the OPHWC has developed expertise in planning, designing and construction of residential and non-residential buildings for the Police, Fire Services, Prison Administration and Judiciary. The Corporation has developed expertise in fortifying buildings vulnerable to extremist attacks in Maoist affected areas of the State. The Corporation is the nodal agency for construction of buildings under important Central Government schemes like Modernization of Police Force Scheme, Security Related Expenditure Scheme, and the Special Infrastructure Scheme.

The OPHWC as a trusted construction Company provides quality construction and therefore has attracted clients outside its core area of responsibilities. The Corporation has constructed projects for Colleges and Universities under UGC Grant, Hospitals for National Rural health Mission, Schools for SC & ST Development Department, Vocational Training Institutes for Industries Department etc. Starting with a turnover of Rs 13.70 lakhs in the year 1980-81, the Corporation has been able to post a figure of more than Rs.400 crores in the financial year 2019-20.

Applying the parameters as laid down in the criteria for categorization of PSUs the Government of Odisha has categorized the OPHWC as 'Silver' in the year 2011.

OPHWC has identified Information Technology (IT) as one of the key enablers in its modernization and productivity improvement drive and has decided to deploy integrated systems across the major functions of the organization to exploit the full potential of IT. OPHWC had implemented SAP as an Enterprise Resource Planning (ERP) implementation initiative which provides globally accepted best practices in the areas of

- 1. Financial Accounting (FI)**
- 2. Controlling (CO)**
- 3. Material Management Module (MM)**

4. **Project Systems (PS)**
5. **Human Capital Management (HCM)**
6. **Document Management System (DMS)**
7. **Enterprise Portal (EP)**
8. **Basis**
9. **ABAP**

Purpose of this RFP

OPHWC is in the process of selecting a System Integrator (SI) for SAP ERP upgrade to S/4HANA, Migration of DC / DR to Cloud infra and support service of ERP-SAP for OPHWC to enable the smooth functioning of the application for its field formations i.e., division offices and corporate office, through competitive bidding process.

OPHWC invites detailed proposals (Qualification, Technical and Financial Proposals together referred to as "RFP") from capable agencies. The Scope of Services forming part of the Assignment has been set out in this document. The objective of this document is to solicit Proposal from interested parties of support Service providers or System Integrators (SI), who satisfy the eligibility criteria set out in this document, who offer Upgrade, implementation and maintenance services for SAP ERP applications based integrated business solutions.

The Proposals would be evaluated based on the evaluation criteria set out in this RFP ("Evaluation Criteria") to identify the successful Bidder for the Assignment ("Successful Bidder") ...

OPHWC intends to follow a 'two stage' bid process for selection of the successful agency under '70:30 QCBS Method', as outlined in this RFP.

The Bidders would need to submit, within the Proposal Due Date as prescribed under the "Important dates & information for Tender" of this RFP; Qualification, Technical and Financial Proposal in the prescribed formats.

Based on the evaluation of RFP received, interested parties found acceptable by OPHWC based on the technical and commercial selection criteria set out, will be short-listed to participate in the subsequent bidding process.

It is expected that only the IT service provider firms offering services for implementation of SAP ERP products will respond to this RFP notice.

The Scope of Work

The Project Name is “**e-Nirbaha**”.

The Server Computers are hosted in Odisha State Data Centre and are maintained by a Local I.T. Company in Bhubaneswar. The core area of OPHWC is Construction work. All the Work executed by OPHWC is awarded to Contractor following Tendering Process. SI selected shall map the business processes as detailed in the scope of work through changes in the existing realized SAP solutions and upgrade to the latest release like SAP S4HANA and migrate to Cloud Infra.

OPHWC has set up a Core IT Team to investigate the SAP Projects and work along with the Consulting Companies to support the existing IT Infrastructure. A team would be set up with consultants from all functional areas and technical areas to work along with the Core Team. The Proposal is to engage Consultants on right mix of Onsite and offsite Models to execute the project.

OBJECTIVE:

OPHWC wishes to appoint a vendor for SAP ERP upgrade to S/4HANA and Migration of DC / DR to Cloud infra, for OPHWC.

Existing Landscape

OPHWC has 3 tier SAP Landscape architecture, which includes Development, Quality and Production Systems. Production System is in High availability.

Following table is the As-Is Landscape Assessment.

Description of the As-Is Landscape as bespoken in the Assessment.																									
Landscape	Solution / Product	Landscape Tier	System Type	Version	SPS	Add-On	Languages Unicode?	Stack	SID	Instance	Client	Service	OS Version	DB Type	DB Version	Host	DB Host	Virt-CPU / Phys.-CPU	RAM (GB)	Storage (GB) per Server	Expected DB growth			Calculated HANA size(GB)	
																					1st year	2nd year	3rd year		
ERP	SAP ECC on Oracle	PRD	n/a	EHP 6 ERP 6.0	24	n/a	En	Yes	ABAP	ORP	00	220	HANAonly	MICROSOFT WINDOWS SERVER	Oracle	11.2.0.3.0	OPHWCPRD	OPHWCPRD	6	24.5	1024	2%	2%	2%	120.1
	SAP ECC on Oracle	QAS	n/a	EHP 6 ERP 6.0	24	n/a	En	Yes	ABAP	ORQ	00	210	HANAonly	MICROSOFT WINDOWS SERVER	Oracle	11.2.0.3.0	OPHWCQQA	OPHWCQQA	6	16.5	743	2%	2%	2%	95.5
	SAP ECC on Oracle	DEV	n/a	EHP 6 ERP 6.0	24	n/a	En	Yes	ABAP	ORD	00	220	HANAonly	MICROSOFT WINDOWS SERVER	Oracle	11.2.0.3.0	OPHWCDEV	OPHWCDEV	6	24.5	377	2%	2%	2%	120

Functional Modules implemented:

1. Financial Accounting (FI)
2. Controlling (CO)
3. Material Management Module (MM)
4. Project Systems (PS)
5. Human Capital Management (HCM)
6. Document Management System (DMS)
7. Enterprise Portal (EP)

SCOPE OF WORK for Migration of SAP ERP to S/4HANA

The selected bidder is required to technically upgrade the existing SAP ECC EhP6 to latest version of SAP S/4 HANA. The bidder would be responsible to upgrade the entire SAP landscape to the latest version. The Scope covers, Upgrade of SAP ERP 6.0 to S/4 HANA, Enterprise portal latest version and upgrade of Oracle V11.2 Database for above SAP instances to the latest version of HANA and ORACLE to latest version of the DMS Content Server.

- The above Upgrades shall be carried out for Development, QA & Production Instances.
- The total duration for the project of upgrade of SAP Platform solution will be 6 months from the date of placement of order which includes of functional testing by OPHWC functional team with assistance of bidder's functional team.
- The scope of work under this tender for upgradation of SAP Landscape solution shall include all activities but not limited to those mentioned as above.
 - Bidder is expected to carry out the necessary software/environment set-ups for the upgradation. OPHWC IT team will assist with hardware availability, network readiness, OS installations and hardening as required.
 - Bidder is expected to provide (in detail) the various hardware / software components additionally required OR required beyond the existing scope as mentioned in the document. Installation of such additional Hardware / software components has to be jointly done by OPHWC & the successful bidder.
 - Bidder is expected to carry out extensive testing and produce appropriate test results. Bidder is also expected to work with OPHWC to carry out the User Acceptance testing in one/multiple locations.
 - The bidder shall implement all required upgrades, patches, bug fixes, issue resolution arising out of upgrade etc. until the end of the support period.
 - The project is to be executed On-site and Offshore Modality.
 - The bidder will be responsible for studying the current system landscape for Technical Upgradation to Latest SAP version
 - The bidder is expected to evaluate hardware sizing, OS & DB version regarding compatibility for Technical Upgrade to Latest Version
 - Bidder is expected to provide an approach for Technical Upgrade
 - Bidder is expected to provide scope of work regarding ABAP developments, Technical Scope,
 - Customizations and standard objects scope, Activity Scope, Application Scope, and Testing Scope.
 - Bidder is expected to check and configure SAP Solution Manager with all SAP Components after upgradation.
 - Production Downtime should preferably be zero or up to a maximum of 24 hours.

- **Scope Exclusions:**
 - SAP BIW up-gradation.
 - Business Process Re-engineering
 - Organizational Change Management
 - Development of a Corporate IT strategy
 - Implementation or integration with any third-party applications
 - Any new custom (FRICEW) development in any SAP modules
 - Fresh implementation of any functional modules
 - Activation of standard and development of custom Fiori Apps
 - Development of adobe and smart forms
 - Development of BO dashboards
- **Note:**
 - There shall be Penalty of 2% for delay of one week from the committed timeline to a maximum capping of 10% of the Migration Cost.

SCOPE OF WORK for Cloud Service Provider

Infrastructure services:

The CSP should manage the security of Facilities, Physical security of hardware, Network infrastructure and Virtualization infrastructure while the MSP is responsible for the security of the Virtual Machine Images, Operating systems, Applications, Data in transit, Data at rest, Data stores, Credentials and Policies and configuration.

Platform services:

The CSPs should manage the underlying infrastructure and foundation services, the operating system and the application platform. The CSP platform may provide data backup and recovery tools; but it is the responsibility of the department to configure and use tools in relation to the project requirements - business continuity and disaster recovery (BC/DR) policy. The MSP will be responsible for the data and for firewall rules for access to the platform/container services. For example the CSP may provide security groups and allow the MSP to manage firewall rules through the CSPs security groups for the instances.

Security tools offered may include:

- Identity and Access Management (IAM) allows controlling the level of access to the users to the CSPs infrastructure services. With IAM, each user may have unique security credentials, eliminating the need for shared passwords or keys and allowing the security best practices of role separation and least privilege.

- Secure Access – Customer access points or API endpoints, allow secure HTTP access (HTTPS) so that the departments can establish secure communication sessions with Cloud services using Secure Sockets Layer (SSL)/Transport Layer Security (TLS).
- Built-in Firewalls – can control how accessible the instances are by configuring built-in firewall rules
- Additional third-party security products for network security, server and end point protection and vulnerability management as per the security requirements of the specific project. While the security tools are provided by the CSP, it is the MSPs responsibility to implement and configure them based on the project requirements.

Further detailed scope of work is as under:

Note: All terms/clauses mentioned under the scope of this document remains the same for Primary DC and for the DR system wherever applicable unless if specified exclusively

Environment Requirement:

- I. Cloud & Managed Services for hosting, monitoring and managing SAP Business One version for SAP HANA workload in a high availability mode for HMC.
- II. The above environments (production and pre-production environments) are to be deployed on the virtual private Cloud.
- III. Each of the environments mentioned above should be logically isolated, i.e. separate from the production environment in a different VLAN than the production environment and setup such that users of the environments are in separate networks.
- IV. The Bidder shall be responsible for provisioning required compute infrastructure (virtual machines), required storage (e.g., block, object, cold), required cloud services (e.g., security services, security assessment, monitoring, audit trail) and required Anti-Spam/Malware/Antivirus threats control software.
- V. To the extent possible, bidder should propose and implement Platform Services offered by the Cloud Service Provider without having the need to procure software licenses.

Security Requirement:

The bidder shall implement the following security features provided by CSP:

- I. Identity and Access Management (IAM) that allows controlling the level of access to the users to the CSPs infrastructure services. With IAM, each user can have unique security credentials, eliminating the need for shared passwords or keys and allowing the security best practices of role separation and least privilege.
- II. Secure Access – Customer access points to allow secure access so that the Agencies can establish secure communication sessions with Cloud services using Secure Sockets Layer (SSL)/Transport Layer Security (TLS).

- III. Virtual Private Cloud with Private Subnets and Built-in Firewalls to control how accessible the instances are by configuring built-in firewall rules
- IV. Data Encryption – Client Side and / or Server-Side Encryption as required
- V. Centralized Key Management
- VI. DDoS Protection

The bidder shall procure and implement the following security solutions provided by third party:

- I. Anti-Virus for the virtual machines
- II. Host Intrusion Detection System / Network Intrusion Prevention System

Operations and Maintenance Services:

MSP should continuously monitor and manage the cloud infrastructure.

The operations and maintenance of the infrastructure including host operating system and virtualization layer down to the physical security of the facilities in which the service operates will be the responsibility of the Cloud Service Provider. The MSP has the responsibility for the management of the guest operating system (including updates and security patches), other associated application software, and the configuration and management of the security solutions provided by Cloud Service Provider such as security groups, host-based firewalls, host-based intrusion detection/prevention, encryption, and key management solutions.

The responsibility of operating the IT environment including management, operation, and verification of shared IT controls is shared between the MSP and Cloud Service Provider. While the CSP manages those controls associated with the physical infrastructure deployed in the cloud environment, the MSP is responsible for using the CSP control and compliance documentation (e.g., CSP self-certifications and Third-party Certifications) to perform their control evaluation and verification procedures as required.

a) Resource management

- i. Adequately size the necessary compute, storage and other cloud services required, building the redundancy into the architecture and load balancing to meet the service levels.
- ii. While the initial sizing & provisioning of the underlying infrastructure may be carried out based on the information provided in the RFP, subsequently, it is expected that the Service Provider, based on the growth in the user load (peak and non-peak periods; year-on-year increase), will scale up or scale down the

compute, memory, storage, and bandwidth requirements to support the scalability and performance requirements of the solution and meet the SLAs

- iii. The scaling up/scaling down has to be carried out with prior approval by HMC. The MSP should provide HMC the necessary details including the sizing calculations, assumptions, current workloads & utilizations, expected growth / demand and any other details justifying the request to scale up or scale down.

b) Patch & Configuration management

- i. Manage the instances of storage, compute instances, and network environments. MSP & CSP are equally responsible for managing specific controls relating to shared touch points within the security authorization boundary, such as establishing customized security control solutions. Examples include, but are not limited to, configuration and patch management, vulnerability scanning, disaster recovery, and protecting data in transit and at rest, host firewall management, managing credentials, identity and access management, and managing network configurations.
- ii. The MSP should provision and configure their implementation of storage, virtual machines that allows to launch and terminate cloud instances, change firewall parameters, and perform other management functions. Upon deployment of virtual machines, the MSP has to assume full administrator access and is responsible for performing additional configuration, patching, security hardening, vulnerability scanning, and application installation, as necessary.

c) User Administration

- i. Implement Identity and Access Management (IAM) that properly separates users by their identified roles and responsibilities, thereby establishing least privilege and ensuring that users have only the permissions necessary to perform their assigned tasks.
- ii. Administration of users, identities and authorizations, properly managing the root account, as well as any Identity and Access Management (IAM) users, groups and roles they associated with the user account

d) Security Administration

- i. Appropriately configure the security groups
- ii. Regularly review the security group configuration and instance assignment in order to maintain a secure baseline.
- iii. Secure and appropriately segregate / isolate data traffic/application by functionality using public and private subnets etc.

- iv. Ensure that the cloud infrastructure and all systems hosted on it, respectively, are properly monitored for unauthorized activity.
 - v. Properly implementing anti-malware and host-based intrusion detection systems on their instances, as well as any required network-based intrusion detection systems.
 - vi. Conducting regular vulnerability scanning and penetration testing of the systems.
 - vii. Review the audit logs to identify any unauthorized access to the systems.
- e) Monitoring Performance and Service Levels.
- i. Provide and implement tools and processes for monitoring the availability of assigned applications, responding to system outages with troubleshooting activities designed to identify and mitigate operational issues
 - ii. Reviewing the service level reports, monitoring the service levels and identifying any deviations from the agreed service levels
 - iii. Independent monitoring of service levels, including availability, uptime, performance, application specific parameters, e.g. for triggering elasticity, request rates, number of users connected to a service
- f) Usage Reporting and Billing Management
- i. Track system usage and usage reports
 - ii. Monitoring, managing and administering the monetary terms of SLAs and other billing related aspects
 - iii. Provide the relevant reports including real time as well as past data/information/reports to validate the billing and SLA related penalties
- g) Backup
- MSP Should
- i. Formulate a Backup Policy
 - ii. Configure, schedule, monitor and manage backups of all the data including but not limited to files, images and databases as per the policy
 - iii. Restore from the backup where required.
 - iv. Restoration timeline requirements should be incorporated in Backup policy
- h) Business Continuity Services

- i. Provide business continuity services in case the primary site becomes unavailable.
- i) Usage Reporting and Billing Management
 - i. Track system usage and usage reports
 - ii. Monitoring, managing and administering the monetary terms of SLAs and other billing related aspects

Provide the relevant reports including real time as well as past data/information/reports for the HMC to validate the billing and SLA related penalties which shall be framed during the time of contract, as per Meity approved guideline.

SCOPE OF WORK for SAP Support Service

Below are the scopes that the Functional and Technical consultant would Support and enhance the application of OPHWC:

Role of SAP Functional Consultant

- Study and evaluate OPHWC's users' requirements by interacting with the user departments in OPHWC and transform the essence into an abstract and algorithmic business model or System Requirement Specifications.
- Realize the solution through configuration and customizing the respective business area and making sure the system reacts in the manner according to the constraints of the requested use case.
- Deliver Documentation for the settings and prepares proper guidelines that allow other consultants to do further changes or repairs with due efforts.
- The consultant should take care that proper training is given to the users and that the system is usable, performing appropriately and the business flow is complete and correct.
- Functional consultants are also expected to prepare test scripts for testing the configured scenarios.
- Before starting to configure future business processes in SAP, the DFD/ERD are prepared, this documentation is called TO BE, which can be also said as the result of mapping and gap analysis.
- Assisting business users in the problems/issues encountered on a day-to-day basis.
- Assisting client on the problems encountered in the Standard SAP.

- Performing minor Configuration changes to resolve existing business processes in line with the problem on hand.

Role of SAP Technical Support:

ABAP

- Bug Fixing (Program errors, Incorrect data display)
- Modifications to any custom objects to accommodate addition of new fields, selection criterion, data display as long as this doesn't result into a major code change
- Maintenance of Customized Transactions
- Performance tuning
- SAP Note applications
- Application Integration issues that fall in the purview of SAP will be handled
- Working closely with functional team
- Help in analyzing the dump issues reported by the users

BASIS

The following activities will fall under BASIS.

- Daily, Weekly and Annual System Monitoring Checks.
- Routine jobs (Like: CTS move, User & Profile assignment and small correction in profile)
- Troubleshoot and rectify the problem, which falls under any daily activity
- Client copy / system refresh (once in a year)
- SAP note applications with reference to SAP Basis
- SNC configuration (Yearly once).
- Application Integration issues that fall in the purview of SAP Basis will be
- Performance Tuning on Periodic Basis
- On need basis support will be extended on data migrations for the approved change request. The upload data formats will be provided by the Consultants. Handled
- OPHWC will provide the cleansed and validated data to the Support team.

Support Model

- The System Integrator shall be completely responsible for the overall program execution of the project. A detailed functional, technical and non-functional requirements specification document will be provided by OPHWC to the SI as part of the RFP for SAP ERP upgrade to S/4HANA and Migration of DC / DR to Cloud infra at OPHWC.
- The Systems Integrators (SI) selected would also be required to create all required documentation including operations manuals, technical manuals and user manuals.
- The SI shall be responsible for all steps necessary for implementation and maintenance of the solution including gathering detailed requirements, testing, data migration, training, bug fixing, patch management, enhancements etc.

Operation Plan

Activity would start by the Team of Consultants to OPHWC in Bhubaneswar location. The consultants would get in touch with the respective Business Owners to understand the business processes in detail and perform the changes / maintenance based on the requirement.

The services will cover Transactional support - This is the support required by the end users who face problems in executing the business transactions, usually in the early stages after going productive on SAP.

1. Onsite Operational Mode
2. Offsite Operational Mode

Office space and other facilities

In the Event of On-site deployment, OPHWC shall enable and provision to provide the following:

- Suitable office space, office supplies, furniture, telephone, modem line, parking and other facilities required for each consultant
- Adequate facilities equipped with network and system access (local and remote) and technical support for the SAP development system
- A workstation that has appropriate level of SAP access
 - VPN Connectivity
 - User IDs / Password

- System Details with clients no.
- Individual Mail IDs for the resources allotted in OPHWC Communication system.
- Knowledge Transfer from the existing service provider
- Access to the document repository and all project relevant documents

Proposed Application SLA

ACTION	Threshold		
Initial Response	Critical	1 Hour	Initial Review, Category identification, sufficiency of information with the Problem report Assign to individual for analysis Respond to initiator that the problem has been assigned
	High	4 Hour	
	Medium	8 Hour	
	Low	16 Hour	
Complete Analysis/ resolution	Critical	2 Hour	Detailed analysis of the Problem report, root cause analysis, potential risk/impact Effort estimates for resolution and closing the problem
	High	4 Hours	
	Medium	1 Working Days	
	Low	2 Working Days	
<p>Note: There shall be Penalty of .5% for breeze of each Incident to a maximum capping of 10% of the AMC Cost.</p>			

Definitions Of Severity Level are Defined Below:

Service Level	Description
Severity 1 (Critical)	Critical: Show stopper, Application breakdown / crash. Has serious implications on running the production server, stoppage of core business processes, and has affected or may affect greater than 50% of users.
Severity 2 (High)	High: Serious degradation of application performance, has impacted majority of business processes, risk of significant data loss, affected or may affect around 10-50% of the users

Severity 3 (Medium/Moderate)	Medium/Moderate: Moderate degradation in application performance, no implications on data integrity, had minimal or no impact on day-to-day operations, and has affected or may affect less than 10% of users.
Severity 4 (Low)	Low: Applications are stable and has no impact on day to day workings and has affected or might affect a single user.

License Procurement for Migration and additional users

The bidder must get the negotiated price from SAP (OEM) for Migrating the existing application and database to SAP S/4HANA along with procurement for additional Professional License.

- License cost for SAP S/4HANA Enterprise Management for Professional use
- SAP License cost for Migration from ECC to S/4 HANA

The ATS shall be paid directly by OPHWC as it's been paid now for the existing SAP License been used by OPHWC.

The Prequalification Process and General Conditions

The Procurement Process

The activities leading to the procurement of the services of the SI to provide the System Integration services to OPHWC will consist of the following key activities

Invitation for RFP: OPHWC invites System Integrators to submit Request for Proposal (RFP) for consideration in the subsequent tendering process for selection of System Integrators (SI) to appoint a vendor for SAP ERP upgrade to S/4HANA and Migration of DC / DR to Cloud infra, for OPHWC. A notice inviting for RFP has been published in leading daily newspapers and also uploaded on the OPHWC website www.ophwc.nic.in, as per standard practice of Government. This document with key details of the project and response formats is available for all potential and interested bidders through website or through the OPHWC office.

Receipt of responses: The responses from potential bidders who are interested in participating in the SI selection process will be received in sealed envelopes at the designated place, on a designated date and time as specified in this document.

Submission Procedure: To purchase the Bidding Document in English, eligible bidders should: Pay a non-refundable fee of INR 11,800/- (Indian Rupees Eleven Thousand Eight Hundred Only) through demand draft in favor of The Odisha State Police Housing & Welfare Corporation Limited and payable at Bhubaneswar.

Cover – 1 (Fee): Bidder shall submit physically the EMD and Tender Fee in a sealed envelope as per the last date and time of submission of BIDs mentioned in the fact sheet in the office of the Deputy General Manager (Admin) The Odisha State Police Housing & Welfare Corporation Ltd., Janpath, Bhoi Nagar, Bhubaneswar – 22.

Cover – 2 (Pre-qualification & Technical BID): Bidder shall submit the copy of the Pre-qualification & Technical qualification in cover -2.

Cover – 3 (Financial BID): The Bidder shall submit the copy of the Financial BID in cover -3

Evaluation of responses: The information provided by the potential bidders as part of the response to this RFP will be evaluated against the conditions specified in the RFP to qualify for the subsequent processes of SI selection. Based on this evaluation, the potential bidders who meet the qualifying criteria will be short listed. The prequalification conditions have been formulated to assess the competence and capability of the potential bidding firms to meet the requirements of OPHWC for providing the system integration services.

Evaluation of the Proposals: The responses from bidders, who submit their technical and commercial proposals against the requirements of OPHWC specified in the RFP, will be evaluated and the best value bid will be decided based on the criteria which will be elaborated in the RFP documents.

Right to Terminate the Process:

- OPHWC makes no commitments, explicit or implicit, that this process will result in a business transaction with anyone
- This RFP does not constitute an offer by OPHWC. The bidder's participation in this process may result in OPHWC selecting the bidders to engage in further responses, discussions and negotiations towards execution of a final contract. The commencement of any subsequent procurement activity resulting out of this RFP does not signify a commitment by OPHWC either to continue the activities or to culminate such activities with a definitive contract.
- OPHWC reserves the right to withdraw this RFP if it determines that such action is in the best interest of the organization without assigning any reason whatsoever. Shortlisted bidders would be issued formal Request for Proposal inviting their technical and commercial bids at a later date, provided OPHWC decides to go ahead with the process.
- OPHWC undertakes that all the information shared by the bidders will be held in strict confidence and will not be made public unless directed by court of law or under RTI norms.

Authenticity of the Information and Right for Verification

- OPHWC reserves the right to verify all statements, information and documents submitted by the potential bidder in response to the RFP. Any such verification or lack of such verification by the OPHWC shall not relieve the bidder of its obligations or liabilities hereunder nor will it affect any rights of the OPHWC there under.
- In case it is found during the evaluation of the responses or at any time during the subsequent procurement process or before signing of the contract or after its execution and during the period of project execution resulting out of the contract thereof, that one or more of the pre-qualification conditions have not been met by the bidder, or the bidder has made material misrepresentation or has given any materially incorrect or false information, the bidder shall be disqualified forthwith if not yet awarded the contract either by issue of the letter of intent or entering into a contract.

Additional Conditions

- Timing and sequence of events resulting from this RFP shall ultimately be determined by OPHWC
- Responses are subject to rejection if they limit or modify any of the terms and conditions or specifications of this RFP

- Neither the bidder nor any of bidder's representatives shall have any claims whatsoever against OPHWC or any of its respective officials, agents, or employees arising out of or relating to this RFP or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).
- The Bidder should not bid under any Consortium. No Consortium bid shall be allowed for this Tender.
- The decision of the Corporation with regards to selection of Vendors for issue of Prequalification Applicants will be final. The Corporation is not bound to assign any reason thereof
- The bidder should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Government of India or any State Governments in the country of India. (To be furnished under Notarized Affidavit made at Bhubaneswar)
- The bidder must not have any history of defaulting in execution of work orders issued by Government of India or any State Government in the country of India. A self-declaration certificate to this effect should be enclosed. (To be furnished under Notarized Affidavit made at Bhubaneswar)
- The bidder hasn't been blacklisted by any Central/State Government institution and there has been no pending litigation with any government department on account of similar services. (To be furnished under Notarized Affidavit made at Bhubaneswar)
- No Criminal Proceedings in any Court of Law should pending against the bidding Firm Or its Promoters Or its Directors Or its Executives. (To be furnished under Notarized Affidavit made at Bhubaneswar)
- All disputes which may arise relating to tender are subject to judicial jurisdiction of the competent Court at Bhubaneswar only.

Force Majeure: The Bidder / Contractor shall not be liable for failure, non-performance or delays in services resulting directly or indirectly from causes beyond its reasonable control, such as, Act of God, war, act of Terrorism, nuclear risks, riots, strike, political unrest, acts of Government, its agencies or officers, raw material shortage, labour shortage or any other legitimate cause beyond his reasonable control.

However, due LD shall be levied on Bidder / Contractor on its failure to adhere to work schedule approved by OPHWC while signing the contract. ON Completion, the Bidder / Contractor shall hand over a complete detailed document of the work "AS BUILT-IN" with operation Manual etc for future reference.

Liability: except reasons covered under “*Force Majeure*” defined maximum liability of Bidder / Contractor may be up to complete replacement if the Development becomes non-functional within 2 years of commissioning for reasons covered in the clauses.

Bidder’s Responsibility: The Bidder is expected to carefully examine the contents of all the documents provided. Failure to comply with the requirements of RFP shall be at the Bidder's own risk.

It shall be deemed that prior to the submission of Proposal, the Bidder has:

- Made a complete and careful examination of terms & conditions/ requirements, and other information set forth in this RFP document.
- Received all such relevant information as it has requested from OPHWC; and
- Made a complete and careful examination of the various aspects of the Assignment.

OPHWC shall not be liable for any mistake or error or neglect by the Bidder in respect of the above.

All taxes payable to government should be paid by the event manager as per applicable norms and procedure. OPHWC is nowhere liable and responsible for payment of such taxes.

Evaluation Parameters

OPHWC will evaluate the bids determined to be substantially responsive i.e., which

- Are properly signed.
- Conform to the terms and conditions & technical specifications.
- Thereafter, the substantially responsive bidders shall be evaluated for qualifying the minimum eligibility criterion.
- The Bidder with the highest combined technical cum quality score in the ratio of 70:30

Pre-Qualification Criteria for Systems Integrator

The interested firms should have the credentials to meet all the following criteria to become eligible bidders for the selection process of System Integrator for at OPHWC:

Sl. No.	Basic requirement	Specific Requirement	Document Required
1.	Legal Entity	The bidder should be registered with Registrar of Firms / Companies	The bidder must be a Company registered under The Companies Act 1956 as evidenced by duly enclosed certified copy of Certificate of Incorporation.
2.	Relevant Experience	The bidder should have expertise in upgrade of ERP-SAP, Support Service, and migration of in-premise to Cloud infra. Note: The following functional areas of ERP (SAP) Solution should have been covered: 1) Human Resource Management 2) Finance and Controlling 3) Materials Management 4) Project Systems 5) Document Management System	Supporting Documents to be attached (Work Order / Completion Certificate / Invoice Copy / Declaration by CA) 1. At-least One Upgrade experience 2. At-Lest One Cloud Migration Experience 3. At-least Three Project experience in Support Services of ERP-SAP with Project Value of Minimum 1 Crore in any Govt. Dept / PSU
3.		The potential bidder must have experience of successful implementation and support of at least three projects based on SAP applications for companies having minimum turnover of Rs. 300 Crores and above.	Supporting Documents to be attached (Work Order / Completion Certificate / Invoice Copy / Declaration by CA)
4.	Office in Odisha	The bidder must be having an office in Odisha before the execution of Agreement after the finalization of Bidding.	Documentary evidence: I. GST Registration II. Rent Agreement with TDS Certificate
5.	OEM Partnership	The bidder must be an Authorized / Certified Partner of the OEMs for the SAP & Cloud Solution Provider.	Copy of the Partnership Agreement / Certificate / Authorization Letter 1. SAP Partner 2. Cloud Partner

Sl. No.	Basic requirement	Specific Requirement	Document Required
6.	Turnover	The bidder should have a minimum average annual turnover of INR 30 crore during the last three financial years (FY 18-19, FY19-20, FY 20-21)	The Audited financials along with audited balance sheet and Profit & loss statement (last three financial years i.e., 2018-19 to 2020-21) to be closed as documentary evidence with duly certified by CA.
7.	CMMi Level	The bidder should have CMM Level 3 or higher-level certification.	Copy of CMM Level 3 or higher-level certification.
8.	Consultants in adequate capacity	The potential bidder must have a team of at least 50 SAP consultants on its rolls having experience in implementing / Support all the major modules of SAP enterprise applications collectively.	HR Certified copy of employee ID along with EPF code / number for all the 50 SAP Consultants.
9.		The potential bidder must have at least 10 SAP certified consultants	HR Certified copy of employee ID along with EPF code/number and Certificate number for all the 10 SAP certificate Consultants.
10.	Tax Registration	The bidder must have a valid Registration with Regional Provident Fund Commissioner (RPF)/ Employees' Provident Fund Organization (EPFO) under EPF and MP Act, in India.	1. Copy of PAN Card 2. Copy of EPF Registration along with EPF code/number.
11.	Blacklisting	The Bidder/ or any of the consortium partner should not be blacklisted by any Government / Government agency / PSU in India for the last 3 years	Undertaking to this effect to be submitted as per the format given in RFP
12.	Power of Attorney	Power of Attorney for authorized signatory of the bid document	Power of Attorney certificate for authorized signatory
13.	Earnest Money Deposit	Submission of Earnest Money Deposit (EMD) of INR 5,00,000/- in the form of Demand Draft with a validity of 180 days from the date of publication of RFP.	Amount of INR 5,00,000/- in the form of Bank Guarantee with a validity of 180 days in favor of OPHWC, Bhubaneswar
14.	Tender Fee	Non-refundable Tender fee in the form of DD	Amount of INR 11,800/- in the form of DD in favor of OPHWC, Bhubaneswar

Sl. No.	Basic requirement	Specific Requirement	Document Required
15.	CSP OEM	STQC audited and MeitY empanelled in the latest list published	MeitY empanelled Letter
16.	CSP OEM	CSP should be offering SAP Certified scale out configurations	Letter with Authorized Signatory
17.	CSP OEM	Average Annual Turnover of 300 Crores from cloud services in the last 3 financial years	The Audited financials along with audited balance sheet and Profit & loss statement (last three financial years i.e., 2018-19 to 2020-21) to be closed as documentary evidence with duly certified by CA.

Technical Bid Qualification Criteria

The Application Service Provider shall be evaluated on the following parameters:

Sl No.	Evaluation Criteria	Unit Marks	Maximum Marks	Documentary Evidence
Domain Expertise, Capacity and Expertise				
40 Marks				
1	Number of years of experience in implementation of SAP ERP ECC 6.0. / S/4HANA	a) > 8Yrs - 10 marks b) > 4 to 7Yrs - 7 marks. c) 1 – 3Yrs - 5 mark	10	Copy of Certification
2	Number of upgrades of SAP ERP ECC 6.0 to S/4HANA in any Company during last 7 years, reckoned from the last date of the month prior to month of bid closing date.	At least 1 Project – 05 marks	05	Work order/Completion Certificate/ Invoice copy
3	Number of upgrades of SAP ERP ECC 6.0 to EhP 6 or 7 or 8 or HANA in any Company during last 7 years, reckoned from the last date of the month prior to month of bid closing date.	a) >=5 – 10 marks b) 3 to 4 – 7 marks c) 1 to 2 – 5 mark	10	Work order/Completion Certificate/Invoice copy
4	CMMi Certification	CMMi 5 – 05 marks CMMi 3 – 03 marks	05	Work order/Completion Certificate/Invoice copy
5	Prior Experience of having migration project from in-premise to cloud in last 3 years		05	Work Order/Completion Certificate

6	Prior Experience of SAP S/4HANA Support project with minimum tenure of 3 Years		05	Work Order/Completion Certificate
Financials			20 Marks	
1	Average Annual Turnover of bidder in the period defined above:	a) >Rs 50 Cr – 10 marks b) >Rs 40 Cr to Rs 50 Cr – 07 marks c) >Rs 30 Cr to Rs 40 Cr - 03 marks	10	(copy of audited annual report)
2	Net worth of the bidder shall be positive.	a) In all 3 Years - 10 marks b) In last 2 Years – 07 marks c) In last 1 Years – 03 marks	10	(Certified copy of computation of net worth & copy of audited annual report)
Approach & Methodology			20 Marks	
1	Understanding of the project a) About OPHWC b) Objective about the assignment c) Key functionalities required in the mobile app		10	Write-up note not more than 2 pages and Presentation
2	Detailed Approach and methodology		10	Write-up and Presentation
Proposed Team			20 Marks	
1	Basis: i) Number of years of experience in SAP implementations. ii) Number of Projects completed with EHP upgrade / HANA. Time: During last 7 years, reckoned from the last date of the month prior to month of bid closing date	i) 5 marks with 1 mark for each completed year ii) 2 marks with 1 mark for each completed project	07	
	ABAP: i) Number of years of experience in SAP ABAP Development. ii) Number of projects completed in areas of ABAP Development in metal/ mining/ utility/ process industry. Time: During last 7 years, reckoned from the last date of the month prior to month of bid closing date	i) 4 marks with 1 mark for each completed year ii) 2 marks with 1 mark for each completed project	06	
	Cloud:	i) 5 marks with 1	07	

	i) Number of years of experience in Cloud Migration. ii) Number of projects completed in areas of Cloud Migration. Time: During last 7 years, reckoned from the last date of the month prior to month of bid closing date	mark for each completed year i) 2 marks with 1 mark for each completed project		
	Total		100 Marks	

Only bidders scoring 80 marks and above in the technical evaluation shall be qualified for the financial evaluation.

Notes to above Clause:

- a) Bidding team may visit OPHWC premises prior to the bid submission – however, all expenses will be borne by the bidder
- b) It shall be the bidder’s responsibility to ensure submission of unambiguous/ clear and sufficient documentary evidence in support of the evaluation criteria.
- c) The bidder should submit copies of PO’s, completion certificates, payment receipts, certificates, CV’s etc. along with the bid to substantiate criteria.
- d) OPHWC reserves the right to verify and or all data/ document/ information provided by the bidder. False statement by Bidder will make it liable for appropriate action as per Banning policy of the Company.
- e) Bidder must include the phone numbers / e-mail of contacts to enable OPHWC to independently verify the proof submitted in the document.
- f) For calculating number of years towards experience, more than 6 months shall be rounded up to one (1) and less than 6 months to zero (0)

Financial Evaluation

- a) The Bidder with lowest qualifying financial bid (L1) will be awarded 100% score (amongst the Bidders which did not get disqualified based on points scored in the technical evaluation above). Financial Scores for other than L1 Bidders will be evaluated using the following formula:

Financial Score of a Bidder (Fn) = {(Commercial Bid of L1/Commercial Bid of the Bidder) X 100} %

(Adjusted to two decimal places)

- b) Only fixed price financial bids indicating total prices for all the deliverables and services specified in this bid document will be considered.
- c) The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- d) Any conditional bid would be rejected.

- e) Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy.

Final Evaluation

The technical and financial scores secured by each Bidder will be added using weightage of 70% and 30% respectively to compute a Composite Bid Score.

- a) The Bidder securing the highest Composite Bid Score will be adjudicated as the most responsive Bidder for award of the Project. The overall score will be calculated as follows: -

$$B_n = 0.70 * T_n + 0.30 * F_n$$

Where

B_n = overall score of Bidder

T_n = Technical score of the Bidder (out of maximum of 100 marks)

F_n = Normalized financial score of the Bidder

- b) In the event the bid composite bid scores are 'tied', the Bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

Award of Contract

The Purchaser will award the Contract to the successful Bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above.

Sd-

**Dy. General Manager(Admin.)
O.P.H.& W.C. Ltd.,
Bhubaneswar**

Response Requirements

Potential bidders may furnish their RFP by submitting the following documents in English language as per the indicated formats.

- a) Covering Letter as per the format provided in **Appendix I**.
- b) Supporting documents as per formats provided in **Appendix II** against each of the abovementioned qualifying criteria as proof of having the capabilities to support the requirements of OPHWC.
- c) Litigation Impact Statement as per format in **Appendix III**.

The RFP in a sealed cover along with the cover letter and each page of the response duly signed by an authorized signatory and affixed with the company's seal must reach the following address on or before 10/05/2022 up to 15:00 hours. It is advised that the respondents keep the response brief, concise and to the point. It is suggested that the response, including annexure, should be less than 50 pages (with a font size of 12). The respondents are requested to submit the response in printed format (hard copy), along with signed letters and supporting documents in printed formats. The covering envelope containing aforesaid documents submitted should be clearly marked with "Confidential – RFP for **Upgrade, Migration & SAP Support to Cloud of ERP – SAP in OPHWC**". The potential bidders who download the RFP document from the website should also submit a demand draft receipt of Rs. 11,800/- at the time of submission of RFP responses.

Indicative Timelines for this RFP notice are given below:

Activity	Tentative date for the Activity
Publication of RFP	20/04/2022
Last Date for Submission of RFP Response	10/05/2022 up to 03:00 P.M.
Opening of bid responses	10/05/2022 up to 04:00 P.M.

For further details and its operations please visit OPHWC Website www.ophwc.nic.in

The response should be sent to the following address

The DGM Admin

The Odisha State Police Housing & Welfare Corporation Ltd.,
Janpath, Bhoi Nagar, Bhubaneswar – 22.

Email: ophwc.od@nic.in

An email must be sent to **ophwc.od@nic.in** and **amsys.ophwc.od@nic.in**, for any queries that must be clarified during the Pre-bid meeting **on or before 28/04/2021 up to 6:00 P.M.** "[RFP Query for Upgrade, Migration & SAP Support of ERP-SAP]" may be included in the subject line.

Appendix I:

Cover Letter from the System Integrator

Company letter head

[Date]

The DGM Admin

The Odisha State Police Housing & Welfare Corporation Ltd.,
Janpath, Bhoi Nagar, Bhubaneswar – 22.

Reference: Notice on RFP for SAP ERP upgrade to S/4HANA, Migration of DC / DR to Cloud infra and support service at OPHWC

Dear Sir,

This is to notify you that our company intends to submit a response to the RFP for SAP ERP upgrade to S/4HANA and Migration of DC / DR to Cloud infra at OPHWC.

Primary and Secondary contacts for our company are:

	Primary Contact	Secondary Contact
Name:		
Designation:		
Address:		
Mobile No.:		
e-mail ID:		

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to OPHWC is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the OPHWC in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short-listing process or offering or accepting unduly favors from our company in the short-listing process, we are liable to be dismissed

Appendix II:

RESPONSE FORMATS & SUPPORTING DOCUMENTS

The respondent must use the following formats to provide the information against each of the qualifying criteria specified in Section 5.

Form	Format for Response
1	Criterion I: Details of the Organization
2	Criterion II: Financial Information
3	Criterion III: Large scale SAP Implementations with at least one with scope comparable to that of OPHWC Business mapping
4	Criterion IV: Certified Consultants Information
5	Criterion V: Service Support office in Odisha Information

Form 1

Criterion I: Details of the Organization	
Name	
Nature of the legal status in India	
Nature of business in India	
Date of Incorporation	
Date of Commencement of Business	
Address of the Headquarters	
Address of the Registered Office in India	
Supporting Documents	
Certificate of Incorporation from Registrar of Companies (ROC), PAN, Service tax Certificate,	

Form 2

Criterion II: Financial Information			
	FY 2020-21	FY 2019-20	FY 2018-19
Revenue (in INR Crores)			
Profit Before Tax (in INR Crores)			
Revenue from IT Services (in INR Crores)			
Supporting Documents			
a) Auditor Certified financial statements for the last three financial years, 2021-20, 2020-19, and 2019-18 (Please include only the sections on P&L and the assets, not the entire balance sheet.) b) Certification by the company auditors supporting the revenue break-up			

Form 3

Criterion III: ERP Implementation Project Information (one form for each project reference duly certified by authorized signatory)
Client Information
Name of client
Name of the person who can be referred to from Clients' side, with name, designation, postal address, contact phone, fax number, e-mail id,
Nature of business / operations of client
Revenue/Budget (in case of Government dept.) of the client
Size of operations of customer impacted by the solution in terms of turnover, number of locations, number of employees etc.
Project Details
Brief description of the Project
Functional areas of business covered in the project
Implementation Geographical Location/ Number of Locations / business units at which the project is implemented
Duration of engagement (with Start date and end-date/expected end-date)
Scope of the Project (Consulting, ERP Implementation, Networking, Training, Post-Implementation,)
Details of the Solution in terms of the following:
1. Modules implemented
2. Version of Product Implemented
3. Number of Users of the solution
Relevance of the implementation to the current project (Indicate clearly which of the five projects is similar in scope to the current IBMS project)
<u>Supporting Documents</u> Relevant documents indicating the successful completion of the project

Form 4

Criterion IV: Certified Consultants Information	
ERP Product Name:	Version:
Number of SAP Consultants in the Company	
Supporting Documents Certification by the company auditors supporting the number of SAP consultants in the organization	

Form 5

Criterion V: Service office in Odisha Information	
Date of Commencement of Business	
Address of the Headquarters	
Address of the Registered Office in Odisha	
Supporting Documents Rent Agreement / Labours License / Bank Statements / Undertaking by the competent authority of the company to open the office within 1 month of Work commencement	

Appendix III:

LITIGATION IMPACT STATEMENT

Company letter head

[Date]

The DGM Admin

The Odisha State Police Housing & Welfare Corporation Ltd.,
Janpath, Bhoi Nagar, Bhubaneswar – 22.

Reference: RFP for SAP ERP upgrade to S/4HANA, Migration of DC / DR to Cloud infra and Support Service at OPHWC

Dear Sir,

We have read and understood the contents of the Notice on RFP and pursuant to this hereby confirm that we satisfy the eligibility criteria laid out therein.

We hereby confirm that save as may be set out in the schedule attached to this statement, there is no litigation (including court, arbitration and other proceedings), inquiry or order from any regulatory authority, current or pending against us, which if adversely determined might have material adverse impact on our ability to carry on our business or pay our debts as they fall due or on our ability to enter into any of the transactions contained in or contemplated in respect of the implementation and maintenance of SAP application for SAP solution in OPHWC.

(Signature)

(In the capacity of)

Duly authorized to sign the RFP Response for and on behalf of:

Sincerely,

[SYSTEM INTEGRATOR'S NAME]

Name

Title

Signature

Date

(Name and Address of Company)

Seal/Stamp of System Integrator

Appendix IV:

TECHNICAL SPECIFICATIONS Cloud Service Provider – Eligibility Criteria

Bidder must propose the Cloud Services from a Cloud Service Provider that meets all the following criteria	DOCUMENT / DECLARATION from CSP
Third party certifications / Compliances of the proposed Cloud Service Provider:	
a. ISO 27001 (year 2013)	
b. ISO 27018 - Code of practice for protection of personally identifiable information (PII) in public clouds.	
c. ISO 20000-9-Guidance on the application of ISO/IEC 20000-1 to cloud services	
d. CSP should be certified for SOC 1, SOC 2 and SOC 3	
e. Confirm to at least Tier III standard	
f. PCI DSS Level 1 Compliant	
CSP Capabilities:	
a. Native cloud services including Identity and Access Management, Web Application Firewall, DDOS Mitigation, Server Side Encryption, Managed Threat Detection Service, Cloud Monitoring, Asset and Patch Management and Audit Trail	
b. Agility – software defined configurations to add / remove capacity	
c. Customer has the full control on the environment (e.g., can create a virtual private cloud) and has the ability to log, monitor, and audit the traffic and usage	
d. Offer SLAs on Availability of compute with dynamic scalability for storage.	
e. Offer SLA on durability of Object Storage which is designed for 99.999999999% (eleven 9s) durability.	
f. Published uptimes	
g. Availability of reports (e.g., personal health dashboard, security logs, audit reports,..) to the customer on the portal	
h. CSP should be offering provisioned IOPS	
Availability of Cloud Governance Capabilities for the Government Agency to monitor the provisioned cloud services	
a. Visibility into the performance and availability of the cloud services being used, as well as alerts that are automatically triggered by changes in the health of those services	
b. Event-based alerts, to provide proactive notifications of scheduled activities, such as any changes to the infrastructure powering the cloud resources	

c. System-wide visibility into resource utilization, application performance, and operational health through proactive monitoring (collect and track metrics, collect and monitor log files, and set alarms) of the cloud resources.	
d. Capture logs of all user activity within an account. The recorded information should include information such as the identity of the API caller, the time of the API call, the source IP address of the API caller, the request parameters, and the response elements returned by the cloud service. This is required to enable security analysis, resource change tracking, and compliance auditing	
e. Ability to discover all of the provisioned resources and view the configuration of each. Notifications should be triggered each time a configuration changes, and Agencies should be given the ability to dig into the configuration history to perform incident analysis	
f. Monitoring of cloud resources with alerts to customers on security configuration gaps such as overly permissive access to certain compute instance ports and storage, minimal use of role segregation using identity and access management (IAM), and weak password policies	
g. Automated security assessment service to help improve the security and compliance of applications deployed on cloud by automatically assessing applications for vulnerabilities or deviations from best practices	
The bidder should be an Authorized Partner of the Proposed CSP. Authorization Letter signed on the CSP letter head should be submitted	

**Appendix V:
FORMAT FOR FINANCIAL PROPOSAL**

Sl. No	Description	Qty	UoM	Unit Price (INR)	Total Price (INR)	Total Price (Including GST) (INR)
1.	SAP S/4HANA Enterprise Management for Professional use	120	Nos.			
2.	SAP License cost for Migration from ECC to S/4 HANA	1	LS			
3.	Service charges for Upgrading ECC / Oracle to SAP S/4 HANA	1	LS			
4.	Service charges for Migrating application from DC/DR to Cloud Infra	1	LS			
5.	Cloud Cost for hosting Application	3	Years			
	TOTAL COST					
6.	AMC for SAP Support Services (Onsite-Offshore)	3	Years			
7.	ManDay Rate for Onsite Functional Consultant (Change Request)	120	Manday			
8.	ManDay Rate for Onsite Technical Consultant (Change Request)	120	ManDay			

9.	ManHours Rate for Offshore Functional Consultant (Change Request)	120	ManHour			
10.	ManHours Rate for Offshore Technical Consultant (Change Request)	120	ManHour			
	TOTAL COST					

Note#

- ManDay & ManHour Quantity shall be paid as per actual usage.
- AMC SAP Support shall be paid on Quarterly basis.
- ATS shall be paid by OPHWC, and NOT in scope of Bidder.