BID DOCUMENT NOTICE INVITING E-TENDER

Online bids under Two bid system (Technical & Financial) from eligible bidders which, are valid for a minimum period of 180 days from the date of Bid opening **(i.e. 29/02/2020)** are invited for and on behalf of the **Sr. Manager (SP&C), ALIMCO, Kanpur** for **Study and Implementation of ERP Solution on a turnkey basis, at ALIMCO, Kanpur** as per broad scope of work given in this tender document.

Name of Work	**Study and Implementation of ERP Solution on a turnkey basis, at ALIMCO, Kanpur.**
Earnest Money Deposit to be submitted	**Rs. 5,00,000/-**
Date of Publishing	**07/02/2020** **17.00 Hrs.**
Clarification Start Date and Time	**N.**
Clarification End Date and Time	**N.**
Queries (if any)	No queries will be entertained after clarification end date.
Bid Submission Start Date	**28/02/2020** **17:30 Hrs.**
Last Date and time of uploading of Bids	**28/02/2020** **14.00 Hrs.**
Last Date and time of submitting, EMD and other documents at ALIMCO Kanpur	**************
Date and time of opening of Technical Bids	**29/02/2020** **15.30 Hrs.**
Date and time of opening of Financial Bids	Will be separately notified to technically shortlisted/ qualified bidders

Interested parties may view and download the tender document No: **PT/OT/05/AX,** containing the detailed terms & conditions from the website http://eprocure.gov.in/eprocure/app

<mark>MANUAL BIDS SHALL NOT BE ACCEPTED</mark>

Except for the original documents/ instruments as mentioned in this tender.

<mark>**Bidders should regularly visit the website to keep themselves updated.**</mark>

INSTRUCTION FOR ONLINE BID SUBMISSION

The bidders are required to submit soft copies of their bids electronically on the Central Public Procurement (CPP) Portal i.e. http://eprocure.gov.in/eprocure/app , using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

REGISTRATION

(i) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL:https://eprocure.gov.in/eprocure/app)by clicking on the link "Online Bidder Enrollment" option available on the home page. **Enrolment on the CPP Portal is free of charge.**

(ii) During enrolment/ registration, the bidders should provide the correct/ true information including valid email-id & mobile no. All the correspondence shall be made directly with the contractors/ bidders through email-id provided.

(iii) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

(iv) For e-tendering possession of valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) is mandatory which can be obtained from SIFY /nCode/eMudra or any Certifying Authority recognized by CCA India on e-Token/ Smartcard.

(v) Upon enrolment on CPP Portal for e-tendering, the bidders shall register their valid Digital Signature Certificate with their profile.

(vi) Only one valid DSC should be registered by a bidder. Bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse and should ensure safety of the same.

(vii) Bidders can than log into the site through the secured login by entering their user ID/ password and the password of the DSC/ eToken.

SEARCHING FOR TENDER DOCUMENTS

1) There are various search options built in the CPP Portal to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords, etc., to search for a tender published on the CPP Portal.

2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS:

(i) For preparation of bid Bidders shall search the tender from published tender list available on site and download the complete tender document and should take into account corrigendum if any published before submitting their bids.

After selecting the tender document same shall be moved to the 'My favourite' folder of bidders account from where bidder can view all the details of the tender document.

(ii) Bidder shall go through the tender document carefully to understand the documents required to be submitted as part of the bid. Bidders shall note the number of covers in which the bid documents have to be submitted, the number of documents – including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

(iii) Any pre-bid clarifications if required, then same may be obtained online through the tender site, or through the contact details given in the tender document.

(iv) Bidders should get ready in advance the bid documents in the required format (PDF/xls/rar/dwf/jpg formats) to be submitted as indicated in the tender document/schedule. **Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.**

(v) Bidders can update well in advance, the documents such as experience certificates, annual report, PAN, EPF & other details etc., under "My Space/ Other Important Document" option, which can be submitted as per tender requirements. This will facilitate the bid submission process faster by reducing upload time of bids.

SUBMISSION OF BIDS:

(i) Bidder should log into the site well in advance for bid submission so that he/ she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

(ii) Bidder should prepare the EMD as per the instructions specified in the NIT/ tender document. The details of the DD/BC physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

(iii) While submitting the bids online, the bidder shall read the terms & conditions (of CPP portal) and accepts the same in order to proceed further to submit their bid.

(iv) Bidders shall select the payment option as offline to pay the EMD and enter details of the DD/BC.

(v) Bidder shall digitally sign and upload the required bid documents one by one as indicated in the tender document.

(vi) Bidders shall note that the very act of using DSC for downloading the tender document and uploading their offers is deemed to be a confirmation that they have read all sections and pages of the tender document without any exception and have understood the complete tender document and are clear about the requirements of the tender document.

(vii) Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. For the file size of less than 1 MB, the transaction uploading time will be very fast.

(viii) **If price quotes are required in XLS format, utmost care shall be taken for uploading Schedule of quantities & Prices and any change/ modification of the price schedule shall render it unfit for bidding.**

Bidders shall download the Schedule of Quantities & Prices i.e. Schedule-A, in XLS format and save it without changing the name of the file. Bidder shall quote their rate in figures in the appropriate cells, thereafter save and upload the file in financial bid cover (Price bid) only.

If the template of Schedule of Quantities & Prices file is found to be modified/corrupted in the eventuality by the bidder, the bid will be rejected and further dealt as per provision of clause no 23.0 of ITB including forfeiture of EMD.

The bidders are cautioned that uploading of financial bid elsewhere i.e. other than in cover 2 will result in rejection of the tender.

(ix) Bidders shall submit their bids through online e-tendering system to the **Tender Inviting Authority (TIA)** well before the bid submission end date & time (as per Server System Clock). **The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour**.

(x) After the bid submission **(i.e. after Clicking "Freeze Bid Submission" i**n the portal), the bidders shall **take print out of system generated acknowledgement** number, and keep it as a record of evidence for online submission of bid, which will also act as an entry pass to participate in the bid opening.

(xi) Bidders should follow the server time being displayed on bidder's dashboard at the top of the tender site, which shall be considered valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system.

(xii) All the documents being submitted by the bidders would be encrypted using PKI (Public Key Infrastructure) encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology.

ASSISTANCE TO BIDDERS:

(i) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contract person indicated in the tender.

(ii) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24X7 CPP Portal Helpdesk. The helpdesk email id is **support- eproc@nic.in**

<u>Tender document for Study and Implementation of ERP Solution on a turnkey basis, at ALIMCO, Kanpur.</u>

ARTIFICIAL LIMBS MANUFACTURING CORPORATION OF INDIA
KANPUR

The online bids complete in all respect along with e-receipt copy of the Tender Fees of **Rs. 560/- (GST @ 12% Included)**. The Tender Fees shall be deposited online through the website of the Corporation **www.alimco.in** where proper category needs to be opted on or before the due date and time.

All SSI units / Micro & Small Enterprises (MSE) will be Exemption to submit Tender Fees on submission of valid Udyog Aaadhar Memorandum (UAM) against Tender for the items/nature of business/ type of services specified therein in the UAM.

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The online bids complete in all respect along with e-receipt copy of the EMD of **Rs. 5,00,000/- (Rupees Five Lakh)**. The EMD (Earnest Money Deposit) shall be deposited online through the website of the Corporation **www.alimco.in** where proper category needs to be opted on or before the due date and time.

All SSI units / Micro & Small Enterprises (MSE) will be Exemption to submit EMD on submission of valid Udyog Aaadhar Memorandum (UAM) against Tender for the items/nature of business/ type of services specified therein in the UAM.

The tender document along with other details may be downloaded from the CPP Portal:
http://eprocure.gov.in/eprocure/app

For Artificial Limbs Manufacturing Corporation of India

Sr. Mgr (SP&C)

<div align="center">**INSTRUCTION FOR e-PROCUREMENT**</div>

1. **Preparation and Submission of Bids**

    a. The detailed tender documents may be downloaded from http://eprocure.gov.in/eprocure/app till the last date of submission of tender. The Tender may be submitted online through CPP Portal http://eprocure.gov.in/eprocure/app

    b. The bidder should submit the bid online in two parts viz. Technical Bid and Financial Bid. Technical Bid, EMD should be upload online in cover 1and Financial Bid in ".xls" should be upload online in cover-2

2. **Submission of the Bid** All interested eligible bidders are requested to submit their bids online on CPP Portal: http://eprocure.gov.in/eprocure/app as per the criteria given in this document:

    a. Technical Bid, Tender Fees & EMD should be upload online in cover-1

    b. Financial Bid should be upload online in cover-2

    Both Technical and Financial Documents should be placed online on the CPP Portal (http://eprocure.gov.in/eprocure/app).

3. **Technical Bid:** Signed and Scanned copies of the Technical bid documents as under must be submitted online on CPP Portal: http://eprocure.gov.in/eprocure/app

    a. **List of Documents to be scanned and uploaded (Under Cover-1) within the period of bid submission:-**

    i)   Scanned copy of e-receipt against Tender Fees. Exemption to submit Tender Fees on submission of valid Udyog Aaadhar Memorandum (UAM) against Tender for the items/nature of business/ type of services specified therein in the UAM.

    ii) Scanned copy of e-receipt against EMD. Exemption to submit Earnest Money Deposit (EMD) on submission of valid Udyog Aaadhar Memorandum (UAM) against Tender for the items/nature of business/ type of services specified therein in the UAM.

    iii) Duly filled tender documents with proper seal and signature of authorized person on each page of the Tender document(s).

    iv) Self-Attested copy of Registration Certificate, GST Registration no. & PAN No.

    v)   Self-Attested copy of Income Tax Return for the previous three financial years i.e. 2018-19, 2017-18 & 2016-17.

    vi) Tenderer is required submit the undertaking on company's letter head that his/her offer will be valid for 180 days from the date of opening of Tender (TC Bid).

    vii) Tenderer is required submit the undertaking on company's letter head that all terms & conditions of this tender enquiry are acceptable to them.

    viii) Details of regular Manpower on rolls with bidding firm with designation. The bidder is required to submit the certificate duly certified from a **Chartered Accountant.**

ix) The Tenderer is required to fulfill the criteria to have average turnover of minimum 80 % of quoted value in the preceding three years and a certificate to this effect from a **Chartered Accountant**.

x) **Experience:- Certificate of experience duly certified / endorsed by a Chartered Accountant** for having completed development/ processing during last 7 years ending last day of month previous to the one in which applications are invited, should be for either of the followings:

- Have completed ERP Software development / processing activities against three orders each costs not less than the amount equal to 40% of quoted value.

OR

- Have completed ERP Application Software development/ processing activities against two orders each costs not less than the amount equal to 50% of quoted value.

OR

- Have completed ERP Application Software development/ processing activities against one order each costs not less than the amount equal to 80% of quoted value.

xi) The bidder must be a single legal entity and not a consortium of firms.

(All these documents / details / conformation should necessarily be submitted specifically & in the same order.)

4. **Financial Bid:**

Bidders are requested to submit their rates separately for undertaking **Study and Implementation of ERP Solution on a turnkey basis, at ALIMCO, Kanpur** also in the cover-2 (BOQ).
THIS BREAKUP IS ESSENTIAL TO ENABLE PLACEMENT OF THE PURCHASE ORDERS AND PAYMENTS, KEEPING ACCOUNT OF GOVT. LEVIES SEPARATELY.

The L1 offer will be decided based on landed cost at FOR ALIMCO.

5. **Taxes**

a. It should be mentioned whether GST is inclusive or exclusive .The rates of the GST wherever applicable should be given clearly and separately.

b. Tax Registration details of ALIMCO, Kanpur are given below.

GSTIN   09AABCA8899F1Z6

c. Variation Clause: - Any change (Increase / Decrease) in Govt. Duties / Leveis / GST as amended by Govt. (State / Central) from time to time will be applicable during the currency of Purchase Order / Contract & shall be borne by ALIMCO.

d. The GST amount is payable only after reflection of GST credit in the Corporation's GST Portal.

6. SUBMISSION OF EMD:

All the Tenderers must submit **Rs.5,00,000/-** by online mode through the website of the Corporation **www.alimco.in** where proper category needs to be opted on or before the due date and time in favor of ALIMCO, KANPUR as an Earnest Money Deposit. **No other mode is acceptable**. The EMD shall be released within 30 days of finalization of the Purchase Orders/ Contract to the unsuccessful Tenderers. In no case, what so ever, no interest will be payable on the EMD.

Tenders without EMD / inadequate EMD are liable to be rejected irrespective of rates quoted. Exemption to submit Earnest Money Deposit (EMD) on submission of valid Udyog Aaadhar Memorandum (UAM) against Tender for the items/nature of business/ type of services specified therein in the UAM.

The earnest money will be forfeited if the tenderer withdraws his tender before the period of validity (i.e. minimum 180 days) and / or tenderer fails to furnish requisite security deposit within the specified period after the award of Order / Contract wherever applicable.

7. Security Deposit

Subsequent to placement of Order / Contract, the successful tenderer will be required to deposit a sum equal to **10 %** of the Order/ Contract value as **Security Deposit** through online mode only from the Corporations website (www. alimco.in where proper category needs to be opted), within the period of 30 days from the award of work contract.

The Corporation, at its sole discretion may decide that in case of failure of the party to deposit balance amount of Security deposit, the same will be recovered @ 100% from the payments to be released against the running bills of the party.

This Security deposit will be retained till the expiry of contract plus one month. No interest shall be payable on this Security Deposit. After Satisfactory completion of contract for Study and Implementation of ERP Solution on a turnkey basis, at ALIMCO, Kanpur and on receipt of request to release Security deposit, the same shall be released by ALIMCO, within 30 days.

The Corporation reserves the right to forfeit the security money deposit in case the supplier / contractor fails to make goods losses on supplies, unable to replace supplies found unacceptable as well as losses on account of exceptional delays in supplies.

8. Rejection of Tender

a) Conditional and unsigned tenders, tenders containing absurd or unworkable rates and amounts, tenders which are incomplete or otherwise considered defective and tenders not in accordance with the tender conditions are liable to be rejected.

b) Canvassing in any form in connection with the tender is strictly prohibited and the tenders submitted by the party who resort to canvassing are liable to be rejected.

c) The acceptance of tender will rest with ALIMCO which does not bind itself to accept the lowest tender or any tender and reserves full rights for the rejection of any or all tenders without assigning any reasons whatsoever.

9. Validity of Tender

a)   The tenders shall remain open for acceptance for a minimum period validity of 180 days from the date of opening of tenders (T-Bid) or till such period up to which the extension of validity is agreed upon, mutually. This may please be stipulated clearly in the Quotation.

b)   If notified within this period that the tender has been accepted, the tenderer shall be bound by the terms of the offer along with the terms that have been agreed mutually.

c)   In case the tenderer happen to be dealer/ distributor for any reputed brand the validity certificate to this effect duly certified from the principal should invariably be provided.

d)   The tenderer must submit all the documents asked in this tender as well as (dully filled documents , signed) as mentioned in mandatory/ Pre qualification criteria on page no. 6 & 7 above, failing which the offer will summarily be rejected.

e)   **The successful tenderer shall not sub contract the assigned task covered under the work contract.**

10. Terms of Payment

ALIMCO is a Govt. of India Undertaking registered Under Section 8(Not for Profit) of Indian Companies Act 2013.

1.   As per payment schedule as mentioned in this tender, within 30 days after receipt of bill with due certification for the satisfactory completion of work. Payment terms other than standard payment terms of payment within 30 days, is at the discretion of management and in that case 1% of total cost will be considered additional while preparing Comparative Statement of Quotations (**CSQ**). However, Contract will be awarded at quoted rates only.

2.   Advance payment terms or payment on completion of work in general are not acceptable to the Corporation and the same shall not be considered.

3.   All bank charges, if any to be borne by Tenderer.

11.   Right of Acceptance

ALIMCO reserves the right to reject any or all the tenders in part or full without assigning any reasons thereof at any time at its sole discretion. The Corporation also reserves the right to negotiate the rates and terms and conditions of supply with any or all the tenderers at its sole discretion as deemed fit without assigning any reasons thereof.

Any bribe, commission, gifts or advantage given, promised or offered by the Tenderer or on behalf of the Tenderer or his partner, agent or servant or anyone on his or their behalf (whether with or without the knowledge of the Tenderer) to any officer, servant, representative or agent of Corporation in relation to the obtaining or to the execution of this or any other contract with the Corporation shall be in addition to any criminal liability which he may incur, subject the Tenderer to the cancellation of this and all other contracts and also to payment to Corporation of any loss resulting from any such cancellation.

THIS IS A FIXED PRICE TENDER. ANY REQUEST FOR RATE REVISION TILL CURRENCY OF ORDER/ CONTRACT SHALL NOT BE CONSIDERED.

ARBITRATION

If any dispute / question or controversy arises, the settlement of which is not herein specifically provided in the this Purchase Order/Work/Service Contract, the matter in dispute shall be referred to the arbitration of the Chairman and Managing Director of ALIMCO or his nominee and decision of Chairman and Managing Director or his nominee shall be final and binding on both the parties. The provision of INDIAN ARBITRATION & CONCILATION CT 1996 as amended from time to time shall apply to such arbitration proceedings. Arbitration proceeding shall be held at Kanpur only and the Kanpur Courts will have jurisdiction in the matter.

Thanking you,

Yours
faithfully, For Artificial Limbs Mfg.
Corporation of India

Sr. Manager (SP&C)

Special conditions of the Tender

1. **THE BIDDING TERMS AND CONDITIONS**

    BIDDER QUERIES / CLARIFICATIONS ON THE TENDER

    1. All Requests for Clarifications (RFC) or queries on the bidding terms or the specifications or any statement in this RFP document should be sent in the format provided in this Tender document. (Form 30 of Annexure VI)

    2. The queries/clarifications related to the RFP should be sent to the email id listed in the RFP with the text "ERP Project – Request for Clarification" may be included in the subject line.

    3. All the RFCs should be sent to the email id **sm_spc@alimco.in**

    4. All RFCs should be sent by email from email id of the designated contact person of the bidder from his/her official email id to the email id of ALIMCO on or before date / time specified in the Tender.

    5. ALIMCO will not take the responsibility to acknowledge the receipt of the queries by email. In no event will ALIMCO be responsible for ensuring that bidders' queries have been received by ALIMCO

    6. ALIMCO will not be responsible for any queries which any of the bidders claim to have sent and which did not reach the designated email ids of ALIMCO.

    7. Telephone calls or in person interviews/discussions will not be accepted/entertained.

    8. ALIMCO will attempt to provide reasonable response/answers to all queries submitted by the potential bidders. However, ALIMCO makes no representation or warranty as to the completeness of any response, nor does ALIMCO undertake to answer all queries that have been posed by the bidders.

    9. The responses to the queries will be published on the website of ALIMCO www.alimco.in

THE RIGHTHS OF ALIMCO

1. ALIMCO, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to:

   a. suspend and/or cancel the Selection Process and/or amend and/or supplement the Selection Process or modify the dates or other terms and conditions relating thereto;

   b. Consult with any bidder in order to receive clarification or further information;

   c. Retain any information and/or evidence submitted to ALIMCO by, on behalf of and/or in relation to any bidder; and/or

   d. Independently verify, disqualify, reject and/or accept any and all submissions or other information and/or evidence submitted by or on behalf of any bidder.

2. All documents and other information supplied by ALIMCO or submitted by a Bidder shall remain or become, as the case may be, the property of ALIMCO. ALIMCO will not return any submissions made hereunder. Bidders are required to treat all such documents and information as strictly confidential.

   a. All proposals and accompanying documentation submitted as the bids against this RFP, once opened will become the property of ALIMCO and will not be returned.

   b. The information provided by the bidder, like the names of the customers of the bidder or any proprietary information about the bidder etc. will be treated as confidential information, unless asked to disclose by the orders of the court of law or the Information Commission (under the RTI Act)

   c. ALIMCO is not restricted in its rights to use or disclose any or all of the information contained in the proposal, and can do so without compensation to the bidder. ALIMCO shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

d. ALIMCO has the right to use the services of external experts to evaluate the proposal by the bidders and share the content of the proposal either partially or completely with the experts for evaluation

3. No oral conversations or agreements with any official, agent, or employee of ALIMCO shall affect or modify any terms of this RFP, and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of ALIMCO shall be superseded by the definitive agreement that results from this RFP process. Oral communications by ALIMCO to bidders shall not be considered binding on ALIMCO, nor shall any written materials provided by any person other than the authorized representative of ALIMCO

ENTIRE DOCUMENTS

1. Entire Request for Proposal - The following constitute the entire Request for Proposal by ALIMCO

   a. The RFP documents issued/published by the ALIMCO

   b. The additional information if any, supplied by the ALIMCO on or before the last date for the submission of the responses by the bidder

   c. The clarifications provided by ALIMCO for the pre bid queries.

   d. Any official communication through email/fax/post by ALIMCO sent to all the bidders during the bidding period or before the last date for submission of the bids by the bidders.

2. Entire proposal by the bidder – the following constitute the entire proposal by the bidder

   a. The response by the bidder submitted in the printed and in the form of softcopy in the CDs

   b. The presentation material submitted by the bidder during the bidder presentation sessions, if such presentations are held, and the minutes of the meeting thereof.

   c. The clarifications provided by the bidder as a part of the proposal against any queries/requests by ALIMCO.

3. The Communications

a. The communications if any exchanged between ALIMCO and the bidders related to the RFP and the bidding process, through emails/fax/post will be part of the RFP / proposal documents.

b. Only communications sent through email ids of the authorized persons of the bidders or ALIMCO and letters signed by the authorized persons will be part of the official records for the RFPs and the proposals

AUTHENTICITY OF THE INFORMATION AND RIGHT OF VERIFICATION

1. ALIMCO reserves the right to make inquiries with any of the clients listed by the bidders in their previous experience record.

2. If the information submitted by the bidder during the RFP process is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the bidding process or any time during the tenure of the contract, including the extension period if any, ALIMCO has the right to terminate the contract and initiate penal action against the bidder.

3. In case of such termination and penal actions, ALIMCO shall reserve the right to seek penalty to cover the cost of damages including the cost of implementation and opportunity loss due to time spent on implementation.

4. ALIMCO reserves the right to verify all statements, information and documents, submitted by the bidder in response to the RFP. Any such verification or the lack of such verification by ALIMCO to undertake such verification shall not relieve the bidder of its obligations or liabilities hereunder nor will it affect any rights of ALIMCO there under.

5. In case it is found during the evaluation or at any time before signing of the Agreement or after its execution and during the period of subsistence thereof, that one or more of the eligibility 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 appointed as the SI either by issue of the LOA or entering into of the Agreement, and if the

Selected bidder has already been issued the LOA or has entered into the Agreement, as the case may be, the same shall, notwithstanding anything to the contrary contained therein or in this RFP, be liable to be terminated, by a communication in writing by ALIMCO without ALIMCO being liable in any manner whatsoever to the Selected bidder or SI, as the case may be.

6. In such an event, ALIMCO shall enforce forfeiting the Bid Security or the Security Deposit or Performance Bank Guarantee, or any dues payable to the contractor on account of work carried out till then as compensation and damages payable to ALIMCO for, inter alia, time, cost and effort of ALIMCO, without prejudice to any other right or remedy that may be available to ALIMCO

PROHIBITED PRACTICES

1. The bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, ALIMCO shall reject a Proposal without being liable in any manner whatsoever to the bidder, if it determines that the bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, ALIMCO shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Performance Security, if available, as mutually agreed genuine pre-estimated compensation and damages payable to ALIMCO for, inter alia, time, cost and effort of ALIMCO, in regard to the RFP, including consideration and evaluation of such bidder's Proposal.

2. Without prejudice to the rights of ALIMCO under the above Clause hereinabove and the rights and remedies which ALIMCO may have under the LOA or the Agreement, if an bidder, as the case may be, is found by ALIMCO to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOA or the execution of the Agreement, such

bidder shall not be eligible to participate in any tender or RFP issued by ALIMCO during a period of 2 (two) years from the date such bidder, as the case may be, is found by ALIMCO to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

3. For the purposes of this condition on prohibited practices, the following terms shall have the meaning hereinafter respectively assigned to them as follows:

   a. "corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of ALIMCO who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOA or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of ALIMCO, shall be deemed to constitute influencing the actions of a person connected with the Selection Process; or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of ALIMCO in relation to any matter concerning the Project

   b. "fraudulent" practice means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of ALIMCO, and includes collusive practices among Bidders (prior to or after bid submission) designed to establish bid prices at artificial, non-competitive levels and to deprive the purchaser of the benefits of free and open competition;

c. "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process;

d. "Unfair trade" practices mean supply of goods or services (computer hardware, software, printers, networking equipment, etc.) different from what is mentioned in the bid documents, and includes change of parts/components, use of refurbished/repaired/substandard/ duplicate parts instead of genuine new parts or change the specifications and/or make of the company for which the supply order was given by ALIMCO

e. "undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by ALIMCO with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and

f. "Restrictive practice" means forming a cartel or arriving at any understanding or arrangement among bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

2. TECHNICAL PROPOSAL FOR ERP SOLUTION AND IMPLEMENTATION SERVICES

GUIDELINES FOR THE TECHNICAL PROPOSAL

1. The bidder is expected to bid for the project for supply and implementation of ERP solution at ALIMCO, with a complete understanding that, all the processes and functions given in the RFP need to be implemented using the solution components of ERP, and deliver the ERP solution & the implementation services, at a fixed price, without any provisions for bargaining or for a different interpretation of the specifications in the RFP and a change in scope, while executing the project.

2. ALIMCO retains the right of the final say in interpreting the requirements of the ERP solution capabilities, the processes & operations of ALIMCO, and the scope of the Project in terms of the services and deliverables ALIMCO expects from the SI, as listed in this RFP.

3. Since a process can be described in different manners, the bidder should clearly understand that any possible variations to the processes during the Business Design phase from the way they are specified in the RFP should not be considered as deviations or extensions to the original process specifications

TECHNICAL PROPOSAL FOR THE ERP SOLUTION

1. The key elements of the Technical proposal: The technical proposal should address the following key aspects of the ERP solution

   a. The solution landscape

   b. The bill of materials

   c. Licensing conditions

   d. Functional requirements specification

   e. Technical requirement specification

2. The Solution Landscape: The Technical proposal for ERP Solution should contain details of the landscape of the ERP solution proposed along with how each of the

solution components would meet the requirements of ALIMCO. The technical proposal should address the following:-

a. Functional coverage of the solution proposed

b. The best practices library

c. The complete landscape of the solution with modules, integration points etc.

d. How the different processes of ALIMCO are integrated with the solution.

e. The details of third party solutions if any, their description and purpose, licensing metrics and sizing considerations

3. Bill of materials

a. The bill of material of the ERP solution with a list of all the modules, tools and all the independently priced items along with metrics for licensing (pricing) and total quantity proposed

b. The rationale for the different solution components and the licensing metrics

c. The rationale for the sizing of the different modules of the ERP Sizing details of the solution, how the different solution components are sized and their relationship to licensing metrics

d. The bidders while proposing the ERP solution with detailed bill of materials, as per the format provided for the Technical proposal, are also required to provide definitive commitment on how each section of the processes described in the RFP are addressed by which module/components of the bill of material

4. The licensing conditions: The bidders are requested to furnish the details of the licensing terms, the definitions and the licensing metrics for all the technical components including that of the ERP solution, provided in the bill of materials. The bidders are requested to provide copies of the draft licensing agreements to highlight these. The key requirements of licensing are

a. It should provide clarity of definition of all the licensed items

b. It should indicate the usage rights of third party embedded solution/licensed elements if any

c. It should clearly indicate that the licensing terms would allow ALIMCO to deploy the solution both at Data Center (DC) and at Disaster Recovery Centres (DRC)

5. The Functional Requirement: The bidders are requested to use the following guideline for indicating the capability of the ERP solution proposed, against each of the features listed in the FRS as per Annexure A2 of the RFP. Response to the each of the line item in the functional requirements specifications need to be as per the guideline listed in the table.

Compliance	Guidelines	Response
Standard	The specific requirement or process is a standard feature with the ERP solution	S
Work Around	The requirement can be realised by modifying the process but without any development	W
Customization	The requirement can be realised by writing a set of software codes	C
Third Party	The specific requirement is realised through a third party tools	T
Not Possible	The requirement is not possible or not part of the proposed ERP solution	N

a. If and only if the ERP solution proposed by the bidder is capable to support the specific functionality or the feature is a standard feature in the ERP solution, the bidder is required to mark "Standard" against the functionality/specification

b. If the specific functionality or feature could be realized by the ERP solution proposed by the bidder by modifying the process, i.e. the basic purpose of the process or feature could be achieved by modifying a standard feature, but

without any customization or development, the bidder is required to mark "work around" against the functionality/specification

c. If the ERP solution proposed by the bidder can be customized or modified to support the specific functionality or the feature the bidder is required to mark customization against the functionality/specification

d. If the ERP solution proposed by the bidder is not capable to support the specific functionality or the feature is not available in the ERP solution, the bidder is required to mark not available, not supported against the functionality/specification

e. The bidder is required to use the functional requirement specification in Annexure with the RFP for providing the response on the solution fitment.

6. The technical requirements specifications

a. The technical requirements of the ERP solution are provided in the Annexure A2 of the RFP. These specifications are solution capability requirements as well as solution deployment requirements

b. The Annexure A2 in the RFP provides the response format. The bidder/OEM is required to indicate the absence or availability of the respective feature/capability.

TECHNICAL PROPOSAL FOR IMPLEMENTATION SERVICES

1. The technical proposal should address how the ERP solution will be implemented to meet the requirements of ALIMCO.

a. The implementation services

b. The Methodology for implementation

c. The Deliverables

d. Project Management

e. The Project team

f. Support and maintenance

g. Hardware sizing

2. Implementation Services: Some of the key requirements of the Technical proposal on the implementation services will be

   a. Bill of services offered by the bidder during implementation

   b. Mechanisms / support for Data migration (legacy data, duration), data quality management etc.

   c. Understanding of the business operations of ALIMCO, The Best practices library, the suggestions for Process redesign

   d. Training the users and the mechanisms to ensure that all the intended users can use the system effectively.

3. The methodology: The methodology for implementation should address the following key aspects

   a. The implementation stages

   b. The deliverables at different stages

   c. The internal (within the project team) review mechanisms and the deployment of expertise

   d. The review mechanisms with stake holders, steering committee and mechanisms to adopt the feedback

   e. Practices to ensure that the project is implemented by deploying the best practices available with the ERP solution

   f. Project artifacts and the project standards

   g. Change control mechanisms

4. The deliverables

   a. The Format of Deliverables

   b. Review mechanisms for the deliverables

c. Acceptance mechanisms for the deliverables

5. The project management– the bidder is required to provide details on

    a. Project structure and management

    b. Project Plan and Resource loading

    c. The expertise deployed at different instances of the project

    d. Mechanisms to manage the project timelines

    e. Mechanism for mitigation of different risks, quality, attrition and timelines

6. Project Team – the bidder should provide the detailed profile for the following members/functional consultants of the project team

    a. Project Manager

    b. Functional consultant for Materials Management

    c. Functional consultant for e-Procurement with experience in implementing the ERP solution for public sector enterprises and experience in contract management

    d. Functional Consultant for Financial Management/Accounting with experience in implementing the ERP solution in public sector enterprise

    e. Functional consultant for Costing with experience in discrete manufacturing operations

    f. Functional Consultant for Human Resource management and Payroll administration with experience of implementing these modules in a public sector enterprise

    g. Functional consultant for production planning, scheduling with experience in discrete manufacturing

    h. Functional Consultant for Quality Management

    i. Functional consultant for e-file Management

    j. Functional consultant for sales and distribution.

    k. Technical consultant for system deployment, commissioning, testing, development/customization

7. The support services: The bidder is required to furnish the following details in the Technical Proposal on the application support services in terms of

    a. The list of services to be delivered during the maintenance period

    b. The mechanisms to source and monitor the services

    c. The escalation mechanisms and the structure for resolution of issues

    d. The team structure and resource loading to deliver the services, etc.

    e. The resource loading for on-site and remote services

    f. The mechanisms and tools to monitor the SLAs

    g. The mechanism for corrective actions

    h. Minor developments as continuous improvements to facilitate ALIMCO to get maximum benefits out of the system

    i. Mechanisms to institutionalize the centre of excellence (CoE) for ERP support at ALIMCO

8. Hardware Sizing – The SI is required to provide sizing for the hardware to run the ERP solution proposed to be implemented at ALIMCO.

    a. Hardware for the complete landscape of the ERP solution – development, quality and production environment

    b. The sizing should be as per the general industry practice.

    c. The rationale for sizing the hardware and the underlying assumptions should be part of the proposal

3. COMMERCIAL PROPOSAL OR PRICE BID

COMMERCIAL PROPOSAL FOR ERP SOLUTION

1. The commercial proposal for the proposed ERP solution will cover all the elements or solution components proposed in the bill of materials for the ERP solution.

2. All the separately and independently priced/licensed elements or modules of the ERP solution should be indicated separately.

3. The bidder is required to provide the prices for the following solution components/modules

    a. The professional users of the ERP solution

    b. The self-service users of the ERP solution

    c. The users for the analytics or dashboard module

    d. The e-procurement system

    e. The e-file management system

    f. The module for payroll administration

    g. The database

4. The charges for the annual technical services or ATS also should be clearly indicated in the commercial proposal

5. If ALIMCO intends to buy additionally any of the solution components or module which are independently priced, during the period of the implementation project, the unit rates indicated in the price bid will be the rate which the additional purchase will be done.

COMMERCIAL PROPOSAL FOR IMPLEMENTATION SERVICES

1. The bidder is required to provide the price under the following heading as per the price bid format

a. Price for Implementation including configuration and development, data migration etc. as per the RFP, till completion of implementation – including the following three mile stones

   i. Go Live declaration after successfully closing one quarter balance sheet or three months after go live, whichever is longer.

   ii. Complete deployment – after the completion of three months of user adoption support

   iii. Completion of implementation – after three months of stabilization support

   iv. The ATS for the ERP Solution during implementation period, including the six months of user adoption and stabilization support period

b. Price for One-year support after completion of implementation services

c. Cost of manpower –for costing change requests. This is a fixed price project without any scope for the bidder to bargain for any change requests during the project. This figure will be used for estimating the cost of change requests, which may arise during implementation This cost of manpower s applicable for those services or processes which are not covered in the RFP and which may be requested by ALIMCO to be covered as part of the implementation project. This is applicable for the duration of implementation services.

2. Cost of implementation for the modules e-file management, and e-procurement should be indicated separately.

3. The cost of manpower is an optional element and will be used for calculating the total value of the commercial bids. These will be used as discovered price for–for costing change requests during the period of implementation services.

PAYMENT SCHEDULE

1. Payment schedule for the ERP solution – the license fees of the ERP solution will be paid as below

a. 50% of the license fees will be paid on signing the license agreement with the ERP solution OEM& delivery of the ERP software

b. The remaining 50% of the license fees will be paid on installing the ERP solution at ALIMCO

2. Payment schedule for the ERP implementation services – the fees for the implementation services (the cost of the implementation project till acceptance of go live and without the cost of implementing e-procurement system & e-file management system) will be paid as below

a. 25% of the fees for implementation services will be paid on the completion/acceptance of business design

b. 35% of the fees for implementation services will be paid on the completion of configuration, integration, testing and data migration

c. 40% of the fees for implementation services will be paid on the completion of go live

d. The fees for the user adoption and stabilisation support period will be paid on the completion of the period/milestone satisfactorily

e. The fees for implementation of e-procurement and e-file management will be paid on the completion/acceptance of the respective implementation.

f. The ATS fees for the ERP solution during implementation will be paid in two equal installments at the end of the respective operations period on the completion of the period / mile stone satisfactorily

g. LD clauses as per the contract conditions will be applicable to payments against the items mentioned in sections a, b and c. These conditions will be applied during payment against the above milestones as indicated under project timelines by the vendor and agreed by ALIMCO.

3. The payment for the support services

a. The ATS fees for the ERP solution, during the support services will be paid in two equal instalments at the end of the respective operations period on the completion of the period / mile stone satisfactorily

b. The fees for the support services will be paid in two equal instalments at the end of the respective operations period on the completion of the period / mile stone satisfactorily

GENERAL CONDITIONS FOR COMMERCIAL PROPOSAL

1. For the purpose of costing, the bidders are requested to take the Head Quarters of ALIMCO and the main manufacturing facility, at Kanpur, Uttar Pradesh as the main project site with some of the activities of business design, data migration and training being also carried out at different locations of ALIMCO

2. The bidder is required to bear the cost of movement/stay of its people from its office to the Project sites during the project

3. The bidder is required to bear the cost of client side infrastructure of laptops/desktops required by the project team of the bidders, during the implementation.

4. The bidder is required to ensure that the costing covers all the costs like cost of local travel, food, stay of the project team of the bidder.

5. Expenses for all/senior executives of the bidder to attend the review meetings or meeting of the steering committee should be borne by the bidder.

6. All the communication costs between the project team at the project sites and the company offices will be borne by the bidder.

7. The bidder is expected to price fully in the commercial proposal for all the supply and services being provided by it to ALIMCO. Any assumptions about possible future recovery of the under-priced items shall be at the risk of the bidder.

8. The bidder should provide all prices, quantities as per the prescribed formats. The bidder should not leave any field blank. In case the field is not applicable, bidder must indicate "0" (zero) in all such fields.

9. If, during the Contract Period, there is any change in the applicable Laws in India with respect to taxes and duties quoted in the commercial proposal which increases or decreases the cost incurred by the Bidder in performing the Services, then such payments, otherwise payable to the Bidder under this Contract shall be increased or decreased accordingly. Such increase or decrease in the contract shall be valid on the invoice submitted on or after the date of such changes brought into force only.

10. ALIMCO reserves the right to ask the bidder to submit proof of payment against any of the taxes, duties, levies indicated. Prices quoted in the bid must be firm and final and shall not be subject to any change.

11. The Commercial bid should clearly indicate the price to be charged without any qualifications whatsoever and should include all taxes, duties, fees, levies, works contract tax and other charges as may be applicable in relation to the activities proposed to be carried out. It is mandatory that such charges wherever applicable/payable should be indicated separately as Breakdown of Cost Components.

12. The fees for technical services, charged by the OEM of the ERP solution will be for a period of one year after completing the implementation services. If there are any support charges payable to the OEM during the implementation period, that will be absorbed by the bidder. The changes to the project duration will not have any impact on the ATS charges payable to the OEM.

13. The changes to timelines of implementation of the ERP solution will not have any bearing on the duration of support for the ERP solution after the completion of the implementation services and it will be for a period of one year

14. The contract for support (ATS charges) for the ERP solution with the OEM will be transferable to ALIMCO at the same conditions, applicable for the support and

maintenance period, including the commercials. (as per the respective item in the of the commercial bid)

4. **EVALUATION OF BIDS**

   1. ALIMCO has the right to appoint any individual / organization as an expert member of this committee as long as the particular person does not have any conflict of interest in the bidding/evaluation process.

   2. ALIMCO has the right to share the contents of the proposals or bids with the experts or consultants appointed for the purpose of evaluation of the bids, as the case may be.

   3. Evaluations of bids will be only on the basis of information provided by the bidders in the proposals, or any additional information provided by the bidders against specific requests for clarifications sent by ALIMCO during the evaluation process.

CLARIFICATIONS DURING BID EVALUATION

   1. During the time of the evaluation of the Technical or/and Financial Bids, ALIMCO may seek clarifications from the bidder on specific items in the bids submitted by them. All such clarifications will be sent to the contact persons indicated in the proposal either by email or mail.

   2. If the bidder fails to respond within the stipulated time period, ALIMCO has the right to make assumptions on the Technical or/and Financial Bids submitted by the SI and if such assumptions lead to disqualification of the Technical or/and Financial Bids, ALIMCO is not accountable for these omissions

   3. All the responses to the clarifications will be part of the Technical Proposal of the respective bidders, and if the clarifications are in variance with the earlier information in the proposal, the information provided in later stages will be the part of the contract for implementation between the bidder and ALIMCO.

4. If any of the responses by the SI to the queries sent by ALIMCO has commercial implications, these commercial aspects will not be accommodated in the evaluation process.

Presentation of the Proposal

5. As part of the technical evaluation process, the bidders may be asked, if necessary, to make a presentation on their technical proposal.

6. The committee may invite each bidder to make a presentation to the ALIMCO at a date, time and venue determined by ALIMCO to make a presentation of their Technical Proposal. The purpose of such presentations would be to allow the bidders to present their methodology, unique capabilities if any, the project structure, the quality of the project team etc.

7. The presentation of the Technical Proposal should be made by the proposed project manager of the bidder for this Project of ALIMCO, with some of the key team members to support the project manager as part of the presentation team, instead of the sales representative or the senior executive of the organization.

8. The presentation of the technical proposal may also include the demonstration of the proposed ERP solution to highlight the technical requirements of ALIMCO and to validate the specific technical specifications.

9. The bidders are expected to bear the cost of travel or any other associated cost incurred for the purpose of making these presentations

COMMERCIAL PROPOSAL EVALUATION

10. The commercial bids of only technically qualified bidders will be opened.

11. Given all the other conditions are fulfilled, the bid with the lowest aggregate value (L1) as per the format for commercial proposal, will be treated as the successful bid.

12. If more than one firm emerges as a L-1 firm, then

a. In such cases the firm with experience of implementing the proposed ERP Solution in a PSE, as per clause 3 of the prequalification criteria for the bidder shall be awarded the contract.

b. In case there is tie, as indicated above in (a) then the firm having larger number consultants for the proposed ERP solution as per clause 4 of the prequalification criteria for the bidder shall be awarded the contract.

13. If any of the prices of different components or taxes for these components are bundled together in the Commercial Proposal, unbundling of these prices, i.e. allocating prices for individual components during evaluation or during signing the contract, if awarded the contract, will not be allowed.

14. If the bundling of the price of different services makes it difficult for ALIMCO to use them for the purpose of signing the contract, ALIMCO has the right to reject these commercial bids, as unresponsive bids.

15. If the price for any of the services is not explicitly mentioned or mentioned as zero, it is assumed that the price for that particular element is absorbed in some other service element for which a price has been quoted, and ALIMCO has the right to source services quoted as zero, at no additional price and the quoted price i.e. at zero.

16. If taxes or any other applicable charges are not indicated explicitly, they are assumed to be bundled within the prices quoted and unbundling of these charges will not be entertained either during evaluation or while signing the contract.

TREATMENT OF ERRORS AND RECONCILIATION OF DIFFERENT FIGURES

17. Bidders are advised to exercise adequate care in quoting the prices and entering the figures in the P-bid. No excuse for corrections of figures in the P-Bid will be entertained after the proposals are opened. All corrections, if any, should be performed before submission, failing which the figures for such items may not be considered.

18. The basic principle of treatment of error will be that the benefit of the error will accrue to ALIMCO and not to the bidder

NOTIFICATION OF AWARD AND SIGNING THE CONTRACT

19. ALIMCO reserve the right to negotiate with the bidder whose proposal for supply of the ERP Solution and provide ERP implementation services has been ranked as L-1 bidder by ALIMCO

20. After the completion of the bid evaluation process and determination of the successful bidder, and completion of the negotiations if any, a Letter of Award (the "LOA") shall be issued, in duplicate, by ALIMCO to the successful bidder and the successful bidder shall, within 7 (seven) days of the receipt of the LOA, sign and return the duplicate copy of the LOA in acknowledgement thereof. In the event the duplicate copy of the LOA duly signed by the successful bidder is not received by the stipulated date, ALIMCO may, unless it consents to extension of time for submission thereof, cancel the LOA

21. The notification of award or the issue of LOA will not constitute the formation of the contract.

22. The successful bidder is required to sign the contract agreement within 15 days of issue date of LOA along with submission of the Security Deposit/Performance Bank Guarantee (PBG) as stipulated in the tender document.

23. The successful bidder who has been issued with a LOA will be required to furnish a Security Deposit/Performance Bank Guarantee for an amount which is 10% of the Order/ Contract value subject to a maximum of Rs. 100.00 Lakh, whichever is less.

24. The contract between the successful bidder and ALIMCO will come into force only upon the bidder furnishing the Security Deposit/Performance Bank Guarantee as per conditions laid out in this RFP and ALIMCO signing the contract with the successful bidder.

25. If the successful bidder fails to furnish the Security Deposit/PBG and signing of contract agreement, within the specified period and subject to specified conditions, ALIMCO has the right to withdraw the LOA

26. If the successful bidder tries to alter the Commercial Proposal or the Technical Proposals, with something which were not part of the proposals and which are in variance with the basic spirit and letters of the proposals, while signing the contract, ALIMCO has the right to withdraw the LOA and the bidder will forgo the EMD furnished during the bidding process.

27. If the successful bidder fails to get into a contract with ALIMCO as per the Commercial Proposal and the Technical Proposal submitted against this RFP, and all the commitments made during the bid evaluation process, ALIMCO has the right to withdraw the LOA and the bidder will forgo the EMD furnished during the bidding process.

28. Failure of the successful bidder to agree with the Terms and Conditions of the RFP, the terms as put forward by ALIMCO and/or the failure to present the Security Deposit/PBG within the stipulated period and/or non-fulfilment of the condition of executing a contract by the successful bidder shall constitute sufficient grounds for the annulment of the award, and forfeiture of EMD.

29. The incidental expenses of execution of agreement / contract shall be borne by the successful bidder.

30. Commencement of Assignment: The successful bidder will be required to commence the project within Twenty-One days of the date of the Agreement, or such other date as may be mutually agreed between ALIMCO and the bidder. If the successful bidder fails to commence the project as specified herein, the Agreement will be terminated.

PERFORMANCE BANK GUARANTEE

31. The successful bidder shall at their own expenses will have an option to deposit with ALIMCO, in lieu of a Security Deposit, along with agreement, an unconditional and

irrevocable Performance Bank Guarantee (PBG) for the amount including interest payable on demand, for the due performance and fulfilment of the contract(s) by the bidder.

32. All incidental charges whatsoever such as premium, commission etc. with respect to the performance bank guarantee shall be borne by the bidder.

33. The Performance Bank Guarantee shall be valid till six months after the completion of the support and maintenance period. The Performance Bank Guarantee is required to be extended accordingly for the delayed period if any.

34. Subject to the terms and conditions in the Performance Bank Guarantee, at the end of support and maintenance period, the Performance Bank Guarantee will lapse. The Performance Bank Guarantee may be discharged/ returned by ALIMCO upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.

35. In the event of the bidder being unable to service the contract(s) for whatever reason, ALIMCO would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of ALIMCO under the contract in the matter, the proceeds of the PBG shall be payable to ALIMCO as compensation for any loss resulting from the bidder's failure to perform/comply with its obligations under the contract. ALIMCO shall notify the bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the bidder is in default.

36. ALIMCO shall also be entitled to make recoveries from the bidder's bills, Performance Bank Guarantee, or from any other amount due to bidder, the equivalent value of any payment made to bidder due to inadvertence, error, collusion, misconstruction or misstatement.

Formats for Techno Commercial bid

Annexure I - Formats for eligibility criteria

1.   Form 1 - Proposal covering letter

(Company letter head) [Date]

To

The Senior Manager, (S P&C)

Artificial Limbs Manufacturing Corporation of India Limited (ALIMCO)

G.T. Road, Kanpur – 209217

Ref: Supply and implementation of ERP solution at ALIMCO

Dear Sir,

We, the undersigned, offer to supply the licenses of the ERP solution (Insert the name of the ERP solution and the OEM) and ERP Implementation services to ALIMCO, as per the Tender No. **PT/OT/05/AX** dated 07.02.2020 and submit our Techno Commercial Proposal and the price bid for the same

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 ALIMCO are true, accurate, verifiable and complete. This bid includes all information necessary to ensure that the statements therein do not in whole or in part mislead ALIMCO as to any material fact in its bid/proposal evaluation process.

We confirm that we accept and abide by all the terms and conditions of the tender document. We would hold the terms of our bid valid for One hundred and Eighty (180) days as stipulated in the tender document.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the tender evaluation process or unduly favors our

company in the tender evaluation process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so, for providing implementation services to ALIMCO.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in the tender

We understand that you are not bound to accept the proposal/bid submitted by us.

It is hereby confirmed that we are entitled to act on behalf of our corporation/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this　　　　　Day of　　　　202

(Signature)　　　　　　　　　(In the capacity of)

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

Sincerely,

[The Company's name]

Name and Title

Signature

Date

 (Name and Address of Company)　　　　Seal/Stamp of the Company

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I, certify that I am ……<designation>……　　of the ……<Company Name>……., and that ……………<Name of the Respondent>………………………… who signed the above response is authorized to bind the corporation by authority of its governing body.

Signature

Date

(Seal here)

2.   Form -2 - Bid Security (EMD)

To

The Senior Manager, (S P&C)

Artificial Limbs Manufacturing Corporation of India Limited (ALIMCO)

G.T. Road, Kanpur – 209217

Sub: The Tender fees and bid security or EMD

Reference: The tender number **PT/OT/05/AX**

Dear Sir,

With reference to our bid against the tender number referenced above we have submitted the Tender Fees and the Bid Security/EMD online, as stipulated above.

Amount of Tender Fee as per NIT	Rs.
Tender Fee submitted:	Rs.
E - Receipt No:	
E - Receipt Date	

DETAILS OF EMD SUBMITTED

Amount of EMD as per NIT	Rs.
EMD submitted:	Rs.
E - Receipt No:	
E - Receipt Date	

Regards

Authorized Signatory

Designation

Company Seal

Form 2a – Details of exemption from EMD

To

The Senior Manager, (S P&C)

Artificial Limbs Manufacturing Corporation of India Limited (ALIMCO)

G.T. Road, Kanpur – 209217

Sub: The exemption from EMD

Dear Sir,

The following are our details which entitle us to get an exemption from security deposit or

EMD

Registration No

Valid up to

Issuing Authority

The proof of registration is attached

Regards

Authorized Signatory

Designation

Company Seal

Form 2b – Undertaking for exemption from EMD
(To be submitted on the Letterhead of the Bidder)

(Place) (Date)

To

The Senior Manager, (S P&C)

Artificial Limbs Manufacturing Corporation of India Limited (ALIMCO)

G.T. Road, Kanpur – 209217

(TO BE SUBMITTED ONLY BY SSI/MSE UNITS HAVING VALID REGISTRATION CLAIMING TENDER FEE &

EMD EXEMPTION ON THE BASIS OF UDYOG AADHAAR MEMORANDUM)

<u>UNDERTAKING</u>

We hereby undertake that, the quote/Offer submitted by us against this tender is only for Items/category of items as tendered and same also have been mentioned/specified in our valid U d y o g A a d h a r M e m o r a n d u m (U A M) Certificate being enclosed alongwith TC-Bid.

Dated: Authorised Signatory:

                                Name: -

                                Designation: -

                                Seal: -

3. Form 3 - Company Information

(To be submitted on the Letterhead of the Bidder)

(Place) (Date)

To

The Senior Manager, (S P&C)

Artificial Limbs Manufacturing Corporation of India Limited (ALIMCO)

G.T. Road, Kanpur – 209217

Details of the Company	
Name	
Address of the Registered Office in India	
Nature of the legal status in India	
Nature of business in India	
Date of Incorporation/registration	
Registration reference No.	
Details of registration of the company	
Date of Commencement of Business	
PAN Number	
Details of registration with appropriate authorities for service tax	
Name, Address, email, Phone nos. and Mobile Number of Contact Person	
Name, Address, email, Phone nos. and Mobile Number of Second Contact Person	
Supporting Documents Certificate of Incorporation from Registrar of Companies (ROC), MOA Copy of PAN card Scanned copy of Registration of G S T , Service Tax, VAT, Sales Tax etc.	

Authorised Signatory

Designation

Company Seal

4. Form 4 –The Financial Criteria

(To be submitted on the Letterhead of the Bidder)

(Place) (Date)

To

The Senior Manager, (S P&C)

Artificial Limbs Manufacturing Corporation of India Limited (ALIMCO)

Road, Kanpur – 209217

The financial information			
	FY 2018-19	FY 2017-18	FY 2016-17
Revenue (in INR crores)			
Profit Before Tax (in INR crores)			
Revenue from IT Services (in INR crores)			
Net worth (in INR crores)			

Authorised Signatory

Designation

Company Seal

Submit:

    i.   Certificate from CA

   ii.   Certified audited balance sheets for the FY 2016-17, 2017-18 & 2018-19.

5.   Form 5 – ERP Implementation Experience

(To be submitted on the Letterhead of the Bidder)

(Place) (Date)

To

The Senior Manager, (S P&C)

Artificial Limbs Manufacturing Corporation of India Limited (ALIMCO)

G.T. Road, Kanpur – 209217

The ERP Implementation Project Information
ERP solution implemented
The name of the solution
The Solution components implemented
The scale of deployment in terms of number of users (excluding payroll users and self-service users)
The operation areas, functions covered
The date of completion (date of go live)
Customer Information
Name of the customer
The Legal status – Listed, Private Limited or PSE or Government Department, Government Organization
Name of the person who can be referred to from customer, with name, designation, postal address, contact phone, fax number, e-mail id,
Nature of business / operations of customer
Supporting Documents attached herewith

Authorized Signatory

Designation

Company Seal

6. **Form 6 – ERP competency**

(To be submitted on the Letterhead of the Bidder)

(Place) (Date)

To

The Senior Manager, (S P&C)

Artificial Limbs Manufacturing Corporation of India Limited (ALIMCO)

G.T. Road, Kanpur – 209217

Sub: The competency and expertise

We confirm that based on the internal documents, the following competency or expertise

Certified Consultants Information	
Number of the ERP Solution (name of the ERP) Consultants in the Company	
Supporting Documents Certification by the company auditors/Company Secretary supporting the number of consultants in the organization	

Authorized Signatory

Designation

Company Seal

7.   Form 7 ERP OEM Partnership / authorization

(To be submitted on the Letterhead of the OEM of the proposed ERP Solution)

(Place) (Date)

To

The Senior Manager, (S P&C)

Artificial Limbs Manufacturing Corporation of India Limited (ALIMCO)

G.T. Road, Kanpur – 209217

Dear Sir,

Sub: Authorization of < SI> to Provide Services Based on Our ERP Product(s)

Sir,

I/We confirm that <name of bidder>is a certified partner to supply the licenses and provide implementation services of our solution and have due authorization from us to resell/supply our ERP Solution, provide services, to ALIMCO that are based on our product(s) listed below as per Request for Proposal (RFP) or tender document relating to the ERP Project of ALIMCO.

Sr. No.	Product Name	Remarks

Yours faithfully,

Authorized Signatory

Designation

OEM's company name

 Dated this__day of _202_

Address:

Seal/Stamp of OEM

8. Form 8 - Quality Certificate

To be submitted on the Letterhead of the System Integrator)

(Place)

(Date)

To

The Senior Manager, (S P&C)

Artificial Limbs Manufacturing Corporation of India Limited (ALIMCO)

G.T. Road, Kanpur – 209217

We would like to provide/confirm the following information on the quality certification of our organization, as per SEI-MMi Model

Assessment Date:

The maturity level assessed for

The certification is valid till (date)

Units/Locations/business assessed

Name of the company that performed the assessment.

We have attached a copy of the certificate in support of the above information.

Dated this_____day of_____202_

Yours sincerely,

Authorized Signatory

Designation

Company Seal

Annexure II - Formats for ERP solution and ERP solution OEM

9.   Form 9- India presence of the ERP Solution OEM

(To be submitted on the Letterhead of the ERP solution OEM)

(Place) (Date)

To

The Senior Manager, (S P&C)

Artificial Limbs Manufacturing Corporation of India Limited (ALIMCO)

G.T. Road, Kanpur – 209217

1. We would like to confirm that We provide 24/7 x 365 days, SLA based support to our customers in India who have a signed a technical support agreement with us

2. We would like to confirm that we address the requirements of localization as per changes notified by the Government of India, periodically, in the areas like GST, Income Tax, Service Tax, TDS, security, accounting standards /guidelines, reporting as per company's act, etc. for our customers in India through our development centre

3. We would like to declare the following information on our support services centres which provide services to our customers in India.

Product Name	
The support centre Address	
Number of Employees involved in support services at the above Centre(s)	
Product Development Centre Address	
Number of Employees involved in Product Development, at the above Centre(s)	

4. We would like to confirm that the following companies registered and operating in India are the partners to provide implementation and support services on the ERP solution (name of the solution)

Name of the Partner	Legal status in India	Year of partnership

5. We would like to confirm that the following is Our Revenue from the Indian operations

Sales revenue			
	FY 2018-19	FY 2014-18	FY 2016-17
Revenue in India (in INR crores)			
Revenue from ERP sales and support in India (in INR crores)			

Authorised Signatory

Designation

Company Seal

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I, certify that I am ……<designation>……   of   the   ……<Company   Name>……., and that ……………<Name of the Respondent>………………………… who signed the above response is authorized to bind the corporation by authority of its governing body.

Date

(Seal here)

10. Form 10 - The Technical requirements

(To be submitted on the Letterhead of the ERP solution OEM)

(Place) (Date)

To

The Senior Manager, (S P&C)

Artificial Limbs Manufacturing Corporation of India Limited (ALIMCO)

Road, Kanpur – 209217

Sub: The compliance of the ERP Solution (name of the solution) to strategic requirements

We would like to confirm the following, with respect to the ERP solution (name of the ERP), proposed to be supplied to and implemented at ALIMCO

1. The ERP Solution supports each of the following Operating Systems - Microsoft Windows Server Family, HP UNIX, IBM AIX and the ERP Solution is capable of running on multiple standard databases like SQL, Oracle, DB2, Sybase etc.

2. The ERP solution has been localized with features and functionalities to adhere to Indian Government's regulatory requirements in the areas GST, service Tax, TDS, security and reporting

3. The licenses for the ERP solution for the key functions are interchangeable to allow all users to use all the modules of the ERP (Finance, Materials Management, Inventory, purchase/procurement management, Maintenance, Production Planning, HR , Sales and Distribution and Quality Management)

4. The ERP solution is on a single platform and should provide real-time integration between modules. The ERP solution has all the functions (Financial Accounting, Human Resources, Material Management, Procurement/purchase management, Sales and Distribution, Quality Management, Production Planning, Plant Maintenance) as natively integrated applications on a single interoperable open platform

Yours Sincerely

Authorised Signatory

Designation

Company Seal

11. Form 11- Information on Active PSE Customers

(To be submitted on the Letterhead of the ERP solution OEM)

(Place) (Date)

To

The Senior Manager, (S P&C)

Artificial Limbs Manufacturing Corporation of India Limited (ALIMCO)

G.T. Road, Kanpur – 209217

Sub: The active PSE customers for the ERP solution for more than ten years

Information on active PSE customer for the ERP solution (one form for each customer – for two customers).
ERP solution Deployed
The name of the solution
The Solution components implemented
The year of implementation (go live year) and whether the solution is actively used today or not– (for two customers)
Customer Information
Name of Customer
The industry sector – (PSE, Government Organisation, Government Department)
Name of the person who can be referred to from Customer, with name, designation, postal address, contact phone, fax number, e-mail id,

Authorised Signatory

Designation

Company Seal

12. Form 12–Information on ERP solution in manufacturing industry

(To be submitted on the Letterhead of the ERP solution OEM)

(Place) (Date)

To

The Senior Manager, (S P&C)

Artificial Limbs Manufacturing Corporation of India Limited (ALIMCO)

G.T. Road, Kanpur – 209217

Sub: The customers of the ERP solution in discrete manufacturing industry

Information on manufacturing industry customer for ERP Solution (one form for each customer - for five customers).
ERP solution Deployed
The name of the solution
The Solution components implemented
The operation areas, functions covered
Customer Information
Name of Customer
The industry sector: (details to prove discrete manufacturing)
Name of the person who can be referred to from customer with name, designation, postal address, contact phone, fax number, e-mail id,
Nature of business / operations of customer

Authorised Signatory

Designation

Company Seal

13. Form 13–Information on the ERP solution in PSEs or Government Organization

(To be submitted on the Letterhead of the ERP solution OEM)

(Place) (Date)

To

The Senior Manager, (S P&C)

Artificial Limbs Manufacturing Corporation of India Limited (ALIMCO)

G.T. Road, Kanpur – 209217

Sub: The customers of the ERP solution in Public Sector Enterprises or Government Organisations or Government Departments

The Information on ERP in PSEs (one form for each customer – for five customers
ERP solution Deployed
The name of the solution
The Solution components/modules implemented
The operation areas, functions covered

Confirm that the following functions are covered in the implementation
        Finance and Accounting
        Human Resource Management and Payroll Administration

Customer Information
Name of Customer
The industry sector: (PSE, government organisation, department)
Name of the person who can be referred to from Customer, with name, designation, postal address, contact phone, fax number, e-mail id,
Nature of business / operations of customer

Authorised Signatory

Designation

Company Seal

14.   Form 14–Information on customers with use of ERP solution for Specific Processes

(To be submitted on the Letterhead of the ERP solution OEM)

(Place) (Date)

To

The Senior Manager, (S P&C)

Artificial Limbs Manufacturing Corporation of India Limited (ALIMCO)

G.T. Road, Kanpur – 209217

Sub: Reference for deployment for e-procurement, e-file management (as the case may be)

Information on ERP for e-procurement and e-file management (one form for each customer – two customers for e-procurement and two customers for e-file management).
ERP solution Deployed
The name of the solution
The Solution components implemented
The operation areas, functions covered

Confirmation of the modules of
        e-procurement
        e-file management

Customer Information
Name of Customer
The industry sector: (PSE, government organisation, department)
Name of the person who can be referred to from Customer, with name, designation, postal address, contact phone, fax number, e-mail id,
Nature of business / operations of customer

Authorised Signatory

Designation

Company Seal

15. Form 15- Declaration on Government Regulation

(To be submitted on the Letterhead of the Bidder)

(Place) (Date)

To
The Senior Manager, (S P&C)
Artificial Limbs Manufacturing Corporation of India Limited (ALIMCO)
G.T. Road, Kanpur – 209217

Dear Sir,

We confirm that our company is not blacklisted in any manner whatsoever by Government of India or any organisation belonging to Government of India, or any department of Government of India or any of the organisations, or public enterprises of Government of India

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Yours faithfully,

Authorized Signatory

Designation

Company Seal

16. Form 16-Litigation Impact Statement

(Company letter head) [Date]

To

The Senior Manager, (S P&C)

Artificial Limbs Manufacturing Corporation of India Limited (ALIMCO)

G.T. Road, Kanpur – 209217

Reference: ERP implementation at ALIMCO

Dear Sir,

We hereby confirm that the same 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 providing the ERP (name of the solution) implementation Services to ALIMCO

Authorized Signatory

Designation

Company Seal

17. Form 17 – Undertaking on Conflict of Interest

(Company letter head)

[Date]

To

The Senior Manager, (S P&C)

Artificial Limbs Manufacturing Corporation of India Limited (ALIMCO)

G.T. Road, Kanpur – 209217

Sir,

Sub: Undertaking on Conflict of Interest

I/We do hereby undertake that there is absence of, actual or potential conflict of interest on our part as the bidder or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with ALIMCO.

I/We also confirm that there are no potential elements (time-frame for service delivery, resource, financial or other) that would adversely impact our ability to complete the requirements as given in the RFP.

We undertake and agree to indemnify and hold ALIMCO harmless against all claims, losses, damages, costs, expenses, proceeding fees of legal advisors (on a reimbursement basis) and fees of other professionals incurred (in the case of legal fees and fees of professionals, reasonably) by ALIMCO and/or its representatives, if any such conflict arises later.

Yours faithfully,

Authorized Signatory

Designation

Company Seal

18.   Form 18 -Declaration on IPR/Patent rights –The bidder

(To be submitted on the Letterhead of the Bidder)

(Place) (Date)

To

The Senior Manager, (S P&C)

Artificial Limbs Manufacturing Corporation of India Limited (ALIMCO)

G.T. Road, Kanpur – 209217

Sir,

Sub: Undertaking on Patent Rights/copy rights for the ERP project of ALIMCO

I/We do hereby undertake that none of the deliverables being provided by us is infringing on any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence.

I/We also confirm that there shall be no infringement of any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence, in respect services/tools or any part thereof to be supplied by us. We shall indemnify ALIMCO against all cost/claims/legal claims/liabilities arising from third party claim in this regard at any time on account of the infringement or unauthorized use of patent or intellectual and industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, we shall be responsible for the completion of the project of ERP to ALIMCO, irrespective of the fact of claims of infringement of any or all the rights mentioned above.

If at a later date it is found that it does infringe on patent rights, I/We absolve and indemnify ALIMCO of any legal action.

Yours faithfully,

Authorized Signatory

Designation

19. Form 19 - IPR/Solution ownership declaration

(To be submitted on the Letterhead of ERP Solution OEM)

(Place) (Date)

To

The Senior Manager, (S P&C)

Artificial Limbs Manufacturing Corporation of India Limited (ALIMCO)

G.T. Road, Kanpur – 209217

Sub: Undertaking on Patent Rights/copy rights for the ERP solution proposed to ALIMCO

I/We do hereby undertake that he we are the rightful owners of the ERP solution (name of the solution) being provided by us and is not infringing on any patent or intellectual property rights as per the applicable laws of relevant jurisdictions have requisite competence.

I/We also confirm that there shall be no infringement of any patent or intellectual property rights as per the applicable laws of relevant jurisdictions having requisite competence, in respect of the ERP solution or any part thereof to be supplied by us. We shall indemnify ALIMCO against all cost/claims/legal claims/liabilities arising from third party claim in this regard at any time on account of the infringement or unauthorized use of patent or intellectual property rights of any such parties, whether such claims arise in respect of manufacture or use.

Without prejudice to the aforesaid indemnity, we shall be responsible for the completion of the supplies of the ERP solution including upgrades as and when they are made available and uninterrupted use of the software solution and/or system or any part thereof to ALIMCO and persons authorized by ALIMCO, irrespective of the fact of claims of infringement of any or all the rights mentioned above.

If at a later date it is found that it does infringe on patent rights, I/We absolve and indemnify ALIMCO of any legal action.

Yours faithfully,

Authorised Signatory

Designation

Formats for Technical Proposal for ERP and implementation services

20.   Form 20 - The ERP Solution bill of material

(Letter head of SI) [Date]

To

The Senior Manager, (S P&C)

Artificial Limbs Manufacturing Corporation of India Limited (ALIMCO)

G.T. Road, Kanpur – 209217

Ref: Proposal for supply and implementation of ERP solution

This is the bill of material for the ERP solution proposed to be implemented at ALIMCO.

Serial No.	Solution components	Unit of licensing	No of units proposed
	The ERP Solution		
	Materials management		
	Production planning		
	Sales management		
	e-Procurement		
	e-file management		
	Support functions of finance		
	Support functions of HR		
	Support functions Business analysis etc. -		

	Third party tools if any		
	Database		

Authorised Signatory

Designation

Company Seal

Counter signed by the ERP solution OEM

Designation

Seal

21. Form 21- Functional Requirement Specifications

(To be submitted on the Letterhead of the ERP solution OEM)

(Place) (Date)

To

The Senior Manager, (S P&C)

Artificial Limbs Manufacturing Corporation of India Limited (ALIMCO)

G.T. Road, Kanpur – 209217

Sub: Overview of the compliance of the ERP Solution (name of the solution)

This is the overview of the compliance of the ERP solution to functional Requirements Specification (FRS)

No	The functional area	Total specs	No. of S	No. of W	No. Of C	No. of T	No. Of N
1.	Sales and Marketing	170					
2.	Engineering Management	38					
3.	Production/operations planning	55					
4.	Production and operations	104					
5.	Purchase management	243					
6.	e-procurement	134					
7.	Stores and inventory management	76					
8.	Quality Management	140					
9.	Maintenance Management	100					
10.	Finance, accounting and costing	202					
11.	Human Resource management	346					
12.	e-file Management	64					
13.	General Requirements	35					
14.	Technical specifications	30					
15.	Total Specifications	1737					

Authorised Signatory

Designation

Company Seal

22. Form 22 - Project Plan

Project activity	Timelines	The experts involved	Number of people	Deliverable

23. Form 23 - Resource loading

Team member	Role and expertise	Involvement during which activity	Expected duration of involvement

1. Indicate all main activities of the assignment. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.

2. Duration of activities shall be indicated in the form of a bar chart.

24. Form 24 - Profile of Project Team

For the Project Manager, the functional and technical consultants identified as key resources as per the tender document. Provide separately for each of the profiles

Name of the person	
Role in the Project	
Total number of years of experience	
Functional area / expertise	

25. Form 25 - Tentative Team Structure

Sl. No	Name of Resource	Designation	Role in this project
1			
2			

26. Form 26 - Deliverables

1. The list of deliverables

2. The templates for each of the deliverables

3. The acceptance criteria for the deliverables

Annexure V – Cover sheets and P-Bid

27. Form 27 - Covers sheet for Part I-A of the TC Bid

To

The Senior Manager, (S P&C)

Artificial Limbs Manufacturing Corporation of India Limited (ALIMCO)

G.T. Road, Kanpur – 209217

Part I A - Techno commercial bid

	Criteria / conditions	Annexure I	Yes/No
1.	Technical Proposal covering letter / authorisation letter/PoA	Form 1	
2.	The details of the Tender Fee & EMD submitted along with the bid/proposal. Note: SSI/MSE Units having valid registration with Udyog Aaadhar Memorandum (UAM) for category of items as against this tender will be exempted from payment of EMD. Such SSI/MSE Tenderers are required to enclose/upload (under cover 1) a certified copy of valid registration certificate of Udyog Addhaar Memorandum which is mandatory to avail the exemption clearly showing the category of	Form 2 or Form 2, Form 2a , Form 2b and attachment	

Item. If the Registration is for the category of Item other than what has been Tendered by the Corporation, the exemption from EMD will not be allowed/admissible and tenderer needs to submit full amount of EMD as per tender alongwith their TC-Bid only to avoid summarily rejection of their offer. The tenderer claiming EMD exemption based on Udyog Aaadhar Memorandum (UAM) certificate are required to submit and undertaking (please refer Form 2b) alongwith their quote/offer that the items quoted/offered are only for registered items/category of items as have been mentioned in the valid Udyog Aaadhar Memorandum (UAM) certificate and submitting quote contrary (full or part) to the undertaking will cause summarily rejection of their quote/offer.		

3.	Incorporation of the Firm, Legal entity:
	    The bidder must be a single legal entity and not a consortium of firms.
	    The bidder should be operational in India for at least last five financial years.
	    Enclose copy of Registration certificate of the firm issued from Government Body
	    Copy of GST/ Service Tax/ Sales Tax / TIN Registration Certificate. Copy of PAN No./ Income Tax return for the last three years i.e. FY 2016-17, 2017-18 and 2018-19.
		Form 3 and Attachments	

4.	The financial criteria
	    The annual average sales of the bidder for the last three financial years i.e. . FY 2016-17, 2017-18 and 2018-19.should be at least Rs 15 Crores from IT services business. Certificate from the Chartered Accountant should be submitted as a documentary support.
	    The bidder should have a positive net worth during the last three financial years i.e. . FY 2016-17, 2017-18 and 2018-19.. (Net worth is defined as sum of shareholders capital and Reserves & Surplus). Certificate from the Chartered Accountant should be submitted as a documentary support.
		Form 4 and attachments	

5.	The bidder must have implemented one project of the proposed ERP solution with at least 100 users (Users do not include employee self-service or payroll users), within the last ten years, ending Feb'2019 (declaration by authorized signatory should be submitted as a documentary support)	Form 5 and attachment	
6.	The bidder must have a team of at least 100 ERP consultants on its rolls having experience in implementing all the major modules/solutions components of the proposed ERP solution collectively (Documents support with authorized signatory to be submitted as a proof)	Form 6 and attachment	

7.	The bidder must have an active partnership agreement with the ERP solution OEM to supply the proposed ERP solution and provide implementation and support services for the proposed ERP Solution, in India (Letter from the ERP solution OEM)	Form 7
8.	The bidder should have a quality certification of minimum SEI-CMMi Level 3 on the date of submission of bids	Form 8 and attachment

The Mandatory Technical Specification/criteria for the ERP solution OEM and the ERP solution

	The mandatory Technical Specification for ERP solution OEM	Annexure II	Yes/No
1.	Presence of the ERP solution OEM in India The ERP Solution OEM should have 24/7 x 365 days SLA based support centre ERP solution OEM should have the development team to support and deliver any requirements of localization for India as per changes notified by the Government of India, periodically, in the areas like GST, Income Tax, Service Tax, TDS, security, accounting standards /guidelines, reporting as per company's act, etc. The ERP solution OEM should have at least five independent System Integrators operating out of India and as registered	Form 9	

		companies in India, as certified partners to implement and provide maintenance & support services for the ERP solution, without depending on the ERP solution OEM and these partners should have been active partners of the OEM for at least last 5 years. The ERP solution OEM should have average annual revenue of Rs.500 Crores in India, for the last three financial years i.e. FY 2016-17, 2017-18 and 2018-19., from the sales and support of the ERP solution.		
2.		The Technical Features of the proposed ERP solution The ERP Solution should support each of the following Operating Systems - Microsoft Windows Server Family, HP UNIX, IBM AIX, and the ERP Solution should be capable of running on multiple standard databases like SQL, Oracle, DB2, Sybase etc. The ERP solution should have been localized with features and functionalities to adhere to Indian Government's regulatory requirements in the areas GST, Service Tax, TDS, security and reporting. The licenses for the ERP solution for the key functions should be interchangeable to allow all users to use all the modules of the ERP (Finance, Materials Management, Inventory, purchase/procurement management, Maintenance, Production Planning, HR Sales and Distribution and Quality Management) The ERP solution should be on a single platform and should provide real-time integration between modules. Proposed solution should have all the functions (Financial Accounting,	Form 10	

	Human Resources, Material Management, Procurement/purchase management, Sales and Distribution, Quality Management, Production Planning, Plant Maintenance) as natively integrated applications on a single interoperable open platform			
3.	The ERP Solution should be under active use in Government / Public Sector Enterprises in India for more than ten years with two Government / Public Sector Enterprise customers in India currently using the system for more than ten years.	Form 11		
4.	The ERP Solution should have been implemented at five independent customers in the business operations of discrete manufacturing in India	Form 12		
5.	The ERP solution should have been implemented at five independent Public Sector Enterprises (PSE) or Government Organizations or Government Departments in India covering the following functional areas Finance and accounting HR with Payroll	Form 13		
6.	The specific processes The ERP solution along with the e-procurement* module should have been implemented in two public sector enterprises in India, with implementation of e-tendering process as per the two cover/three cover system of procurement The ERP solution along with the e-file management system should have been implemented in two public sector enterprises/government organizations.	Form 14		

Mandatory Declaration by the bidders

	The mandatory Declaration by the bidders	Annexure III	Yes/No
1.	The bidder should not have been black listed or barred from participation in the government procurement activities in India from any of the departments of the Government of India or any of the Enterprises of Government of India	Form 15	
2.	The bidder should declare that there is no impact of any Litigations on executing the work if awarded	Form 16	
3.	The bidder should declare that there is no Conflict of interest	Form 17	
4.	If the bidder intends to use any third party tools or methodology or any proprietary tools, during the Project, for the purpose of the project, the bidder is required to confirm that there are no infringements of any Patent or intellectual and industrial property rights or copy rights as per the applicable laws of relevant jurisdictions.	Form18	
5.	The OEM of the proposed ERP solution to declare that they are the rightful owners (copyright, patent rights or Intellectual property right, as the case may be) of the solution and have the rights/authority to license the solution to ALIMCO	Form 19	

Signature and Seal of the bidder

28. Form 28 - Cover sheet for the Part I-B of the TC bid

To

The Senior Manager, (S P&C)

Artificial Limbs Manufacturing Corporation of India Limited (ALIMCO)

G.T. Road, Kanpur – 209217

Part I B - Techno Commercial bid

	The mandatory Declaration by the bidders	**Annexure IV**	**Yes/No**
1.	The technical proposal for ERP solution	Form 20, Form 21 and proposal detailed document	
2.	Technical proposal for ERP implementation services	Form 22, Form 23, Form 24 Form 25 and proposal as detailed document	
3.	Technical proposal for support and maintenance services	Proposal as Detailed document	

Signature and Seal of the Bidder

**29. Form 29 - Template for Part II –
Price bid**

(Letter head of the bidder)

[Date] To

The Senior Manager, (S P&C)

Artificial Limbs Manufacturing Corporation of India Limited (ALIMCO)

G.T. Road, Kanpur –

209217 Dear Sir,

Sub: The Price Bid (P-Bid) for supply and implementation of the ERP solution at ALIMCO on a
turnkey basis

Reference: The Tender document of
ALIMCO No.

I/We, the undersigned, offer to supply and provide the implementation services for the ERP solution (name of the ERP) at ALIMCO as
set out in the tender document and our technical bid. Following is our Price bid. Rs. (In words) (The total bid value in Indian rupees,
including all the elements and applicable taxes)

This is the Price bid as required by the Tender released by ALIMCO, which constitutes our commercial
proposal.

Enter GSTIN	
Name of the Bidder/ Bidding Firm /	

PRICE SCHEDULE

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

Note:

A) The basic Price/rate, Taxes, Packing & Forwarding charges and Freight charges must be mentioned separately & Specifically. The offer quoted inclusive of Taxes, Packing & Forwarding charges and freight charges will summarily be rejected. The same is essential keeping in view the applicability of GST proposed to be implemented w.e.f. 01.07.2017 by the Government. The impact (%age) of GST on item,/items will be admissible as applicable on the basic rate being statutory levy only during currency of Purchase Order/Contract against party's request alongwith necessary documents in support of their claim/amendments.

B) Giving HSN code is mandatory and the bills after placement of order should mention the same HSN code. Providing correct HSN code is the responsibility of the vendor
1. Cloths / Cover/ Material used should be neat & clean.
2. The quantum of work / Items may be increased / Decreased /changed substantially as per requirement at camp site.
3. All rates include transportation, handling, installing, dismantling etc. charges.

NUMBER	TEXT #	TEXT	NUMBER	TEXT #	NUMBER	NUMBER #	NUMBER	NUMBER	NUMBER	NUMBER #	NUMBER #	TEXT #
SI. No.	Item Description	Item Code / Make	Quantity	Units	HSN Code/ SAC Code	BASIC RATE Per Unit In Rs	Total Basic Cost (TBC) in Rs (B)	GST on Sub Total(E) in (%)	GST in Rs. (F)	TOTAL AMOUNT Without Taxes (Sub Total)	TOTAL AMOUNT With Taxes in Rs. P	TOTAL AMOUNT In Words
1	2	3	4	5	6	7	8	14	21	15	16	17
1	ERP solution for 100 Users	item1					-		-	0.00	0.00	INR Zero Only
2	Employee Self-service for 150 user	item2					-		-	0.00	0.00	INR Zero Only
3	Payroll for all the	item3					-		-	0.00	0.00	INR Zero Only

4	Business analytics, dash board for 20	item4					-		-	0.00	0.00	INR Zero Only
5	e-procurement solution	item5					-		-	0.00	0.00	INR Zero Only
6	e-file Management solution	item6					-		-	0.00	0.00	INR Zero Only
7	All the other independently priced items/modules/sol uti on components as per the ERP solution	item7					-		-	0.00	0.00	INR Zero Only
8	Third party tools if any	item8					-		-	0.00	0.00	INR Zero Only
9	Data base	Item9								0.00	0.00	INR Zero Only
10	Implementatio n services till acceptance of 'Go live' for all the functions except e-procurement and e-file	item1 0					-		-	0.00	0.00	INR Zero Only
11	The services for user adoption and stabilisation support – six months after acceptance of go live	item1 1					-		-	0.00	0.00	INR Zero Only
12	Implementation of e- procurement system	item1 2					-		-	0.00	0.00	INR Zero Only

13	Implementation of e- file system `item1`						-		-		0.00	0.00 INR Zero Only
14	The ATS for the ERP solution till go live and including the duration till completion of stabilisation support `item1`						-		-		0.00	0.00 INR Zero Only
15	Support services for one year after completion of stabilisation support `item1 5`						-		-		0.00	0.00 INR Zero Only
16	ATS charges for ERP solution for one year after completion of stabilisation support (completion of implementation) `item1 6`						-		-		0.00	0.00 INR Zero Only
17	Manpower cost for change requests: Blended price of 10 man months of functional or technical consultant `item1 7`						-		-		0.00	0.00 INR Zero Only
Total in Figures											**0.00**	**0.00** INR Zero Only
Quoted Rate in Words		**INR Zero Only**										

Note: If taxes & duties are not quoted separately by the tenderer, the final figure/price will deem to be inclusive of taxes & duties.

Annexure VI

General purpose forms

30.   Form 30 - Request for Clarifications

Bidders requiring specific points of clarification may communicate with ALIMCO during the specified period using the following format.

Name of Organization submitting request with Full formal address of the organization including phone, fax	Name & position of person submitting request and email points of contact

S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	The clarification required
1			
2			

Note:

It is requested that the RFC is sent in editable form – either in a spread sheet or a word format.

The clarifications to be sent only by email as specified elsewhere in this RFP document

31. Form 31 - Authorization to be present during bid opening sessions

(Company letter head)

[Date]

To

The Senior Manager, (S P&C)

Artificial Limbs Manufacturing Corporation of India Limited (ALIMCO)

G.T. Road, Kanpur – 209217

Sir,

Sub: Authorization for Representation at Bid Opening – "ERP of ALIMCO

I/We declare and confirm that Mr. /Ms._____has been duly authorized by us to represent us at the opening of technical and commercial bids. He/She will be carrying valid photo identification as per below details:

Name as on the ID	
ID Number	
Designation	

We undertake to furnish any additional documents that may be requested by you in respect of the aforesaid authorization.

Yours faithfully,

Encl: Photocopy of the ID of the representative

Designated Contact Person

Designation

Company Seal

ALIMCO

Artificial Limbs Manufacturing Corporation
of India

G.T. ROAD, KANPUR-U.P. 209217

TENDER NO.: PT/OT/05/AX DATE:
07.02.2020

TENDER DOCUMENTS

FOR

SUPPLY AND IMPLMENTATION OF ERP SOLUTION ON A TURNKEY BASIS
AT ALIMCO

ANNEXURE A1

Technical Specification

TABLE OF CONTENTS

ABBREVIATIONS / DEFINITIONS

AAPC: ALIMCO Auxiliary Production Center

AC :   Air Conditioner

ADIP: Assistance to Disabled Persons

ADIP-SSA :   Assistance to Disabled Persons – Sarva Siksha Abhiyan

ARFC: ALIMCO Rehabilitation & Fitment Centre

BIS: Bureau of Indian Standards

BTE: Behind the Ears

CCA: City Compensatory Allowance

CMD: Chairman and Managing Director

CPP: Cash Purchase Performa

CPS: Component Position Schedule

CPSU: Central Public Sector Unit

CSQ: Comparative Statement of Quotation

CSR: Corporate Social Responsibility

CST: Central Sales Tax

DA: Dearness allowance

DAVP: Division of audio visual Publicity

DG :   Diesel Generator

DPS :   Despatch Planning Sheet

DRC: Disaster Recovery Center

EMD: Earnest Money Deposit

ERP: Enterprise Resource Planning

ESI: Employee State Insurance

FA: Financial Advisor

FCS :   Finished Component Store

FG: Finished Goods

FRS: Functional Requirement Specification

GL: General Ledger

GM: General Manager

GRN: Goods Receipt Note

GST: Goods and Service Tax

HAL: Hindustan Aeronautical Limited

HoD: Head of the Department

HQ: Head Quarters

HR: Human Resource

HRA: House Rent allowance

ISI: Indian Standards (As per Bureau of Indian Standards)

IT: Information Technology

ION: I Owe You Note

LPP: Last Purchase Price

LT: Limited Tender

LTC: Leave Travel Concession

MM: Material Management

MoU: Memorandum of Understanding

MPLAD: Member of Parliament Local Area Development

MSIED

NDA: Non Disclosure Agreement

NGO: Non Governmental Organisation

OEM: Original Equipment Manufacturer

OT: Open Tender

PAN: Permanent Account number

PC: Personal Computer

PD: Production Department

PF: Provident Fund

PO: Purchase Order

PR: Purchase Requisition

PTL/FTL: Partial Truck Load / Full Truck Load

PS-1, 2,3:   Production Shop, 1,2,3

PTB

PwD: Person with Disability

QC: Quality Control

RFP: Request for Proposal

RM: Raw Material

RMC: Regional Marketing Center

SCN: Store Credit Note

SI: System Integrator

SO: Subcontracting Order

SSA (60%):   Sarva shikksha Abhiyan scheme with 60% cost sharing

SSA (40%):   Sarva Shiksha Abhiyan scheme with 40% cost sharing

SC, ST, OBC: Scheduled Cast, Scheduled Tribe, Other Backward Cast

TA: Travel Allowance

TOC: Tender Opening Committee

UC: Utilisation Certificate

UT: Union Territory

VAT: Value Added Tax

WIP: Work In Process

WO: Work Order

1. INTRODUCTION

INTRODUCTION TO ALIMCO

1. Artificial Limbs Manufacturing Corporation of India Limited (ALIMCO) is a non-profit making organization, working under the aegis of Government of India, under the Ministry of Social Justice & Empowerment (http://www.socialjustice.nic.in). It was incorporated in 1972 as a Section 25, company under the Companies Act, to take up manufacture and supply of artificial limb components and rehabilitation aids for the benefit of the physically handicapped. It started production in 1976.

2. ALIMCO is Head Quartered as the main manufacturing unit at Kanpur. The main manufacturing facility of ALIMCO also is located at Kanpur. ALIMCO has auxiliary production units, support centers and sales and marketing offices, spread across different locations in the country.

THE PROJECT OVERVIEW

1. ALIMCO has conceptualized the project to deploy a proven integrated ERP (Enterprise Resource Planning) solution to automate its operations and integrate its processes

2. The project is envisaged to be executed by a competent System Integrator, on a turnkey basis, with responsibility for all the aspects of the project listed in this RFP

3. The system integrator is required to assess the requirements of ALIMCO as listed in the RFP and supply a proven ERP solution and other necessary technology components, from reputed OEMs, to meet the requirements of ALIMCO and implement them as per the specifications provided in the RFP.

4. Scope of work for the system integrator includes other than supplying the technology components including the ERP solution, providing implementation services as well as post implementation support services

THE REQUEST FOR PROPOSAL **(RFP)**

1. This Request for Proposal (RFP) is issued to procure the services of an IT services company or System Integrator to propose an ERP solution and provide the services for implementation of the proposed ERP solution at ALIMCO (also called as The Project, in the subsequent sections).

2. List of RFP Documents: The Request For Proposal (the RFP or the bid documents) to supply and implement the ERP Solution at ALIMCO consists of three volumes of documents:

   a. Tender Document

   b. Annexure A: The technical specifications for the ERP solution and implementation services

   3. This document broadly contains the following

   a. The overview of the scope of work for the project

   b. The operational details of ALIMCO

   c. The process and functional specifications of ALIMCO

   d. The scope of implementation services

   e. The functional and technical requirement specifications

   f. The general forms and formats used by ALIMCO in the day to day operations

4. The Annexure of the RFP contains the following

   a. Annexure A1 – The Technical Specifications of the project, the description of operations of ALIMCO and scope of processes, scope of work and scope of services

   b. Annexure A2 – Functional Requirements Specifications, the Technical Requirements Specifications of the ERP solution

   c. Annexure A3 - the forms/templates used by ALIMCO

5. For the purpose of enabling the bidders to use some of the content in this RFP document, ALIMCO is circulating the soft copies of the RFP documents. These softcopies contain both editable version and non-editable versions. In case of

any conflicts or disputes between the content of the RFP documents, the non-editable version of the RFP documents circulated by ALIMCO and kept as a copy with the ALIMCO will be treated as the authentic version.

2. THE ERP IMPLEMENTATION PROJECT OF ALIMCO

VISION, MISSION AND OBJECTIVES

1. Vision

   a. To promote, encourage and develop the availability, use, supply, and distribution at reasonable cost in the country of high quality Artificial Limbs and accessories and constituents thereof to needy persons.

   b. To establish facilities for the manufacture of Artificial Limbs & accessories and constituents thereof and all other things which can be or may conveniently be used for the manufacture of or in connection with such articles, things as aforesaid.

   c. To maintain the status of being largest company in the world for manufacture of cost effective, state-of-the-art Assistive Devices for the persons with disabilities.

   d. Set up and strengthen a network of limb fitting centres and dealers which would make the aids & appliances easily available to persons with disabilities.

   e. Develop training facilities for Prosthetic & Orthotic Technicians and Engineers.

   f. Establish links with the premier institutions in India and abroad for research, design and modernizing & increasing production.

2. Mission

Empowerment of Persons with Disabilities and Restoration of their Dignity by way of manufacturing and supplying durable, sophisticated, scientifically manufactured, modern and ISI – standard quality assistive aids and appliances that can promote physical, psychological, social, economic and vocational rehabilitation by reducing the effect of disabilities and enhancing potential for self – dependence

3. Objective

As an organization, ALIMCO is unique in the segment that it operates. There is no other organization in India, which is into manufacturing and selling of artificial limbs in India for physically, visually and hearing handicapped people. The main objectives of the Corporation are

a. To manufacture and supply quality Aids & Appliances at affordable cost.

b. To maintain the status of largest ADIP Implementing Agency through Camp Activity, Headquarters activity, ADIP-SSA (ADIP-Sarva Shiksha Abhiyan) Activity, Special Camp Activity and Limb Fitting Centres Activity.

c. To set up and strengthen a network of Limbs Fitting Centres and Dealers which would make the Aids & Appliances easily available to Persons with Disabilities.

d. To ensure that all Aids & Appliances supplied under ADIP scheme must bear ISI mark and must be durable, modern, sophisticated and scientifically manufactured.

e. To establish collaboration with the premier institutions in India and abroad and carryout continuous Research & Development work to improve design of existing Aids and develop new state- of- art Assistive Devices at affordable prices.

f. To enhance export of quality rehabilitation aids to help disabled persons abroad to achieve self-dependence.

PERFORMANCE AND FUTURE PLANS

1. Presently India has a total disabled population of around 2 crores. Out of this, ALIMCO is able to serve around two lakhs people per year. This clearly indicates a huge potential for ALIMCO to address this large market.

2. ALIMCO has embarked on an ambitious modernization programme to be executed during the 12th five year plan. This modernization programme involves upgrade of infrastructure, investments in plant and machinery and procurement of state of the art machineries and equipment to manufacture high quality products with precision and meet the growing demand of Aids & appliances in the country and also provide products with state of the art technology to needy PwDs of the country

3. The Corporation has ambitious future plans for

    a. Up gradation of present facilities with State-of-the Art technology.

    b. Expansion of existing manufacturing base through setting up of additional production centers.

    c. Widening of the product range.

    d. Training and Research & Development through collaboration with institutions at National/International level.

4. With a total employee base of around 350 people it would be important to leverage Information Technology to achieve efficiencies that will enable ALIMCO to handle increase business in future

5. One of the key aspects of the plans for the future is deployment of integrated, Information Technology solution in the form of an Enterprise Resource Planning (ERP) system to automate and integrate the activities of various functions/departments of the corporation.

THE PROJECT OF DEPLOYMENT OF ERP

1. The key outcome of this ERP implementation project are linked to service delivery, operational excellence and transparency & Compliance

2. Service delivery to stake holders
    a. Multi-channel service delivery through portal, mobile devices etc.
    b. Consistent and efficient services across devices
    c. Convenience to stake holders in availing the services
    d. Convenience to employees of ALIMCO in administration and service delivery

3. Operational excellence
    a. Integration of processes –finance, HR, project management, procurement, materials etc.
    b. Utilization of resources – assets, financial resources and intellectual resources for delivering the services
    c. Quicker turnaround time for financial transactions, reporting, analysis and feedback
    d. Excellence in the Deployment of facilities & resources, planning the projects, and exploiting the internal expertise

4. Transparency and compliance
    a. Proactive and tighter adherence to regulation in the financial transactions and operations of ALIMCO
    b. Adherence to standard government norms in financial transactions, reconciliation and reporting
    c. Compliance to best practices in project management, customer management, and service delivery

THE STRATEGY OF THE PROJECT

There are many dimensions to the strategy of the ERP deployment project of ALIMCO, and they are formulated around the possibilities offered by ERP solutions.

1. Standardization – standardization of processes, records, terminology, information

exchange mechanisms

2. Proven solutions - With the scale and criticality of its activities in mind, ALIMCO has identified that a proven ERP solution would address the following.

    a. There are many references of successful deployment of ERP solutions, in manufacturing operations in general and discrete manufacturing– assembly type operations in particular. The proven ERP solution should enable ALIMCO to exploit the best practices in different aspects of a discrete manufacturing organization.

    b. The integration of processes – The ERP Solution should provide an IT platform to integrate all the processes of ALIMCO

    c. Best Practices – the ERP solution should bench mark with global best practices and processes in the areas of manufacturing operations, production planning/scheduling, financial management, procurement, materials management, government file management etc.

    d. Multi-channel service Delivery – the ERP solution facilitate transactions to be carried out through multiple devices and computer systems, thereby facilitating multi-channel service delivery to the stake holders.

3. A platform to address the evolving needs – As the organization embarks on a modernization effort, introduces new products and addresses different business opportunities, the operational characteristics of ALIMCO would evolve over a period of time. Keeping in line with this change, the requirements/expectations of ALIMCO from the IT system is to facilitate this change. The ERP solution is expected to act as a platform with which the multiple requirements could be addressed effectively.

    a. The automation and integration of the core business operations

    b. The requirements of asset management and maintenance management

    c. The integration with ticketing operations

4. The objective of ALIMCO in investing in ERP based applications is to:

    a. Achieve quality of service, achieve efficiency and practice better control over the financial transactions & project activities

    b. Establish uniform standards for excellence in operations, project management, human resource management, financial management and performance reporting

    c. Adopt the global best practices in different spheres of, procurement, materials management, human resource management, quality management, customer service, financial management, accounting and performance management.

    d. Single phase implementation- keeping in mind

5. The expected outcome of the project

   a. With the deployment of the ERP solution, ALIMCO expects that different functional modules would be seamlessly integrated with each other so that data duplication doesn't happen and ALIMCO is able to build strong foundation for decision support system.

   b. Adopting best practices offered by ERP solutions in the key processes like operations management, maintenance management, production planning/scheduling, quality management, sales and distribution, product costing , finance and accounts, control, audit, asset management, materials management, human resources management, as applicable to the operations of a discrete manufacturing organization, will lead to efficiency, transparency and informed decision making.

   c. It is expected that the ERP Solution will facilitate embedding best business practices and processes into all its operations, doing away with non-value adding/redundant processes in the various functions of the corporation to make them efficient, transparent and compliant to regulations

THE OVERVIEW OF SCOPE OF THE PROJECT

The scope of ERP implementation services to be provided by the SI would include the following.

1. Supply of ERP solution

   a. To meet all the functional and process requirements of ALIMCO in the areas of production management, sales & distribution, quality management, finance & accounts, product costing, project management, materials management, procurement management, HR management, production planning, maintenance management.

   b. With technical features to address security, strategic control and operational requirements of ALIMCO.

   c. With specific features/capabilities to address the requirements of a public sector enterprise in the areas of finance, HR, procurement and e-office (e-file) management

   d. With the best practices for discrete manufacturing and assembly operations as referenced by successful implementation, in the areas of production planning, production scheduling, sales & distribution, quality management and materials management.

   e. To address the scale of operations of ALIMCO in terms of users and operations

   f. To facilitate integration of processes of ALIMCO

2. Providing implementation services to cover

    a. Configure/customize the ERP as per requirements of ALIMCO
    b. Integrating the ERP solution with digital signature
    c. Integration for banking transactions and digital signatures
    d. Integration of the ERP system with biometric attendance system
    e. Providing implementation and project management services
    f. Sizing the hardware for ERP solution and installing the ERP solution
    g. Data Migration of the materials data, project data, employee data, etc.
    h. Training the users and facilitating the adoption of the ERP solution by the users/employees of ALIMCO
    i. Formulating the specifications for IT and non-IT infrastructure for the data center required to be built by ALIMCO to host the servers for the ERP solution and helping ALIMCO in procurement of an agency for building the data center

3. Support and maintenance services

    a. Providing application support for one year after completing the implementation of the ERP Solution.
    b. Setting up the center of excellence (CoE)
    c. Option to extend the contract to provide application support for a period of two years, after the completion of the first year of support.

Technical Specifications for the Project

3. THE OPERATIONS OF ALIMCO

THE OVERVIEW OF OPERATIONS

1. Company information

   a. Corporate Head Quarters: the Corporate Head Quarters of ALIMCO is in Kanpur, Uttar Pradesh. It houses all the corporate functions of the organization.

   b. The manufacturing facility: The main manufacturing facility of ALIMCO is located in the same premise along with corporate Head Quarters. There are a few auxiliary manufacturing facilities located at different places in the country. All the products of the company are manufactured/assembled in these facilities.

   c. ALIMCO manufactures and sells more than four hundred distinct products

2. The geographical spread

   a. AAPC (ALIMCO Auxiliary Production Centre): AAPCs located at different locations across the country, are responsible for localized manufacturing of some specific products, to fulfill additional geography specific demand as well as to reduce logistical expenses of shipping from one central facility and to improve service levels to customers of ALIMCO. The AAPC also act as local stocking/warehousing points. Following are the locations of AAPCs

   Jabalpur   Bangalore

   Bhubaneswar   Chanalon   Ujjain

   b. RMC (Regional Market Centre): RMCs located across different regions of the country, are responsible for localized demand generation activities as well as demand fulfillment within their region. The following are the locations of RMCs

   Delhi   Kolkata   Hyderabad   Mumbai

   Guwahati

   c. ARFC (ALIMCO Rehabilitation & Fitment Centre): ARFCs are attached to specific the RMCs. These centers facilitate customization of the products to meet specific customer needs, facilitate fitment of the products to the specific needs of customers as well as rehabilitative services.

3. The structure and functions

The company is organized into different departments with focus on specific functional aspects of the organization. Some of the key departments are

    a. Materials Management

    b. Production operations

    c. Production planning

    d. Product design and development

    e. Marketing and logistics

    f. Finance and accounts

    g. Quality management

    h. HR and administration

    i. Project management and IT systems

4. The products. The products of ALIMCO addresses the following three categories of disability

    a. Mobility aids for Orthopedically Impaired

    b. Rehabilitation aids for orthopedically impaired

    c. Aids for visually handicapped

    d. Aids for hearing impaired.

5. The customers: While the final end users or beneficiaries of ALIMCO products are the physically handicapped persons, the sales to these customers happens through different channels/partners/schemes like the following

    a. The rehabilitation / social sector / education schemes of the Government

    b. The Corporate Social Responsibility activities of corporate

    c. The NGO networks

    d. The dealers

    e. The retail sales

    f. Exports

    g. Institutional buyers

THE PRODUCTS

1. ALIMCO manufactures and sells a wide range of products to address different types of disability, to address the needs of different age groups and different needs.

2. The corporation also provides special tools and equipments required for fitment of orthotic and prosthetic assemblies by the limb fitting centers.

3. Lower Limb Orthotics (Calipers): ALIMCO manufactures a large range of components that goes to make a complete Orthotic device for lower limb fitments.

   a. Ankle Foot Orthosis (Short Leg Brace) with Limited Motion Ankle Joint or Foot Drop Ankle Joint.

   b. Knee Ankle Foot Orthosis (Long Leg Brace) with Limited Motion Ankle Joint or Foot Drop Ankle Joint and Without Knee Joint (for pre-school children) or with Drop Lock Knee Joint for children/adults.

   c. Hip Knee Ankle Foot Orthosis (Long Leg Brace With Pelvic Band and Hip Joint) with Limited Motion Ankle Joint or Foot Drop Ankle Joint With it without a Drop Lock Knee Joint and with Drop Lock Hip Joint.

4. Lower Limb Prosthetics Artificial Legs: ALIMCO manufactures a large range of prefabricated components that make different types of devices for Lower Limb Prosthetic fitments. The components marketed by ALIMCO, for fitment at following levels of amputation are :

   a. Below Knee - P.T.B.

   b. Above Knee with Silesian Suspension

   c. Above Knee with Conventional Hip Joint

   d. Hip Disarticulation - Hemipelvectomy

   e. Polypropylene Prosthesis

5. Upper Limb Prosthetics Artificial Hands: ALIMCO manufactures a complete range of prefabricated components that make different types of devices for upper limb prosthetic fittings. These kits are marketed in two different sizes suitable for

"child" and "adult" patients. Kits marketed by ALIMCO, for fitments at following levels of amputation are :

  a. Below the elbow

  b. Above the elbow

6. Spinal Orthotics (Braces for Neck & Back): Cervical collar soft with special features like:

  a. Made of soft polyfoam

  b. Covered with "skin coloured" stockinette

  c. Provides comfortable firm support without irritation or pressure point discomfort

  d. Sufficiently distractive to remind patient to be careful while still exerting resilient and compressive force

7. Mobility aids

  a. Wheel Chairs

  b. Multi Utility Tricycles

  c. Tricycles

  d. Axilla & Elbow Crutches

  e. Walking Sticks

8. Products or aids for Visually Handicapped

  a. Braille Shorthand Machine

  b. Braille Slate

  c. Walking Cane & Stick

9. Products or aids for Hearing Impaired

  a. Pocket Type Hearing Aid

  b. Behind The Ear Hearing Aid Digital

10. New Products: Some of the new products being introduced by ALIMCO in recent years are

  a. Motorized Tricycle

  b. Motorized Wheel Chair

  c. Tricycle Hand Propelled (Junior Size)

    d.   Wheel Chair (Adult Size) Freedom

    e.   Braille Kit

    f.   MSIED KITS

    g.   Solar Charged Battery Operated Tricycle

11. Most of the products of ALIMCO are designed, prototyped and tested in house. The improvements or incremental changes to products are carried in house based on technological trends, customer feedback or vendor capabilities.

12. ALIMCO has adopted several external benchmarks and certification for its products. ALIMCO holds licenses by BIS for IS marking on 17 category of products, totaling 92 products. All the licenses are renewed by BIS on year to year basis. The corporation has also applied for formulation of Indian Standard in case of Behind the Ear (BTE) hearing Aid-Digital, surgical boots, and motorized wheel chair developed and produced by ALIMCO.

CUSTOMERS AND MARKETS

1. The products of ALIMCO are sold or distributed to the end users or beneficiaries, mainly through assessment camps conducted in association with different agencies, state governments, and district authorities.

2. ADIP: The products distributed under ADIP schemes are financed by Government of India, Ministry of Social Justice and empowerment.

    a.   ADIP General – This is as suggested by ministry for specific districts

    b.   ADIP HQ – ALIMCO gets the grant and they can do camps at their discretion for assessment and distribution

    c.   ADIP VIP – For VIP reference camps to be done in a specific district

3. ADIP-SSA: Under the ADIP-SSA Cost Sharing Scheme the products are distributed in association with various State implementing Societies. The costs of the products distributed under this scheme are shared between the Government of India, and the respective state governments, as per the specific MoU between them. This scheme aims for provision of aids & appliances to children with special Needs of 6-14 years age.

4. National Institutes: Some of the National institutes which are customers of ALIMCO are

    a.   Institute for Physically Handicapped, New Delhi

      b.   National Institute for Orthopedically Handicapped, Kolkata

      c.   National Institute for Visually Handicapped, Dehradun

      d.   National Institute for Hearing Handicapped, Mumbai

      e.   National Institute for Mentally Handicapped, Secunderabad

      f.   National Institute for Rehabilitation Training and Research, Cuttack

5. Dealer Network: The Corporation appoints various dealers throughout the country depending upon the demand of the area in order to facilitate the supply of aids and appliances to the persons with disability, the company has around 42 dealers throughout the country

6. NGO. Network: The Corporation conducts ADIP (Assistance to Disabled Persons) camps in association with different NGO's like: Rotary Club, Lion's Club, Rotract Club, and Leo Club to distribute the aids and appliances to the disabled persons.

7. State Government: For the benefit of disabled person, many of the state governments allocate funds to district authorities for the purchase of aids and appliances. District authorities use the services of ALIMCO for supply of aids and appliances.

8. Retail sales: There are many instances where the customers visit the offices (RMCs and AoC) of ALIMCO and buy the products/appliances/aids directly.

9. CSR: The emerging are business for ALIMCO is utilization of CSR funds by many of the corporate in the private sector as well public sector for providing aids/appliances to disabled persons. ALIMCO distributes the products directly to the eligible persons under the CSR activity of the respective enterprise and gets paid for the products and the services.

10. MPLAD: ALIMCO also facilitates the distribution of aids/appliances to disabled people within the specific parliamentary constituencies, by utilizing the MPLAD funds as per the requirements of the respective members of parliament.

11. ALIMCO also exports many of its products to different countries.

OPERATIONAL PERFORMANCE

1. ALIMCO achieved a sales turnover of Rs. 189.36 Crores and a surplus of Rs. 46.20 Crores, during the financial year 2015-16. ALIMCO achieved a sales turnover of Rs. 162.70 Crores and a surplus of Rs. 31.65 Crores, during the financial year 2014-15. It achieved a sales turnover of Rs. 165.07 Crores and a surplus of Rs. 31.47 Crores, during the financial year 2013-14. The corresponding figures for the financial year

2012-13 were, a turnover of Rs.130.23 Crores and a surplus of Rs.23.51 Crores. The value of production was Rs.162.69 crores, during the financial year 2014-15. The value of production during the year 2013-14 was Rs.170.37 Crores. The financial performance of the corporation for the last couple of years is (all the figures are in Rs and lakhs)

	2011-12	2012-13	2013-14	2014-15	2015-16
Sales and services	8182.93	13022.77	16507.62	16270.26	18935.51
Value of production	8285.99	13215.85	17037.80	16269.07	19097.86
Material consumption RM and Store	3355.86	6188.19	8707.82	8602.09	8916.73
Surplus	1169.51	2351.00	3147.42	3165.38	4619.94

2. ALIMCO organizes more than 2000 camps per year and services more than two lakh beneficiaries per year, across the 32 states/UTs in the country, with special focus on addressing the needs of children in the age group of 06-14 years.

3. ADIP-SSA: Under ADIP-SSA Scheme, 1,310 camps were organized in which 79,926 beneficiaries in the Financial Year 2015-16 for children with special needs (CWSN) in the age group of 06-14 years were served covering 22 States/UTs,. Under ADIP-SSA Scheme, 1,189 camps were organized in which 74,704 beneficiaries in the Financial Year 2014-15 for children with special needs (CWSN) in the age group of 06-14 years were served covering 22 States/UTs, as against a total of 65,876 CWSN beneficiaries served in 1,063 camps during the Financial Year 2013-14. ALIMCO conducted 2113 campus under the ADIP-SSA scheme in the year 2012-13 for children with special needs in the age group of 06-14 years. These campus covered 32 states/UTs. A total of 132042 beneficiaries, with 83979 male and 48063 female beneficiaries, were served during these camps

4. ADIP: ALIMCO assisted 118,234 beneficiaries in the financial year 2015-16 under ADIP scheme through 387 camps covering 21 States/UTs. ALIMCO assisted 70,765 beneficiaries in the financial year 2014-15 under ADIP scheme through 305 camps covering 21 States/UTs as against total of 87,540 beneficiaries served through 461 camps conducted in Financial Year 2013-14. ALIMCO addressed the needs of 19063 male and 6736 female beneficiaries (total 25799 beneficiaries) in the financial year 2012-13 under ADIP scheme through 189 camps covering 17 states/UTs.

5. ALIMCO has been acting as the implementing agency for CSR initiatives especially for the Central Public Sector Enterprises, for Assessment and Distribution of Aids

and Assistive Devices to PwD's. It acted as an implementing agency for CSR of various public sector enterprises like HAL, REC, ONGC, HUDCO, CONCOR, MIDHANI,IRFC, IDBI Bank, New India Assurance Co Ltd, Power Grid Corporation Ltd, RITES, State Bank of India, Rashtriya Chemical & Fertilizer Ltd etc. During the year, under CSR Activities, Corporation conducted 93 camps and served 18,849 beneficiaries, during the year 2014-15.

6. The production performance of ALIMCO

The important Products	Production in Nos.				
	2011-12	**2012-13**	**2013-14**	**2014-15**	**2015-16**
Tricycles	50867	94582	95,089	77,012	80,490
Wheel chairs	33813	57181	50,916	34,722	41,309
Crutches	25,171	46,568	64,468	63,341	62,991
Prosthetic Upper and lower (component)	21,714	22,339	32,265	24,113	29,180
Orthotic Lower (Kits)	24780	54295	57,628	38,831	10,379
Hearing Aids (pocket types)	33732	75261	1,03,035	77,685	48,544

7. The sales performance under different category of customers (in Rs. And Crores)

Buyer Category	2012-13	2013-14	2014-15	2015-16
National Institutes	4.62	7.36	11.13	5.93
ADIP	18.43	58.35	65.21	84.45
SSA (60%)	31.53	24.01	31.79	35.65
SSA (40%)	21.02	16.01	21.19	22.83
Direct purchase by state governments	27.95	12.45	9.47	7.09
Dealers, Fabrication Material and others	25.10	11.73	7.63	12.74
CSR, Export, Bilateral, Scrap	1.58	35.17	16.28	20.67
Total	**130.23**	**165.08**	**162.70**	**189.36**

MANUFACTURING FACILITIES

1. All the products manufactured/assembled by ALIMCO are done so at the main manufacturing facility at Kanpur. The AAPC manufactures specific products and the AAPC are self contained with facilities required to make those products.

2. ALIMCO manufactures a wide spectrum of products/components and assemblies.

The products/items are also are of wide variety like metallic, plastic, electronics, composite material etc. In line with this variety there are wide spectrum of manufacturing activities like fabrication, machining, welding, surface treatment, pressing, painting, powder coating, assembly, electronics assembly, wood work.

3. The manufacturing facility at Kanpur also houses has electrical power generation facility as a backup power source, electrical substation and a effluent treatment plant..

4. There are more than 300 different types of machines/manufacturing equipment at Kanpur. Each of the AAPC has around 15 different types of machines.

5. There is a separate tool crib which stores all the tools and fixtures required for manufacturing. There are more than 4500 items in the tool room.

6. There is a separate maintenance workshop. The maintenance activity covers all aspects of maintenance - the mechanical, electrical and civil maintenance.

7. There are more than 2000 items in the capital assets registry of the corporation.

QUALITY AND TESTING

1. The operations of ALIMCO are certified for Quality Management. The quality management system of ALIMCO is certified for ISO 9001:2015 and this system is periodically audited and renewed.

2. ALIMCO has facility for carrying out different types of inspection and testing activities like Raw material inspection, First piece inspection, Inline inspection, Stage inspection, Finish component inspection, functional testing, Tools inspection, Finished goods inspection, sampling inspection etc.

3. ALIMCO also has facilities for stress testing, fatigue testing and estimation of life of assemblies.

4. ALIMCO has more than 500 instruments, equipment or facilities for carrying out inspection and testing.

MATERIALS AND PROCUREMENT

1. The value of items procured by ALIMCO is nearly 50% of the value of sales. It is nearly Rs.100 Crores per year.

2. More than 1400 materials records are maintained as part of material planning

3. ALIMCO procures a wide spectrum of the items and raw materials, steel tubes, consumables, electronic & electrical items, composites, plastic, wood,

subassemblies etc.

4. ALIMCO also procures services for subcontracting specific works within its premise

5. There are more than four hundred vendors through whom ALIMCO procures most of the components and raw materials and these vendors are spread all over the country.

6. There is a incoming materials store, a central store and a finished goods store at each of the manufacturing facilities.

7. The central store houses the raw materials and the consumables, and the spare parts for maintenance. The component store keeps the finished components which are used in the final assembly.

THE EMPLOYEES

1. ALIMCO has around 320 employees out of which there are nearly 80 are officers, around 160 tradesman and another 80 non tradesman. The employee pool of ALIMCO consists of SC, ST, OBC, woman and as well disabled employees.

2. ALIMCO as a model employer especially for the disabled, employees 26 disabled persons out of whom one is visually handicapped, four are hearing handicapped and twenty one are orthopedically handicapped.

3. The approximate number of employees against different categories.

Category	Number
Officers	80
Tradesman	170
Non tradesman	80
SC	60
ST	03
OBC	74
Woman	18
Disabled	26

4. ALIMCO runs its own trust to manage the Provident Fund (PF) of its employees.

IT SYSTEMS AND IT INFRASTRUCTURE

1. ALIMCO has developed and deployed many stand alone IT solutions/applications to automate some of the processes. Most of these applications are developed using ORACLE 9i (D2K and VB). Some of these IT applications are

a. Inventory control and monitoring, which includes capturing and monitoring the raw materials and finished component stores.

b. Payroll and PF accounting system which takes care of the payroll processing of employees across the HQ, the factory at Kanpur, the AAPCs, RM & DRCs, RMCs and AoC

c. Marketing and sales accounting system which addresses the process of capturing sales order, fulfillment status and billing status of customer orders.

d. ADIP and ADIP-SSA beneficiary accounting and monitoring system, captures the details about the beneficiaries, the demand fulfillment status and the status of payments.

e. The finance department uses the Tally accounting software for different financial and accounting activities.

f. ALIMCO also is in the process of redesigning its website which provides general information about the corporation. It is being enhanced to facilitate information dissemination to beneficiaries on the status of their application and order fulfillment status.

2. The IT infrastructure of ALIMCO consists of the following

     a. The head quarters and the factory premise at Kanpur has a campus wide local area network with more than 200 nodes.

     b. There are more than 200 PCs used for different purposes.

     c. Each of the AAPCs have 5 to 6 PCs and a local area network.

     d. The RMCs, AoC and the AAPCs are connected through broad band with the head quarters.

4. THE DEPARTMENTS AND FUNCTIONS

MARKETING DEPARTMENT

1. The Marketing function carries out Marketing, sales and logistics activities. The key activities are

     Preparation of proposals for grants, and the proposals for distribution of aids through CSR, MPLAD, state government funds.

     Implementation of ADIP and ADIP-SSA schemes of Government of India throughout the country for free/subsidized distribution of aids and appliances manufactured by ALIMCO.

Developing export market as well as for fulfilling export orders.

obtaining and executing orders under CSR funds from corporate sector both in public and private, as well against MPLAD funds

Generating demands and addressing the requirements from Dealers, National Institutes, NGOs, State Governments, Hospitals etc. across the country

Maintaining the data base of the beneficiaries served under ADIP and ADIP-SSA schemes and

Formulating annual sales plans and business development activities

Order fulfillment and fitment of devices

Managing the finished goods inventory across different warehouses – the FG warehouse at Kanpur, at the RMCs, AoC and at the AAPCs.

Shipment and transport of finished goods or products

Formulating and maintaining the Pricing and discount structures for all the products of ALIMCO

Appointment and management of dealers

2. Activities for administering ADIP and ADIP-SSA

Monitoring of the grant and the utilization

Working with the DMs and SPDs of the districts to arrange camps for assessment and distribution

Arranging camps or liaison with NGOs

Receive the assessment forms after the camps

Capturing the details of the assessment of beneficiaries as per the ADIP and ADIP-SSA formats.

Reporting on grant utilization and various other details with respect of ADIP and ADIP-SSA.

Formulating multiple types of reports on ADIP to different stake holders. There are around 36 different formats in which reports have to be prepared

Managing, Addressing customer complaints, warranties and customer/stake holder feedback

3. Exports Related activities

Receive enquires and orders for export of products

Formulating proposals and submitting Quote with different currencies/dollar

Managing export documentation

Managing export shipments, receipt of payments and reconciliation.

4. Finished goods store and logistics

Responsible for the up keeping of finished goods at the FG stores different locations – Main factory, AAPCs, RMCs, AoC

Responsible for stocking, servicing of orders and shipment of finished goods at all the locations - main factory, AAPCs, RMCs, Aoc.

Receiving of orders, sending the proforma invoice and booking the order on receipt of payment and planning for the dispatch.

Preparation of dispatch plan sheet (DPS)

Preparing shipment plan for specific locations, hiring/arranging transport, covering all districts for all the states through transport planning.

Identification and hiring of transporter. PTL/FTL shipment based on transport availability

Identification of kits and associated elements of products to be shipped, loading and unloading.

Reporting on actual dispatch versus the orders/DPS, reporting pending order status

Managing the stock transfer between different locations – mainly from the main factory to the other stocking locations – AAPCs and RMCs, AoC.

Processing of invoices received from transporters and advising for payment.

5. Regional Marketing Centers (RMCs)

Responsible for all the different types of sales takes place from RMCs- Retail sales, dealer sales, sales to NGO, sales through schemes like ADIP, ADIP-SSA, MPLAD,CSR etc

Planning for the camps based on the specific requirement of the stake holders– estimation of the different costs for organizing the camps, preparation of proposal, approval and submission Receipt of advance

payments for the camps

Procurement of different services/materials for the camps – publicity, snacks etc.

Assessment of the disability, recording of the personal details & disability, verification of the eligibility, recording of the specific aid/rehabilitation required and commitment of delivery schedule to the beneficiary

Consolidation of demands and shipment of the aids/products to the in charge of the camps – invoiced in the party's name.

Distribution of products to the beneficiaries and compilation of the proof of delivery and the beneficiaries receiving the products

Consolidation of all the inputs – the costs, products distributed, beneficiaries etc. to prepare the utilization reports

Responsible for managing all the local expenses, including payments and holding/management of the stocks

Management of customer feedback, complaints and warranty for the products.

Invoicing and receipt of payments for the local sales like the retail sales and sales to the distributors. Management of the discount to the dealers on specific products and volume of sales.

6. Dealer Management

Receiving and processing the applications for dealership

Appointment of dealers, finalizing the agreement for dealership

Formulating the discount structure and pricing strategy for the dealers

Receiving orders, payments from the dealers

Monitoring the order fulfillment status

Monitoring the performance of the dealers

PLANNING DEPARTMENT

1. The Planning function involves

Production planning

Material planning

Plans for offloading of production

Distribution of production plan between main factory and AAPC

2. Production planning

Formulating month wise production plan based on the annual plans formulated by marketing

Periodical Updation/modification of plans based on changes to marketing plan, production performance.

Releasing the indents and work orders for production based on the plans and actual production.

Reporting on actual versus planned production

Keeping the daily records of production.

3. Offloading and manufacturing plans for AAPCs

Formulating 'make in house or offload' decision based on different factors like available production capacity, production schedules, demand etc.

Same item can be sub contracted/offloaded and can be made in house also

Planning for production at different AAPCs based on capacity, cost of production, cost of logistics, demand from the locations services by the AAPCs etc.

Recording the production performance of factory, AAPCs and performance reporting of subcontractors of offloading

4. Material Planning

Formulation of material requirement plans, based on production plans, offloading plans and plans for AAPCs

Raising indents for materials based on material requirements

Planning for materials for maintenance activities

Controlling the material receipt, issue, based on the production plans and material plans.

Updating/modifying the indents based on stock availability, pending indents and actual consumption.

Maintaining the delivery schedule for the indents

Formulating the material budgets and getting them approved by HODs, GMs, and CMD in that order

Managing the indents and consumption for consumables

PRODUCTION DEPARTMENT

1. ALIMCO operates largely in a make to stock scenario. Production department carried out the following main activities:

   Manufacturing planning

   Manufacturing of Components

   Manufacturing of Products

   Operations and reporting

   Management of offloading

   Operations of AAPCs

   Managing the Tool Crib and Tool and Die Store

2. Manufacturing planning

   The monthly work orders or plans are converted to production plans and manufacturing schedules by Production department.

   The indenting is done for material and tools based on the work orders and the production plans.

   The scheduling component and assembly is done on a weekly window, or on a daily basis, based on material availability, minimum batch size, machine capacity, tools, workman etc.

   The actual scheduling of a particular work in terms of specific manufacturing operation, usage of a machine, routing of a item through different operations etc is done by the production department.

   The schedules are modified, updated based on specific demands if any

3. Component manufacturing

   For component manufacturing, production department receives work order and material requisition from PS-3

   These work orders and requisitions are distributed to respective shops to start first operation on component

Shops manufactures the components as per drawing & process

If required semi finished components move to other shops for further operations

After all operations inspections are carried out by QC

Store Credit Note (SCN) of components are prepared by control points for the quantity passed by QC

4. Manufacturing of products/assemblies

For product manufacturing also work order and CPS are received from PS-3 and subsequently a similar process as that of component manufacturing is followed.

Shops draws the materials/B.O. from Central Store/Finished Component Store

Quality inspection is done at the location – both line and final inspection. Store Credit Note is (SCN) used to transfer product to warehouse

For components which have to be assembled again, store is usually by passed and the final product is assembled

5. Sub contracting/offloading

PD handles all sub-contracting work

The items are issued to the subcontractor for manufacturing/assembly

The final product/assembly is received back after inspection

The performance reporting for the off loading work

Recommendation for payment, based on per piece and as per the contract.

6. Production operation and reporting

Components are produced in a batch and credited to component stores, and finished goods are credited to finished goods stores.

The production reporting is done when the components or assembly are made available for inspection by quality and the items are credited to stores post quality clearance.

The production performance is reported against the work orders – fulfillment of the work orders, quantity produced (post quality clearance)

Machine availability, machine utilization, material consumption, machine

uptime, labour productivity, production volume, quality performance are some of the performance metrics used for reporting the operational performance.

There are multiple machines used for one product or process and multiple routing. The usage of a specific machine for a process and specific routing is decided based on machine availability and demand.

Only major assemblies like that of tricycles, wheelchairs are identified as unique items and all the others are identified only through batch numbers.

There is no additional payments for overtime for workers. Extra working by workers beyond normal working hours is compensated through leaves

7. The operations of AAPC

The AAPCs are self contained for the procurement, materials/stores, finance, quality manufacturing activities

Planning for AAPC is also done at HQ. These are monthly plans for production

AAPC manages its own materials store – separate stores for maintenance items, consumables, direct materials and finished goods

Material requirement planning and the delivery schedules for the materials are done locally at AAPCs and on a monthly basis. The plan includes materials locally sourced as well as those which are shipped from the main factory

Most of the items are procured locally, and a few are centrally procured and shipped to AAPCs

Some of the vendors are identified centrally with instructions to deliver to AAPCs and some of the vendors are locally decided, based on the type of materials.

The finished products which are not produced in the AAPCs are transferred as internal stock from Kanpur for local selling/shipments

The incoming materials are inspected locally. For a few materials, the samples are sent to Kanpur for inspection and the respective materials are in warded only after the clearance from the QC at Kanpur

AAPCs manage the customer orders for the respective geography, manage the shipment, source transport, execute shipment (PTL or FTL).

AAPCs manage the local subcontractor for the offloading work, report the production performance, make payments to the contractor based on piece rates. The payments to the workers of the contractor is done in the presence of ALIMCO employees.

The quality function is managed locally and in certain cases the reports are shared with the central quality team for opinion

For certain items the testing of the first batch is done at Kanpur – the samples are sent to Kanpur and the items are on hold till the central quality clears them after testing the samples.

The tools are sourced locally and a few fixtures are shipped from Kanpur to AAPCs.

The costing of the products manufactured at the AAPCs is done separately and is made available for the central planning team.

The local payments are handled by the local finance team of the AAPC

8. Management of tool crib and tools & die store

    The tools and die store is managed by the production department

    The tools are issued based on the work order

    The tools and dies are identified with specific machines and items

    Indenting for procurement of tools is done by production based on the specifications given by design and the work orders released by planning.

DESIGN AND DEVELOPMENT

1. The design and development department is responsible for designing new products, manufacturing & testing the first pieces and proving the design

2. The department is also responsible for the following

    The bill of materials for all the products

    The engineering drawings for components and assemblies

    The material specifications

    The process specifications

    The specifications for tools

3. The design department manages the engineering change requests

4. The filed failures/customer complaints on products are handed by the design department

5. Some of deviation requests are referred to design and accepted only if the design department clears them

MATERIALS DEPARTMENT

1. Materials department at ALIMCO is responsible for carrying out end to end purchase activities from receipt of PR to placement of PO and receipt of material in stores.

2. The material function is responsible for

   To procure the stores of required & specified quality.

   To procure stores in required quantity.

   To procure stores on competitive from eligible source at right price.

   To procure stores within required time frame.

   To adopt & follow procedures and regulations laid down by the Corporation time to time necessary for successful completion of procurement process.

   To maintain inventory level at minimum consistent with the production requirements.

   To maintain list of reliable vendors and updating the same from time to time.

3. Modes of procurement / purchase

   Open Tender

   Limited Tender

   Single Tender

   Cash Purchases

   Repeat Orders

   Team Purchase

   Global Tender

4. Indenting for materials – the different types of indents are

   Indenting based on the annual Sales projections for the different products/items, framed by the Marketing Department, these Indents are

received from Planning department. Requirements for Packing items also come from Planning department

Requests received from user department for items other than the direct materials mentioned above like consumables, spare parts, tools etc.. Consumables inputs come from Production department. This include Gases, oil, paints, maintenance spares etc.

Any subsequent modification in the annual Sale Projection

5. Procurement activities – some of the key activities of procurement are

> Preparation of tenders

> Decision on mode of procurement based on type of material, value of tender, market characteristics, vendor participation etc.

> Responses from vendors are received and reviewed. In many cases, two cover bid system – Technical and Price bid, is adopted

> PO is placed on the technically qualified lowest bidder

> Shipping receives the supply and prepares Good Receipt Note (GRN), which is sent to QC for quality inspection

> Post QC, the material is taken into Finished Component Stores/Consumables Stores

> GRN along with the invoice is sent to finance for payment to vendor

> The other key activities are

> Reporting status of indents - PO status, delivery status, receipt status, status on quantity under inspection, status on repair/rejection/rework of materials received, delivery performance of vendors.

> Monitoring payment details EMD/Security and PO Quantity under rejection

6. The key contents of a tender are

> Invitation to Tender

> Instructions to bidders

> Tender Form (if required)

> Items / the services to be rendered

> Products specification and drawings

General conditions of Contract

Special conditions of Contract, if any

Any other condition as considered necessary.

Concessional forms to be made available to the supplier in respect of prevailing tax / levies etc.

7. Raw materials store – the key activities are

Receipt of materials against a purchase order

Recording the receipt and notifying for quality clearance

Materials are stocked in the receipt are till QC clearance

Materials are taken into the stores after QC clearance

Recommending for vendor payment for the materials received

Material issue against work order

Material issue to maintenance against indent

Transfer of material to AAPCs against indents

Separation of rejected materials or materials for rework

Notifying vendors for rejection or rework

Facilitating return of rejected materials

QUALITY DEPARTMENT

1. Quality department is responsible of all Quality Control related issues for in process and bought out items. Some of the key activities are

Inspection/testing of bought out items

Inspection/testing of finished components and finished assemblies

Inline, first piece, stage, inspection and Machine quality inspection

Calibration

Quality control Processes

2. Inspection/testing of RM and bought out items:

QC does the inspection for bought outs, Cash purchase, consumables, team purchase items on receipt.

Shipping takes in the raw material and sends to central stores and it is kept under shipping until a material is quality checked

PO is taken as the base for carrying out the inspection

Bought outs or components are send to FCS (Finished component store)

Status for GRN has to be given - like under inspection, under trial, and material department communicates to the vendors the results of inspection

Physical testing lab at ALIMCO is used for testing of special items like, electrodes

There are some instances where the materials are inspected at site – at the vendor locations before they are shipped to ALIMCO.

2. Inspection/testing of finished components and finished assemblies

The finished components and assemblies are inspected or tested based on the specification

For some items the inspection and testing is done using samples from a batch of items

For a few items, samples from a batch are tested for endurance to clear the batch

3. Production/process quality

QC carried out in line inspection during intermediate stages of production before the items moves to the next stage of production, for some items

For some items the first piece of a batch is inspected and cleared to ensure that the quality of the whole batch under production

For some items inspection is carried out at specific stages of production.

For some of the items the tools/fixtures and machine setting are inspected before the production starts.

The nature of inspection to be done is dictated by the manufacturing process and for each process there is a layout is there and accordingly steps are defined

Stage inspection is the basis for crediting components to FCS, through SCN. Similarly sub-assemblies are also send to FCS

For items which are sourced against approvals, sample is retained against

the PO during quality check until the Order is placed

4. Calibration

    Calibration done for measuring equipment's, tools, rigs done by third party like HAL, etc

    The third party is contracted for calibration and paid against completion of work and submission of completion report.

    Calibration is typically a time based event.

5. QC processes

    Different people with specific skills are allocated for specific quality activity. These are typically product/material based or dictated by nature of inspection/testing

    The list of parameters to be inspected or tested is prepared based on the engineering drawing, process sheet or specification.

    For major assemblies like tricycles and wheel chair each item is identified uniquely and accordingly the quality record is maintained for them

    For the other items only the batches are identified and quality records reflect the clearance for specific batches of items/products.

    QC is the first point of redressing for customer complaints on quality/performance of the products.

    The complaints are analyzed for the cause of complaint like manufacturing, process, RM, design etc. and appropriate steps or changes are suggested by QC based on these analysis.

    MAINTENANCE DEPARTMENT

1. Organization of maintenance

    Maintenance department at ALIMCO is responsible for maintenance activities in Plant, Township, DG set, substation, effluent treatment plant etc,

    The department is divided on the lines of Electrical, Mechanical, Machinery and Civil maintenance.

    Most of the maintenance is in house. However AC, high value item, lifts are maintained through OEM services

The spare parts and consumables required for maintenance is stocked in the central store

Annual requirement for the material required for maintenance is assessed in the beginning of the year and is part of the material plan

Switches, tube light stock is maintained and planned at the beginning of the year

There are specific people with specific skills identified for specific maintenance work.

Some of the maintenance work require only people with specific certification.

There is a small workshop attached with the maintenance department.

2. The processes of maintenance

The department carries out breakdown, scheduled as well preventive maintenance of equipment, machines and facilities.

Preventive maintenance is carried out mainly for some critical equipments, like DG sets

Maintenance is initiated through a maintenance work order - Form ES 46, which is typically result of the request by the users or production department.

Most of the older machines do not have any preventive maintenance schedules

Maintenance department is responsible for managing the AMCs of most of the capital assets like telephone, DG sets, calibration equipment's, water purifier etc.

Maintenance department keeps the log book recording of the readings like temperature, pressure etc. of some of the assets like of DG sets, which are the basis for triggering or inputs for maintenance activities.

Maintenance department procures the repair services either through cash purchase or on credit basis. This repair work could be either inside the premise or at the vendors premise in which case the concerned equipment is take out through a gate pass and bought back.

The maintenance performance is tracked through the work order – the time taken, resources used, materials consumed.

FINANCE AND ACCOUNTING DEPARTMENT

1. Accounting department at ALIMCO is responsible for complete activities related to accounts, funds, payment to employees etc. some of the key activities are

   General accounting

   Supplier Accounting and Stock Accounting

   Sales Accounting and Debtors Control

   Payroll and Employee Accounting

   Treasury Function

   Costing and MIS function

   Provident Fund Accounting

   Finalization and reporting

   Branch accounting

   General activities

   Audit function

2. General Accounting Section

   Booking of expenses incurred by all departments of the corporation

   Control over advances given for administrative works

   ADIP and ADIP-SSA utilization certificate is to be submitted to the ministry on how many items have been distributed

   Maintenance of records relating to utilization of Grants along with maintaining beneficiary details

   RMC accounting

3. Supplier Accounting and Stock Accounting

   Receiving GRN, passing supplier bills matching with GRN, PO and booking in the relevant purchase head with stock entry

   VAT Accounting and monthly return

   Consumption booking based on checking of priced stores Ledger maintained in excel also

   Vendor and Contractor Payments

Reconciliation of Inter Unit Material movement

Reconciliation of Vendor Accounts

4. Sales Accounting and Debtors Control

    Accounting for all sales vouchers with FG inventory details

    Passing of outward freight bills and accounting for the outstanding bills at the end of accounting period

    Reconciliation of debtors accounts with marketing department

    Advance received from customers and their DPS wise details

    Reconciliation with other AAPCs/RMCs for material dispatched for HQ's DPS

    Details of FG sent to other RMCs/AAPCs and reconciling

5. Payroll and Employee Accounting

    Monthly Payroll feeding and booking of expenses (Salary vouchers) with transfer of payment advices to RMCs/AAPCs

    Payroll Accounts reconciliation on a monthly basis and making recoveries

    Reconciling TA advances and handling travel agent payments

    Monthly incentive and Annual incentive checking and payments

6. Treasury Function

    Preparation of bank vouchers and Cheque and controlling the same in register and sending for signatures of authorized signatories

    Bank reconciliation on a daily basis

    Fixed Deposit custody, Bank Guarantee custody, checking with respect to interest maturity period and maturity amount

7. Costing and MIS function

    Quantitative details of purchase, production, sales and transfer details throughout the corporation

    Cost centre wise expenses data assimilation and allocation of the same product wise to the extent possible

    Costing of products, components and finished goods considering material consumption, labour deployment in the cost centers associated with the product

8. Provident Fund Accounting

   Preparation of individual's PF Card

   Statutory compliances relating to PF and correspondences relation to PF office

9. Finalization and reporting

   Consolidation of Accounts

   Presentation in Schedule VI

   Preparation of Notes to Accounts

   Utilization certificates/reporting for grants and all the different funds.

10. Branch accounting

    Management of accounts in terms of local expenses at the RMCs

    Management of accounts at AAPCs

    Management of accounts of specific assessment camps.

11. General activities

    Cash Management

    Budgeting preparation, control and variance analysis

    Assets accounting, physical verification and control, Asset Register

    The process of capitalization of assets and the grants

    Taxation, duties and levies

    Insurance for materials and assets at various locations

    Cost Centre Accounting

    Profit Centre Accounting

    Internal Order cost controlling

    Costing for conducting camps

    Accounting for the Export activities

    Reporting on the MoU parameters of the corporation.

12. Audit function

    Keeping the Audit Trail (in the system)

Audit of transactions

Pre audit

Statutory audits

HUMAN RESOURCE AND ADMINISTRATION

1. The HR department at ALIMCO takes care of all HR and admin needs of employees through their lifecycle.

   Attendance and time office

   Manage organizational and employee hierarchy and structure

   Managing recruitment of employees

   Maintenance of employee service books

   Annual performance appraisal

   Management of leave data of employees

   Training details for both in house and outside needs to be maintained

   Mange medical, staff welfare schemes

   Exit/Retirement benefits management

   Full and Final settlement

   Handling annual increment

2. Administrative activities

   Rajbhasaha implementation monitoring

   Issue of uniforms, shoes to various employees

   Telephone expenditure handling

   Handling Hospitalization related cases

5. THE KEY PROCESSES OF ALIMCO

While the previous section elaborated the activities carried out by different departments, the description of some of the key processes, in this section, brings out the operational characteristics of the corporation.

THE PROCESSES OF SALES AND MARKETING

I.   Formulating Sales Projection

1. To prepare annual sales projections for ALIMCO by Oct-Nov. of previous year by Collecting and using the following information

   Previous year sales and patterns

   Existing pending orders generally as on 30th September

   Existing product range and new products likely to be launched in the next year

   Provisions of ADIP and other schemes

   Annual target committed

   Guidelines of Government and Board if any

2. Analyze the data and make a forecast along with logistics and sales

3. Preparing a consolidated projection for the next year, product wise and component wise, in collaboration with different departments

4. Approval of the sales projection

II. **Sales Administration**

1. To carry out sales, meet customer requirements and desptach the goods of ALIMCO in and outside India

2. Receive enquiries and invitations to tenders from the potential buyers

3. Study the enquiry or tender and check for

   Completeness of requirements specified by the customer with respect to item, model, quantity, delivery date & place and price/payment terms

   Requirements not stated by customer bur essential for use of the item if any

   Statutory and regulatory requirements if any

4. Review the requirements for

   The product requirements are defined completely

   These is no ambiguous requirement

   These is not differing requirement from our current specification of the item

   ALIMCO has the capability to meet these requirements viz, the items are in ALIMCO's product range

5. Based on the review, floating the tender or quotation in response

6. Reviewing the order to ensure that there is no difference in the requirements given

in the order with respect to the quotations or tender

7. Based on the firm order, booking the order in DPS (Despatch Planning Sheet), and simultaneously acknowledging the same to party as per the terms and reference of supply policy of corporation

8. If any changes to the order are desired by the buyer or ALIMCO, resolving with the buyer directly and receive amended documents. In such cases ensuring that the changes are communicated to all concerned.

9. Warehouse makes invoice and despatches the goods after packing the material through direct truck / shipping / courier services / rail

10. In case of loose despatches, less than truck load, sending them to shipping

11. The GR is made by the transporters, couriers, rail receipt by railways for onward despatch to the party along with invoice copy after making entry in the insurance chart received from the insurance company

12. All the material despatch is covered under annual insurance policy with the insurance company

13. Realization of sundry debtor: preparing the sundry debtor list and follow up for realization

14. Preparing the details of such pending order / inventory, shortage etc.

III. Appointment of Dealer

1. Appointing authorized dealer to promote the sales of ALIMCO products to as to make the product of ALIMCO available in the assigned territory

2. Receiving trade inquiries from the interested parties

3. Sending them the application form for appointment as authorized dealers after evaluating general status of the applicant

4. Reviewing the financial capabilities and other infrastructural facilities, if found eligible for becoming the authorized dealer, the case is put up for approval of CMD through GM MB

5. Once approval of CMD is received, the party is appointed as authorized dealer. The annual target is set to him and a dealership contract is signed by the party for operation in the particular state/territory

IV. Marketing

1. To market the complete range of ALIMCO's products and services in line with

ALIMCO's mission

2. Considering the product range of ALIMCO, identify the potential organizations / buyers which can use ALIMCO's products and determine their requirements (statutory and regulatory requirements) as also any other additional requirements. The buyer profile of ALIMCO includes

> Hospitals/institutions engaged in rehabilitation activities e.g. AIIMS, IPH, NIRTAR, NIOH, AIPMR

> Limb fitting centers, district disability rehabilitation centers

> NGOs and other state government supported rehabilitation programme (e.g. Operation Polio, DPEP, DDRC)

3. Communicating with these organizations about ALIMCO's products and services, including enquiries and order handling as also customer feedback

4. Participating in exhibitions, health mela, and major hospital products events and seminars

5. Organizing camps in association with district, state administration and NGOs and publicize the event

6. Maintaining the website of ALIMCO. The product range and price list is also displayed in the website along with names and addresses of ALIMCO branch offices and authorized dealers

V.   Implementation of ADIP Scheme

1. To effectively and efficiently implement ADIP scheme to order to distribute aids and appliances to the poor people with disability as per the guidelines of Government of India.

2. To make annual plan to hold ADIP camps in various parts of the country and demand annual grant under ADIP to Ministry of Social Justice and Empowerment, Government of India on a prescribed application form

3. To receive application, request letter from government agencies, NGOs, reputed institutes, societies, clubs etc

4. Processing the application, request letter after judging the requirements of aids and appliances, and seek the approval of CMD

5. Communicating the formal approval of CMD and sanction amount of aids and appliances and ADIP scheme along with SOP of camp and fixing the date of camp

6. Sending the request to LS (Logistics and shipping) for despatch of required,

sanctioned quantity of aids and appliances

7. To send, depute ALIMCO officer, official to supervise the distribution on date of camp to ensure that all required formalities such as filling of ADIP form are all completed before delivery of aids and appliances to the beneficiary

8. To collect the complete ADIP forms for each beneficiary and submit them to FA Department

9. To prepare a camp report and submit the same to CMD for information and feedback

10. Submit UCs to Ministry of Social Justice & Empowerment, in prescribed forms

VI. Customer satisfaction and feedback

1. To get feedback from customers and monitor information relating to customer perception as to whether ALIMCO has met customer requirements

2. To attend customer complaints and resolve them expeditiously

3. Receiving voluntary feedback from customers in any form. This feedback could be in the form of

   Appreciation

   Suggestion

   Complaint

4. For suggestions received, analyzing the suggestions with respect to

   Whether suggestions are based on facts

   Is it implementable, suitable and appropriate for ALIMCO

   Any further details required

   Action plan to implement if it is suitable

5. Put up a proposal with details to appropriate department for comments

6. If it requires a design or process change, put up to management for decision

7. In case of complaints, recording the complaints for corrective and preventive actions and follow procedure, with details and mode of receipt. This complaint includes complaints from internal customers

8. Analyze the complaints with respect to root cause or main cause and not go by symptoms and acknowledge to customer

9. Identify the correction and preventive action plans

10. Implement corrective and preventive actions

11. Send the response to customer

12. Verify the effectiveness of actions taken

VII. Customer satisfaction

1. Monitor information relating to customers

2. The following methods are adopted for this

> Obtain customer feedback by sending communication with every supply

> Verbal or telephonic feedback from dealers, customers, etc

> Telephonic or personal survey of customers

3. Analyzing the data, information received and measure the level of customer satisfaction

4. Identify the actions for improvement of level of customer satisfaction, i.e. enhancing customer satisfaction

5. Presenting this data in management review meeting

PROCESSES OF PRODUCTION PLANNING

I. Offloading of manufacturing operations

1. In order to meet production targets plan, shortage of inside manufacturing capacity are analyzed & off loading to trade are worked out and recommended accordingly in terms of qualities of such components / subassemblies and for specific manufacturing operations.

2. This covers all those short capacity work centers assessed from the production plan in terms of man-machine hours and accordingly making quantities of components, sub-assemblies etc.

3. Worked out detailed man-machine hours requirement at various work centers to meet annual production plan. This capacity requirement and assessment is done mainly for main work centers like Turning, Milling, Press Shop, Pipe Bending, Welding, Assembly Section, Metal Assembly, Assembly, Joint Fabric and Woodworking.

4. Calculating the available man-machine hours from the whole year based on the available machine and labour capacity.

Nos of tradesman and machine available in work centers.

Single working shift of 8 hours.

No of effective working days in a year taken as 237 days.

5. From the calculations the shortage of capacities at the work centers are calculated in terms of man-machine hours.

6. Equivalent to these shortage hours, off loadings are recommended and sent to PS3 for preparation of offloading proposals.

7. Modifications in the production plan at later intervals are accommodated in terms of new capacity requirements and accordingly actions on recommendation for offloading are modified.

II.   Raising of indents for Production Tools

1. To furnish requirement of standard tools (drills, reamers, milling cutters, threading dies / taps, turning tools, grinding wheels etc,) to PS-3 and advise them to raise indents for procurement so that requirements of tools for production & other manufacturing department is met.

2. Advise for raising indents for production tools like drills, reamers, milling cutters, threading dies / taps, turning tools, grinding wheels etc. and all types of tools hardware like hammer, aisles, files, scribers including measuring instruments, various calipers, micrometers, measuring scales and tapes etc.

3. To receive requirements of standard tools from production department.

4. To receive standard tools status / inventory in central stores from computer section (system department).

5. To find out shortages / quantities of standard tools and accordingly advise PS3 through ION to initiate procurement by raising indents. Specifications, codes and quantity together with delivery period is also indicated.

III.   Tool Work Orders

1. To ensure Tool Work Orders are issued to tool room by Design & Development department. For mass production of components, assemblies etc, tools like jigs, fixtures, dies are needed to initiate fabrication / manufacturing of tools.

2. Raising of Tool Work Orders for all types of tools (jigs, fixtures, dies) meant for production of components / sub-assemblies / assemblies of prosthetic, Orthotic and rehabilitation aids from other than bought out or offloaded components / sub-assemblies etc.

3. Allotting Tool Work Order number

4. Specifying Tool No., Nomenclature, Quantity and date of completion expected and signed by the Design & Development in charge.

5. This Tool Work Order will have drawing of the component / sub-assembly / assembly and if applicable then tool deign drawing also. Tool design drawing is needed only for complicated tooling.

6. Specifying tool number by putting drawing number of the component / subassembly / assembly followed by serial number of tools of that particular component / sub-assembly / assembly e.g. TD2A07F0I is a component TDZAO7FOI /01/2/03 etc. will be tool numbers.

7. On completion of tool (manufacturing) and successful trials & inspection, deposit the tool work order with completed entries of date of completion & material consumed along with SCN & tool in tool & die store for further action there.

IV. Indent Raising

1. Raising of Indents as per annual requirement for procurement action by MM department to meet production requirements of raw materials and bought out items.

2. Working out approximate 65% quantity of annual requirement (Except for low value / low quantity items where 100% indenting is resorted) from material planning Sheet

3. Deciding tentative delivery schedule, normally staggered to avoid inventory buildup.

4. Allocating the budget head depending upon nature of the item and purpose of requirement.

5. Transcribing the above details with Code No, Nomenclature, Unit, Quantity, approximate value etc.

6. Controlling the Indent in Indent Control Register.

7. Putting up the indent through proper channel for approval by competent authority

8. Obtaining stock status and status for outstanding indents.

9. Working out quantities for which additional indent is required to be raised -

10. Raising additional indents against indents already raised, if required.

V. Work Order Control

1. To- ensure logical control of different Work Orders for accounting and reference purposes by allocating unique number to each WO.

2. Work Order No shall be allotted in 3 unit alpha numeric system i.e. XX/NNNN/YY.

3. The first unit consisting of two alpha code shall be allotted depending upon nature of item covered under the work order.

> AA - Components WO to PD
>
> BA - Sub Assembly WO to PD
>
> CA - Assembly WO to PD
>
> AF -Components WO to MM4
>
> BF - Sub Assembly WO to MM4
>
> CF - Assembly WO to MM4
>
> ZA - Miscellaneous WO to any department
>
> PA - WO for Repairs / Rectifications

4. The second unit will consist of four digit numbers starting from 0001 to 9999 allotted sequentially in ascending order to all work orders within a financial year.

5. The third unit consisting of two alpha codes is to depict the financial year. The current year (2001-2002) is denoted by alpha AD. Subsequent years shall be denoted by AE, AF, AG etc. barring AI, AO & AX to avoid any confusion.

6. The three units shall be separated with one another as AA/0075/AD.

7. The details shall be entered in work order control Register.

VI. Raising of Component Work Orders & Material Requisitions

1. Raising work Orders for manufacturing components and requisition for required material to enable production department manufacture the component after drawing the material from concerned store against material requisition.

2. The work order is raised generally quarterly, half Yearly or Yearly basis as under as per projection of marketing department & communications from marketing & other departments

> Quarterly - Regular & Bulk Requirement.
>
> Half Yearly - Moderate Requirement
>
> Yearly - Petty / Small Requirements.

3. The requirement of components are ascertained on the basis of the sales projection

4. The material requisition is prepared for material and quantities as per process sheet issued by department / drawing / material planning sheet

5. Working out the net requirement of components corresponding to marketing sales projection based on material available

VII.   Assembly and Main Work Orders

1. Raising Work Orders for making subassemblies and complete products so as to enable production department to complete Sub-Assembly and assemble complete Product.

2. The work orders are raised on Quarterly, Half Yearly or yearly basis as in case of component work orders on the basis of marketing sales projection

3. Ascertaining components / sub assemblies and other bought outs required for sub assembly / main Product.

4. Preparing the CPS (Component Position Schedule), authorizing PD to draw all component / sub assemblies and bought outs from FCS (Finished Component Store).

5. Controlling the Work Orders and issuing it to production

MATERIALS MANAGEMENT AND PROCUREMENT

I.   Purchase Process

1. To procure the required materials as per specifications within the required time at reasonable cost

2. Receiving indents (requirement) or annual requirement from planning department, and recording it at control point

3. Checking the indent for

> Approval of competent authority
>
> Completeness of indent especially purchasing information under "nomenclature"
>
> Material code, and special packing details if any
>
> Budget provisions, concurrence
>
> Delivery details

4. Deciding mode of procurement based on

   Value

   Delivery requirement

   Proprietary item

5. The modes of purchase are generally dictated by value, vendor availability and previous experience etc.

   Open tender

   Limited tender

   Single tender – mainly for proprietary items

   Team purchase – in case of urgency and low volume and poor responses against tenders

   Cash purchase – In case of urgency or value below certain vlaue of individual item

6. In case there is need for a change in the mode of purchase, approval of CMD is taken

II.   Open Tender

1. Preparing the tender notice for publication. Identify the newspaper in which it is to be published.

2. Control point assigns the tender notice number as below

   MM-XX-YY

   XX: Serial number of indent for that calendar year

   YY: Last two digits of the calendar year

3. Assigning the open tender no for each item of the tender as below

   MM-OT/PP/QQ

   QQ: Calendar year alphabetic code

   E.g.: 1999 AB, 2000AC, 2001 AD, 2002 AE. 2003 AF

   PP: Serial number

4. Getting it published through DAVP or any another agency in at least four regions and if required in a local newspaper also. In case of services (like AMC etc.) it is restricted to the region generally

5. Preparing tender document

6. Based on the tender notice, supplying the tender documents after receiving the request and cost of documents from the vendors

III. **Limited Tenders and Single tender**

1. Short list vendors for enquiry from

    Registered vendors and approved vendors

    Trade directories and commercial literature

    Promotional letters and literature received

2. In case of single tender only one party is short listed

3. Getting the list approved

4. Prepare "invitation to quote". Assigning the enquiry number from the LT register as the format below

    LT. No.

    Date

    Due Date

    Reference

    Section

    Nomenclature

    Code No.

5. Sending the enquiry to the vendors as approved

IV. **Team Purchase**

1. Getting the proposal for team purchase approved by CMD. If required getting the approval for carrying the advance payments in specific denominations.

2. Constituting the team in consultation with the concerned HODs

3. The team collects the details (and cash/cheque wherever required) and then proceeds for purchase

4. The team obtains minimum three quotations, evaluates them on the spot and procures the material either through CPP or by placing the PO. The PO can be issued at site or subsequently at the time of collection of materials

V. **Cash purchase**

1. In case of low value/emergency purchases, listing out the items to be purchased on that day and nominating a person for that job. (No records of this nomination are kept). Generally a representative of MM, QC go for cash purchase

2. The concerned person draw the appropriate amount from accounts and procure the material from the market

3. Filling up the "Cash Purchase Performa"

4. Depositing the items in the stores

5. In case cash payment has not been made, process the CPP for payment by cheque

VI. Evaluation of open and limited tenders

1. On or before the due date receiving the sealed quotations, keep record in tender register and put it in tender box. The format for tender register is as below

Tender No		

2. LT/OTs are opened by the standing tender opening committee (TOC) appointed by the CMD. Additional TOCs are appointed by the CMD as and when need arises

3. On the due date and the due time the tender committee opens the tenders and signs on each tender

4. TOC prepares the comparative statement of quotations and does preliminary evaluation and loading of costs

5. TOC sends the CSQ to HOD, MM

6. Processing the CSQ through TRC for its recommendation for items above specific value and through FA (PA) for items below specific value

7. Getting it approved by competent authority

  HOD MM

  GM WM

  CMD

8. Placement of PO: If approved, preparing and issuing PO. The PO mentions details and mode of inspection and supply of test certificates

9. If CSQ is not approved and re-tendering is recommended, repeating the process. Ensuring that reasons causing re-tendering are taken care of.

10. Follow up of PO: follow up with the supplier to ensure that the items are received by due date

VII. Sub-Contracting

1. To arrange job-work and supply of offloaded items.

2. Receiving the offloading proposals from PS3, with direct cost / factory cost indicated thereon

3. Putting up the off-loading proposal, after filling LPP details, for approval of CMD.

4. Preparing and get approved of vendor list.

5. Floating enquiry and process tender finalization as per purchase procedures

6. Placing supply order / job work order.

7. Monitoring the supply and completion of SO / job WO

THE MATERIAL STORES

I. Central Stores

1. To ensure proper receipt, storage & internal issue of all materials.

2. Receipt of materials

   Receive the material with GRN / CPP

   Verifying the quantity

   Making entry into GRN/CPP register

   Entering into Bin-Card.

   Storing the material in the proper place. Handling it as required and preserving it.

3. Issue of materials

   Receiving MIN. Control the MIN in MIN Register.

   Making entry into Bin-Card

   Measure the quantity to be issued.

   Issuing the material

4. All scrap generated in PD is disposed off by sale with association of PD and FA

II. Finished Component Store

1. Receipt & internal issue of all components and bought-out item

2. Receipt

    Receive the material with GRN / CPP / SCN.

    Verity the quantity

    Make entry into GRN / CPP /SCN control register

    Enter into Bin-Card.

3. Issue

    Receive MIN on Form No. duly signed

    Control the MIN in MIN Register

    Make entry into Bin-Card

    Measure the quantity to be issued

    Issue the material

III. Scrap Disposal

1. To dispose scrap of raw materials and stores items

2. Assessment of scrap

3. Categorization of scrap

4. Publishing tender notice

5. Floating tenders OT/LT

6. Processing CSQ

7. Issuing contract

8. Issuing scrap to respective contractors against money in association with scrap disposal committee

SHIPPING FUNCTION

1. To receive the proper material as per POs and approvals, get them inspected and send to central stores

2. To dispatch out-going material as per guidelines of marketing.

I. Incoming material

1. Receiving duly signed PO from Material. Department (MM), project Department or approval from initiating department

2. Open a separate file for each PO or approval.

3. Receiving the material

    Checking the challan for PO/approval reference.

    Checking the challan for gate entry

    checking & verifying the quantity mentioned in challan

4. Preparing the GRN duly filled for its details.

5. Sending to Quality Control for inspection of material received.

6. Checking the GRN for acceptance _of material

    Enter into rejection register. and inform to party for rejections, if any.

    Return the rejected material to the party on advice of PO issuing section

7. Handing over the GRN along with accepted material to central store / Finished Component Store ass the case may be.

8. Sending the GRN of rejected materials to control point in MM department.

9. Filing the shipping copy of GRN, in concerned PO / approval file for record.

II.   Out Going Material (Generally loose consignments)

1. Receiving the invoice / despatch instruction duly signed on Form No / ION respectively along with material.

2. Making entry into invoice control register.

3. Making material gate pass as per advice in invoice / ION received material on Form No. and control it in gate pass register.

4. Booking the material at transport and control GR in invoice register.

5. Handing over the GR to marketing or concerned department.

QUALITY CONTROL

1. Inspection of raw material

2. Inspection of bought out items

3. Inspection of samples

4. Inspection of machinery

5. Inspection of semi finished / finished component

6. Inspection of offloaded component

7. Inspection of finished product

8. Inspection of electro plated item

9. Inspection during team purchase

10. Inspection at party site against PO

11. Cash purchase inspection

12. Different types of testing

13. Sampling plans

I.   Calibration

1. Preparing a calibration plan for the year

2. Getting the instrument calibrated through an external calibration agency. Ensuring that it is done with respect to an instrument which is traceable to national or international standards

3. Keeping records of calibration, with calibration "done on" and "due on"

4. In case of external calibration ensuring recording of the event and that a tag or sticker is put on or near the instrument on the box of the instrument giving the following information

    Calibrated

    Done on

    Due on

5. Segregating all un-calibrated and unserviceable instruments and mark them by tags or stickers. Keep them separately to ensure that they are not used even by mistake

6. Getting all instruments recalibrated as per frequency indicated which is based on recommendation of manufacturers, past experience and industry practice

7. If during re-calibration, it is found that the instrument is out of calibration, assess the validity of previous measuring results and taking appropriate action on the equipment and product affected to the extent possible

8. Keeping all the calibrated instruments safeguarded from adjustments and protected from damage and deterioration during handling, storage, and maintenance

ACCOUNTING AND FINANCE

I.   General accounting

1. Compilation of total accounts and to preparing financial position

2. The Scope

> To compile the total accounts
>
> To make the payments
>
> To keep the records of total receipts and payments

3. The processes

> Salary payments
>
> Supplier payments
>
> Transporter payments
>
> Personal claims – medical, conveyance, TA, LTC etc.
>
> Miscellaneous payment – postage, telephone, petrol and repairs for vehicles, electricity, contractors, security, job work, rates and taxes, fees and subscription, publicity and advertisement, recruitment expenses, canteen subsidy, charges for hired buses
>
> Receiving grants and working capital from government
>
> Receiving payment against sales
>
> Receiving security deposits, EMD
>
> Misc receipts – sale of scrap, testing charges, sales of manuals for orthopaedic surgeons, sale of coupons etc.
>
> To write cash book
>
> To write bank book
>
> To write journals
>
> To maintain general ledger and subsidiary ledgers
>
> To draw trial balance
>
> To make balance sheet
>
> To make periodic profit and loss accounts
>
> To submit report and returns
>
> To get accounts audited
>
> To get accounts audited for tax purposes
>
> To file the income tax returns of the corporation and get it assessed

To reply to auditor observations

To keep the accounts ready for management information

To prepare cash flow weekly and monthly

To prepare budget

To get the physical verification of inventory

To deposit income tax and trade tax in time

To retire the documents and parcels from Bank

To receive the monthly accounts of RMCs and merge the expenses in accounts of the corporation

To keep the records of vouchers, cash books, bank book, ledgers and journals

II.   Stores Accounting

1. to arrange payments for supplies – raw material, stores and to work out the consumption and closing balances of raw material inventories

2. The processes

    To receive purchase orders from MM department, project department and to keep them in serial number properly

    To receive goods receipt notes from MM and keep them in serial number properly

    To receive bills from parties, suppliers directly or through MM/Project Department and keep them in the files

    To receive transport, outward contracts and work contracts and keep them in separate files

    To receive claims for job work and against supply orders and pass them as per approved rates and SO

    To receive IONs for advanced payments against PO

    To receive ION for depositing cash for sale of scrap

    To pass the supplies bills referring purchase orders and goods receipt notes and make necessary entries and make a purchase journal debiting particular store and crediting suppliers

To make advance payments against purchase orders

To receive intimation from banks for retiring documents through banks

To send intimation to MM department for their advise according to their PO and requirement

To make payments to bank and retire documents

To send documents to MM department for collection of material from transporters

To make the payment to suppliers for the supplies made on credit

To remit the payment to suppliers giving fact particulars of their bill, PO etc.

To work out the detail of sale of scrap and arrange payment of trade tax deducted

To pass the work contract bills as per contracts and deduct income tax and work contract tax

To make payment of work contract tax

To pass the purchase journal vouchers to computer for feeding and check for correctness

To get the GR list from computers

To correct the value of purchases in computer list

To get a consolidated list of GRNs duly corrected to ensure the correctness of total purchases

To get price store ledger from computer

To work out the consumption from price store ledger

To work out the closing balance of inventories from price store ledger

To make the details of purchases and consumption

To make the list of fixed assets

To make the details of purchases required for trade tax assessments

To keep suppliers ledger for ready references

To make payment to transporters for transportation of products

To make payments of imprests and make vouchers

To get trade tax Forms C, 3-B, III-D and 31 and issue Form C, III-D and 3-B

To get trade tax assessment annually

III.   Suppliers Payment

1. To make payment to suppliers

2. The processes

> To receive purchase orders from MM department
>
> To receive bills, invoices from suppliers, MM department
>
> To receive Goods Receipt Notes, GRN, from MM department
>
> To pass the bills, invoice, referring to PO and GRN
>
> To pass the purchase journal, debiting the particular store and crediting the party account
>
> To enter the credit amount in the party account and creditors' ledger
>
> To make the payment as per terms of payment in purchase order
>
> To get the list of GRNs from the computer
>
> To feed the exact value of items against each GRN
>
> To get price store ledger from computer
>
> To make inventory list of raw materials and stores from the closing balances – referring stock verification list and price store ledger

IV.   Payment to transporters

1. Making payment for transportation of ALIMCO products

2. The processes

> To receive appointment letters, awarding contracts, agreements
>
> To receive transporters claims through marketing duly verified
>
> To process the claims referring contracts – rates for the destinations where goods were transported
>
> To make payment vouchers deducting income tax as applicable
>
> To make the entry of bills passed and payment made in the transporters account ledger
>
> To submit the payment voucher for signature of the section in charge

To remit the payment to the transporters

V. Payroll Accounting

1. To prepare monthly salary in and to ensure timely payment of other personal claims of the employees and maintain records

2. The Scope

    Pay bill preparation

    Payment of personal claims – medical, conveyance, TA, LTC etc.

    Maintenance of contributory PF, pension accounts of the employees

3. The processes

    Personal data of employees – name, department, personal number, basic pay, DA rate, HRA, CCA, transport subsidy, children education allowance, PF No., Pension No., house number if allotted, date of joining, month of increment, PAN no.

    Attendance records of outstation employees

    To provide lists and payment bill to cashier for payment

    To arrange for payment of PF, pension, income tax and other deductions like personal loan taken from bank, payment of LIC premium, etc

    To make the vouchers of salary and keep the records of deductions and payments. To keep the records of PF and make annual accounts duly audited. Submission of reports and returns to PF commissioner and issue annual A/c slip

    To make supplementary pay bill for new comers and refund the pay, recovered due to absenteeism on receipt of amendment from the time office

    Income tax calculation as per Income Tax Act and issuing Form 16 and submission of Form 24

    To pass the claims of Medical, TA, LTC, conveyance etc.

4. References for payroll accounting

    Appointment letters, promotion letters

    Wage agreement for workers and government (DPE), directives from non unionized supervised staff and officers

DA orders issued by DPE

Income tax act and rules for ensuring correct deductions of Income Tax from salaried employees and depositing in government account

Medical rules, duly approved by the Board

TA rules

LTC rules

Leave rules

Office orders for conveyance

Office orders for transport subsidy

PF rules

ESI act

VI.   Financial activities of ADIP

1. To apply for grant from ministry

2. To receive the grant

3. To receive the detail of aid and appliances distributing to disabled persons

4. To make statement of disabled persons showing the complete details of details of disabled and appliances received

5. To adjust the grant against the cost of aids and appliances provided free of cost to disabled persons

VII.   Preparation and control of budget

1. To receive the annual target of sales

2. To receive the annual target of production

3. To receive the requirements of fixed, capital assets

4. To receive the requirements of purchases from each department

5. To work out the cost of raw materials and stores

6. To prepare and work out total income through sales and other income

7. To workout the amount required for salary, gratuity and other expenses

8. To prepare and workout the total expenditure

9. Showing excess income, deficit of income over expenditure

10. To put up budget estimates for coming financial year and revised budget for current year.

6. THE SCOPE OF ERP SOLUTION AND IMPLEMENTATION

THE SCOPE OF THE ERP SOLUTION

I. The overview of the ERP solution requirements

The scope and characteristics of the ERP solution to be supplied and implemented by the bidders to meet the requirements of ALIMCO will cover the flowing aspects.

1. ERP solution should cover the Process or the functional units of ALIMCO as listed in the RFP.

2. The solution will address the activities carried out by the employees who would be potential users of the ERP solution

3. The solution will automate the processes at different geographical locations of ALIMCO

4. The ERP solution will subsume the processes underlying most of the current IT systems and applications

5. The ERP solution will have Process capabilities and best practices for public sector organizations especially statutory requirements in the areas of taxation, finance, HR, payroll and audit

6. The ERP solution will have process capabilities and best practices for discrete manufacturing and assembly type of operations

7. The ERP solution will have the capability to meet the reporting / performance management requirements of key executives/HoDs.

8. The ERP solution will provide Strategic control over technology, usage, deployment and support services

II. The functional areas

The ERP solution will meet all the functional and process requirements of ALIMCO in the areas of

1. Sales logistics & distribution

2. Quality management

3. Finance & accounts

4. Product costing

5. Project management

6. Materials / Inventory / stores management

7. Purchase / procurement management

8. Human Resource management

9. Management of Engineering, tooling and process sheets

10. Production Management

11. Production planning and scheduling

12. Maintenance management

13. Performance management and MoU reporting

III.   **ERP solution Characteristics**

1. The strategic requirements

    a. The ERP Solution will be supplied with the source code.

    b. The ERP Solution will be capable of supporting different Operating Systems

    c. ERP Solution will be supplied with a database, and with capabilities to run on any standard leading database in the market

    d. The ERP solution will have localized features and functionalities to adhere to Indian Government's regulatory requirements in the areas Service Tax, TDS, security and reporting.

2. Deployment requirement

    a. The licenses for the ERP solution will allow the users to use interchangeably all the modules of the ERP (Finance, Materials Management, Inventory, purchase/procurement management, Maintenance, Production Planning, HR Sales and Distribution and Quality Management)

    b. The ERP licenses will cover the requirements of database, the scale of operations of ALIMCO and the requirements for running the ERP solution at Data Center (DC) as well as at Disaster Recovery Centers (DRC)

a. The ERP solution will be a single platform with real-time integration between modules and having all the functions (Financial Accounting, Human Resources, Material Management, Procurement/purchase management, Sales and Distribution, Quality Management, Production Planning, Plant Maintenance) as natively integrated applications on a single interoperable open platform

3. Capability for specific processes

   a. The ERP solution will have the e-procurement module as part of the system, which will be capable of addressing the requirements of two/three cover system of procurement and e-tendering requirements of public enterprises, along with features for encryption and digital signature integration.

   b. The ERP solution will have e-office or e-file management as integral part of the solution.

IV. **The technical requirements**

The ERP solution will have the features and capabilities to address the following requirements.

1. The ERP Solution should provide wide range of security features such as single sign-On (SSO), Multiple Authentication, Authorization and Integrated User management

2. The ERP Solution should provide implementation, administration and operational tools seamlessly integrated with the product

3. The ERP Solution should have in built personalization capability

4. The ERP Solution be available to run on Devanagari/Hindi interface

5. The ERP solution offered should:
   o Be Uni-code Compliant
   o Support N-tier and Internet architecture
   o Be natively built based on 64 bit operating system

6. The ERP solution should provide an application architecture which can be integrated with third party/ legacy applications using the built-in integration tools

7. The ERP solution should be able to generate report output directly in excel, PDF, text, XML, HTML or such other file types.

8. The ERP solution should have single sign-on access across applications and should be intuitive, with easy-to-use user interface that can be accessed via the web interface.

9. The ERP solution shall have a built in software to manage application software backups and restore with Source Control and the solution shall have a built in software to manage automated database backups and restore

10. The ERP solution should have the ability to provide Real-time Transaction update and masters update

11. The ERP solution should include tools/ mechanism for System, Database and performance measurement activities

12. The ERP solution should have ability to:
    - o Support configurable Password policies
    - o Support TCP/IP, HTTPS, HTTP
    - o Provide automatic time out for entry transaction
    - o Configure the number of permissible application log-in attempts
    - o Support role based access control

13. The ERP solution should have tools for administration of
    - o Configuration management
    - o Performance tuning
    - o System diagnostics o

    Capacity planning

14. The ERP solution should support standard interfaces such as adapters, APIs to interface with standard application and legacy applications and support user exits.

15. The ERP solution should support failover to other server in case of server failure.

16. The ERP solution should provide context based help facilities and also on-line help at functions, screen and field level that can be tailored to suit customer requirement

17. The ERP solution should support handling of errors by Error logging..

18. The ERP solution should support e-mail and SMS integration.

19. The ERP solution should support imaging and archiving.

20. To ERP solution should support the following Information system security policy and processes

    o Identification – the process of distinguishing one user from all others.
    o Authentication – the process of identifying the identity of the user.
    o Authorization and Access control – the means of establishing and enforcing user rights and privileges.
    o Audit – the process of reviewing and monitoring activities that enables the reconstruction and examination of events to determine if proper procedures have been followed for all of the above.
    o Administration – the functions required to establish, manage and maintain security.

21. The ERP solution / system should support Single/batch printing facility

22. The ERP solution should have Provision for customization of screens and report

23. The ERP solution should have menu driven user friendly GUI

24. The ERP solution should provide performance statistics for the CPU/ Memory, database, Application servers

25. The ERP system should support multiple levels of reporting including transactional reporting, analytical reporting etc.

26. The ERP system should provide application development tools to support the continuous development/refinement of application

27. The ERP system should utilize modern workflow capabilities in streamlining interactions among functional processes

28. The Entire ERP Solution Software should be IPV6 compliant.

29. The ERP solution software should be accessible through leading web browsers like Internet Explorer, Firefox, and Chrome & Safari.

30. The ERP solution should be accessible through various channels like mobile, Thin clients & Tablets.

V.   The scale of operations

1. The ERP solution will address the scale of operations of ALIMCO which has more than 300 employees spread across the country

2. The ERP solution will be required for the following set of users

ERP solution	Likely users
Users for the ERP system	100
Payroll for all the employees	Less than 500
Employee self service	150
Business analytics users	20

VI.   The functional Requirement specifications

The detailed functional requirements specification for the ERP solution is provided in Annexure –A2 of the RFP.

THE SCOPE OF IMPLEMENTATION

The scope of work for implementation of the ERP solution are defined by using all the Following areas in conjunction with each other

1. The solution modules of the proposed ERP Solution

2. The best practices and statutory requirements as applicable to public sector operations in India especially in the areas like finance, accounting, audit, procurement and HR & payroll administration.

3. The best practices as applicable to operations of a discrete manufacturing –

assembly operations

4. The solution features/capabilities of ERP solution as indicated in the FRS and the references.

5. The activities of different functional units of ALIMCO

6. The processes of ALIMCO as listed in the RFP and covering the functional units

7. The activities/processes carried out by the expected users of the ERP Solution

8. The process redesign requirements as detailed in the RFP

9. The processes with current systems/Integration requirements

10. The implementation phases, activities, methodology and standards of implementation of ERP

THE SCOPE OF THE IMPLEMENTATION SERVICES

The scope of activities and services to be provided by the SI as part of the ERP Implementation are expected to be the following

1. Solution development and implementation services

    a. Business design or blue print based on the assessment of the operations of ALIMCO and the current IT applications in use

    b. Configuration / customization of the ERP Solution

    c. Data migration for each of the applications, functions into the ERP solution.

    d. Data Migration of project data, contract data, finance data and employees data, etc. into the ERP solution

    e. Digitization of the data, if it is available in physical form

    f. Formulation of cut over strategy and making the ERP solution "Go Live"

    g. Integration with other applications if required

2. Project Management services

    a. ALIMCO intends to complete the implementation of ERP and complete the go live acceptance, within nine to twelve months of signing the contract for implementation. The SI is required to organize the project to ensure these timelines.

    b. Deployment of a competent team of experts in the area of the ERP and specific functional areas.

    c.   Scheduling the activities so as to complete the project of implementation and ERP deployment with all the functional areas of ALIMCO within a span of twelve months of starting the project.

    d.   Deployment of resources to ensure that the project activities are carried out as per plan

    e.   Deployment of a project structure for effective monitoring, review and risk mitigation

3.   Project quality services

    a.   Deployment of experts with deep knowledge of the processes of financial operations of a government body, finance & accounting, government file management, the specific solution modules, for review, expert advice and quality enhancement

    b.   Deployment of templates and standard accepting mechanisms for the project deliverables

    c.   Use of native tool like solution manager for managing project repository, and project activities

4.   Feedback, monitoring and adoption

    a.   ALIMCO may use the services independent third party expertise to assess, review and quality control of the project artifacts and deliverables

    b.   The SI will institutionalize mechanisms to adopt the feedback and ensure quality of work, without affecting the project timelines

    c.   The SI will put together a structure and mechanism for ensuring that all the key functional areas, users of each of the enterprises are consulted, feedback adopted and key differences identified, so as to facilitate standardization as well as user adoption.

5.   Training and documentation

    a.   Training all the users

    b.   Preparation of user manuals and training manuals

    c.   Documentation of processes

    d.   Training the key executives for monitoring the performance and using the reports effectively

    e.   Training of ALIMCO core team on selected ERP solution developmental

aspects

6. Support services

    a. Facilitating user adoption

    b. Continuous improvement and refinement of the processes, reports

    c. Operations of help desk and refresher training.

    d. Institutionalizing structures and processes for management of SLA, strategic control

7. Technical services

    a. Sizing the hardware based on the configuration and usage requirements & suggesting the same in the technical proposal.

    b. Provide support to ALIMCO to install and commission the hardware and the ERP at the data center

8. Data center design services

    a. Formulation of non IT specifications for the data center – like the Air-conditioning, power management etc

    b. Formulation of the specifications for the IT systems at the data center – storage, networks etc.

    c. Helping ALIMCO to get hire the services of an agency to build the data center

    Note: The data center being only for the ERP solution, is likely to be of an area less than an area of 100 square feet.

THE SUPPORT SERVICES

1. Help desk operations - Initial Response, Immediate telephonic response and support for usage related and other minor problems. Dial-in support for handling complaints/requests, minor bug fix.

2. Onsite support - On-site support for hand holding the users performance tuning, bug fix, update for all critical functions.

3. Operational Support – On-site operational support after implementation

4. OEM support – Ensuring the ERP Solution OEM services for system performance, performance tuning, upgrades etc.

5. Documentation - upgrade the Documentation system on any new releases and

provide any updates of technical and functional manuals

CENTRE OF EXCELLENCE

Establishment of centre of excellence (CoE) for ERP with the following

1. Processes and structures for continuous improvement

2. Processes and structures for solution roll out

3. Skills and expertise to maintain support and continuously improve the ERP solution

THE LOCATION SCOPE

The following is the location scope for the different services/activities of implementation

Activity/Location	HQ, Kanpur Factory	AAPC	RMC/AoC
Business Blue Print	√	√*	√**
Configuration	√	--	--
Testing	√	--	--
Data Migration	√	√	√
Training	√	√	
Support Services	√	--	--

*At least three AAPCs

**At least three RMCs

THE SCOPE OF PROCESS DESIGN

It is expected that the ERP solution will other than integration of processes of ALIMCO, facilitate process redesign to help the corporation to achieve its objectives. Some of the key process requirements in terms of integration and process design which should be part of the ERP solution feature as well as implementation are

I.   **Marketing Services**

1. Repository of all the different Grants with the expenses and funds utilization

against the grants

2. Repository of all the customers orders, with schedules of dispatch and payments against specific orders

3. Against each of the order, depending upon to which category it belongs to, funds would be utilized from the finance module

4. Repository of all details pertaining to an order – number of beneficiaries, types of beneficiaries, district etc.

5. System based validation of beneficiaries for duplicates, through different identifiers like Aadhaar, through the authentication facilities available with Aadhaar.

6. The process and activities of making proposals against different schemes

7. Managing grants and utilization under each categories

8. Managing beneficiary details and ensuring that same beneficiary should not be allowed distribution more than once in 3 years

9. Reporting the data pertaining to number of beneficiaries under ADIP and ADIP-SSA

10. Managing the ADIP-SSA

     a. Managing district wise payment

     b. Order fulfillment status, pending order status

     c. The schools which have been covered

11. Managing the proposals to customers including costing for equipment & camps and other specific requirements of the customer, for customers like CSR, state governments, MPLAD etc

12. Export order management, documentation and invoicing.

13. Warranty management for different products

14. Managing all the expenses of the camps, including the reimbursement to fabrication agencies involved in camp specific activities.

15. Facility to enter the basic details of the beneficiary during the assessment camp, to ensure accuracy in the beneficiary details and also to avoid duplicate entry

16. Facility to manage the complete cycle of exports, right from receipt of orders, till fulfillment of the order, including creation of all documents required for exports

17. Facility for handling complaints received from the customers

18. Facility for managing commissions for dealers

II.   **Logistics Services**

1. Managing the order booking to facilitate easy tracking of shipments and pending supplies.

2. Planning the production and logistics based on historical data on production capacity, production cost, logistics cost and demand

3. Management of warehouse stocks at different locations to facilitate order booking, stock transfer and shipment.

4. Creation of Despatch planning sheet, against orders, inventory, production batch, specific items, location, transporter or mode of despatch, to facilitate tracking as well costing for the logistics services

5. Blocking or assigning the specific lots, items, products for a customer or against an order.

6. Facility for first in first out shipment from the warehouses both for customer order and for internal stock transfer from central location to warehouses

7. Facility for quality inspection during shipment/stock transfer

8. Preparation of invoice and posting it against specific orders, customers, schemes as the case may be.

9. Generation of different types of reports on orders, shipment with flexibility.

10. Tracking of major customers order at monthly/weekly basis and transferring the pending orders to the next cycle or month or week.

11. Receipt and tracking of complaints, maintenance of warranty, tracking the quality analysis replacement/resolution of complaints.

12. Managing the insurance of Goods during shipments, at camps, at warehouses.

13. Dealer management: Managing the orders, invoices, shipments, commissions, receipts.

14. Providing access to dealers on stock availability at warehouses.

III.   **Production and material Planning**

1. Organization structure for manufacturing operations with different production shops and AAPCs

2. Standardization of material codes, overcoming the discrepancies, and ensuring that there will not be items with different material codes.

3. Process for item replacement, old item being discontinued/discarded from market the history has to be maintained like substitution items

4. Provisions for conversion of unit of measurement for different types of material like steel tubes and rods, wooden items, composite materials etc.

5. Defining reorder levels and refining them periodically, to facilitate triggers for indents or generation of indents

6. Facility for tracking indents

7. Top requirements from overall report perspective:

   a. Monitoring work order status

   b. Indent / PO processing status

   c. Facility to carry out what if analysis for planning.

   d. Facility for material planning at different levels, group of items, in total, individual assemblies etc.

   e. Stock position as on date to be available in reports

8. Automation of the process sheets and production routing to facilitate machine loading information and provide inputs for product costing

9. Product Costing and actual costing has to be done through system

10. Facility for Time sheet for the production

11. Facility for Production loading/scheduling, machine wise, product/item wise, and production completion reporting against the schedule

IV. Production Operations

1. Tracking, Reporting and analyzing the material consumption against work order, against specific items, products.

2. Integrating material planning, receipt and availability to production planning and scheduling. Facility for production against order and production against stock

3. Integrating machines maintenance, breakdowns into production planning and scheduling

4. Facility for component wise material lead time tracking

5. Planning for assembly and component production, based on materials and

component availability, scheduled delivery of components and raw materials,

6. Batch wise production reporting of components, as well as utilization in downstream production. Material consumption reporting for bulk items against material issued, against specific work orders.

7. Performance reporting and tracking of outsourced Job work orders

8. Facility for alerts / workflows for various processes, to indicate completion, issues etc.

9. Facility to make rolling plans, with monthly updating, with different levels of commitment for a quarterly windows, based on annual projection, order receipts, actual production, materials availability, with a weekly production schedules.

10. Facility for controlling the WIP, based on work orders, materials issues, production reporting.

11. Facility to control on job orders (quantity, time etc.), work orders, changes of work order etc.

12. Alert mechanism for tendering, projection planning, alerts on changes in projection, material availability, production performance

13. Facility to provide Check-lists of machines, tools, fixtures, materials, inspection requirements, etc along with orders

14. Integrating the processes to report performance, and embedding the process execution for performance reporting, automating the process execution activities, etc. to ensure that there is no separate data entry activity and there is very little time lag between a physical completion and system level identification of completion of production activities.

15. Facility for defining standards for labour (like machine hours), production performance in terms material consumption, quality, and cost of production.

16. Issue of items to and receipt of finished assemblies to subcontractors who operate within the factory premise, performance reporting of the sub contractors, against the contract terms.

17. The operations of the tool crib – issue, receipt, tracking, issue against specific work order, replacement planning

18. Publishing daily schedules for machines, operations, components, assemblies and reporting performance against schedules

19. Facility for reporting intermediate steps/completion of manufacturing operations on specific batches, work order.

20. Reporting/Tracking material consumption, usage, waste, quality performance of each of the work orders, components, assemblies.

21. Management and performance reporting of subcontract works for the offloaded operations.

V.　Materials Management

1. Integrating the process of indent generation, with budget control, planning and approval mechanism.

2. ABC analysis and FIFO/LIFO practices

3. Facility to standardize minimum and maximum stock levels and linking them to indenting.

4. Placement of years or consolidated orders, with periodical schedules for delivery of materials

5. Facility to track purchase orders, indents, goods receipts, waiting for quality, pending delivery, against work orders and specific items

6. The tendering process: Enquiry, Order, Preparation of comparative statements, Goods receipt and issue, posting etc. all need to be generated online. Statement of rejection, lifted, still pending etc, tracking EMD/BG, vendor accounting

7. Vendor performance reporting and vendor rating

8. Vendor profile in terms of capacity/expertise available for supply of different components and materials.

9. Facility for reports on GRNs pending for clearance by quality department

10. Tracking of material from receipt to payment

11. Historical data of Limited tender, Cash purchase, team purchase, open tender and details quantity/price by vendor/item

12. Facility for three way matching of PO, GRN and receipt regularly against every delivery of items to the stores.

13. Scrap sales

VI.　Design and development

1. The bill of materials for all the products and subassemblies

2. Process of managing engineering changes

3. Linking engineering drawings (numbers) to product, item codes in the bill of materials

4. Process, routing specifications for the products/components

5. Management of Material specifications

6. Management of specifications of Tools and fixtures for the products and components

7. Testing and inspection instructions if any for the products and components.

8. Process of management of kits/sub assemblies required for different products.

VII.   e-procurement

1. Procurement of goods works and services

2. Preparation of tenders, indents

3. e-tendering, with electronic submission of bids

4. Client level encryption of bids, PKI

5. Two cover, or prequalification (three stage) system, as per generally accepted practice of public procurement.

6. Tender processing, technical evaluation, commercial evaluation and award

7. Banking integration for payment of processing fees or EMD, through credit card, debit card and online banking

8. Vendor accounting and online return of EMD

9. Management of PBGs

10. Contract management

VIII.   Vendor management

1. Vendor registration

2. Empanelment of vendors

3. Categorization of vendors

4. Management of vendor details, documentation

5. Service tax registration

6. Income tax registration – PAN,TAN,TIN etc

7. Vendor rating based on delivery and quality performance

IX. Quality Control

1. Facility for quality recording at machine shop.

2. In process and machine quality checks, maintaining the checklists for different operations/items and facility to record them on the system, against specific items, work orders

3. The quality parameters to be checked, tools required, skills required etc for each component and quality activity

4. Man power scheduling for Quality inspection/testing, linked to specific expertise and skills

5. Sample management - the requirements is that item number/sample number has to be maintained during tendering process

6. Recording the quality parameters for all the items, automatic populating of the inspection format with the parameters during inspection.

7. The quality parameters to be available against each of the purchase orders, items

8. Requirement is to get the following information

   a. Material arrival

   b. Under inspection GRNs

   c. Under trial GRNs

9. The system in the stores to ensure that material issuance follows FIFO

10. Quality planning, execution and monitoring would be done in the Quality Management module of ERP

11. Quality details and parameters for incoming material (Components, raw material, finished goods) and in-process (component, semi finished and finished good) can be configured

12. Quality checks will automatically be triggered as the process preceding it concludes. For example, every time a GRN is done, quality check process can be configured to get invoked.

13. Similarly during in-process, quality gates can be defined depending upon the process steps and all results of quality can be stored against specific work orders

14. Calibration of gauges, equipment etc

    a. time based,

    b. event based

    c. usage based

15. Management of subcontracting for calibration

16. Allocation of cost of quality activities to batch, inspection operations

X.   Machine and plant Maintenance

1. Management of Machine records

    a. Bill of materials of spare parts for each of the machines,

    b. Services list

    c. Maintenance activities

    d. Maintenance history

    e. Skills required

2. Management of the spares parts, against specific machines as well as common pool.

3. Recording of maintenance requests, execution, manpower allocation, material consumption/usage, against specific maintenance work order, against different machines.

4. Allocation of cost of maintenance to machines, maintenance operations.

5. System to record for incoming requests and assign to workmen based on skills, trades, certification etc.

6. Facility for reporting, complaint pending, status, completion, schedules

7. Facility to procure/avail the OEM services for maintenance - creation and checking status of indents

8. Linking the Machine catalogs, circuit diagrams to specific machines, equipment

9. Facility for capturing the breakdown of operations for specific maintenance activities required for each of the machines and making them available for maintenance operators

10. Permit management for specific safety related maintenance activities, to ensure safety standards are adhered to

11. Facility for maintenance costing machine wise – materials, consumables, work orders, manpower costs.

12. Facility to incorporate the maintenance BOM for each of the machines, which would facilitate yearly indent creation, allocation/reservation of specific items for key machines, inventory costing and enable maintenance costing.

13. Integration with Human Resources application to allocate craftsman with requisite skills for maintenance activities

14. System to facilitate health/safety standards especially for welders from safety point of view

15. System to facilitate management of effluent treatment plant for discharges

16. Define preventive maintenance schedule in the system

17. Carry out maintenance and enter the details equipment/machine wise to create history

18. Capture maintenance details and all the cost associated with it – labour and spares

19. Service contracts can be enabled through the material management module

20. Create asset and machine bill of material in ERP, which helps in maintenance and spare parts planning

XI.   Finance and accounting

1. Facility for material accounting

2. A single system to reconcile data with AAPCs and HO

3. Profit center and cost center accounting

4. Facility for budgetary controls. The need is to have budgetary controls through which every department is allocated with a particular budget that they can utilize and monitor the usage

5. Costing system to reflect different elements of the product/component costs - machine, labour, material and services.

6. Valuation of work in process inventory

7. Asset register for the entire organization and facility to capitalize the assets

8. PF accounting, management of the PF trust

9. Organization wide Vendor codification and vendor accounting

10. Mapping of account codes to item codes and purchase account heads

11. Maintenance of records relating to utilization of grants and beneficiary details.

12. Maintenance and management of Price store ledgers

13. Reconciliation of vendor accounts and inter unit material movement

14. Management of Sales vouchers

15. System to maintain the details of FDR, BG, grants

16. Form 38 and TDS re-conciliation

XII.   HR Department

1. Digitization of Service book. It should have

    a. Reports on number of graduates

    b. Categorization based on grades

    c. Re mustering / promotion as per training done

    d. Exception reports like if a person is handling a different role

2. Appraisal system - Annual Confidential Review

3. Leave management

4. Roster management for SC, ST, PWDs, Ex servicemen

5. Retirement/exit management

6. Linking attendance system to travel management, out of station duty

7. Organizational Hierarchy of people in ALIMCO

8. Handling of Annual increments, performance based payments

XIII.   e-Office or e-file Management

1. e-Office module helps automate the process of approvals, file movement and note sheet preparation

2. Workflow for movement of the file can be decided by the initiator

3. All the subsequent people in hierarchy can add comments on the note sheets before the file is approved

4. Integration with digital signature ensures that the file movement through electronic mode is acceptable to auditors

5. Some of the processes or workflows which will be part of the e-file implementation are

    a. Administrative activities like RTI

    b. The purchase function related to capital and works purchase, from initiation till approval of the tender documents for publication.

    c. The sales functions – the process of preparing and submitting the proposals.

XIV.   Access & Data Security

1. Role based authorization to various functionalities of different modules.

2. Flexibility to define roles for the users.

3. System should be easy to support

4. Should capture exceptions to detect frauds / mistakes

5. An audit trail of changes to data in the system with complete audit logs.

6. Information Security i.e. Integrity, Confidentiality & Availability of data

XV.   Localization of the ERP application for the following generic requirements

1. Procure to Pay – Excise duty, VAT, CST, Octroi, Entry tax, CVD, Education Cess, Custom duty, Service tax, Excise registers, Subcontractor challan (57F4) etc.

2. Order to Cash – Royalty, Excise duty, Various type of Cess and levies, VAT, Bonds, Forms, CENVAT utilization etc.

3. Financial Accounting – Country chart of accounts, Annual Returns (194 A/C/D), Schedule VI, Income tax depreciation, Withholding tax, service tax, etc.

4. Human Resources and Payroll – standard reports used in payroll, superannuation, leave, advance payments and taxation. Supporting retroactive accounting. This function automatically recalculates payroll in the event of changes to master data and time data in periods for which payroll has already been completed. Payroll integration with personnel administration, time management, incentive wages and accounting, Rosters Management (Reservation Policy for the Public Sector/Services).

5. Other Functions - functions like TDS, PF, Pension, HRA, DA, LTC, all kinds of allowances, bonus, claims, arrears, exemptions, gratuity, form 16 & 24, Return forms under PF,ESI and factory act etc.

XVI.   Business analytics

1. Creation of adhoc query, reporting, analysis, dashboard, and user-friendly information search and navigation functionality,

2. Installation and configuration of the BI Tool

3. To develop Dashboards for all the users.

4. To develop and implement ad-hoc reports

5. Set up the role based access for each BI user

THE FUNCTIONAL UNITS ALIMCO

The processes of the following functional units of ALIMCO will be part of the ERP Solution and the implementation.

1. Marketing and logistics

2. Planning Function

3. Design and development

4. Production Operations

5. Materials Management

6. Quality Management

7. Maintenance Management

8. Finance and Accounting

9. Human Resource and administration

10. Operations of AAPCs, RMCs and AoC

THE EMPLOYEES

1. The proposed ERP solution and the implementation services are expected to cover the following user base of the organization.

2. Similarly the solution should address the processes or operations as carried out by the users listed in the user base

Category	Number
Officers	80
Tradesman	170
Non tradesman	80

THE SOLUTION CAPABILITIES AND BEST PRACTICES

1. ALIMCO intends to deploy the best practices in all the processes across the organizations in general and in some of the following areas in particular

a. Operations management as applicable to a discrete manufacturing organization, with assembly operations, like that of two wheeler manufacturing, cutting across the areas like production planning, production scheduling, material management, quality management, maintenance management, sales and distribution, product costing and financial management.

b. The e-procurement feature and solution to manage the two cover system with digital signature and encryption, for public sector procurement in India.

c. The e-office (e-file) management capability for managing the government files, with work flows

2. The SI is expected to deploy the following during the ERP implementation

a. The ERP solution capabilities/features listed in the Annexure –A2

b. The best practices available in ERP, especially with respect to some of the key requirements of the operations of a public sector organization

c. The best practices for operations management of a discrete manufacturing, assembly operations

FUNCTIONAL REQUIREMENTS SPECIFICATIONS

The functional requirement specifications (FRS) for the ERP solution and capabilities to be implemented is detailed in Annexure A2 of the RFP. Some of the key elements and the number of specifications of the FRS are

Sl. No	The functional area	No of specifications
1.	Sales and Marketing	170
2.	Engineering Management	38
3.	Production/operations planning	55
4.	Production and operations	104
5.	Purchase management	243
6.	e-procurement	134
7.	Stores and inventory management	76
8.	Quality Management	140
9.	Maintenance Management	100
10.	Finance, accounting and costing	202
11.	Human Resource management	346
12.	e-Office (e-file) Management	64
13.	General Requirements	35

14.	Technical Specifications	30
15.	Total Specifications	1737

7. THE SPECIFICATIONS FOR ERP IMPLEMENTATION

The SI is required to deploy a comprehensive Methodology for implementation of the ERP Solution at ALIMCO to ensure that the organization is able to achieve the objectives of the project and able to harness the capabilities of the ERP solution and the best practices, completely. The implementation methodology should aim for streamlining implementations and deliver faster results to all the stakeholders of the project. At the core of the project methodology is

> The ERP solution implementation activities
> Post implementation support
> Implementation Approach and methodology
> Project plan and structure

THE ERP SOLUTION IMPLEMENTATION ACTIVITIES

1. The Core implementation Activities: The methodology shall be well-defined and structured in approach. It should adhere to the globally accepted best practices of ERP implementation and should cover the following broad phases or work elements

   a. Project Preparation

   b. System Study/Business Process Design

   c. Configuration/Customization

   d. Integration, Testing & Acceptance

   e. Data Migration

   f. User and Technical training

   g. Cut over and making the ERP solution "Go Live"

   h. Post implementation support

2. Project Preparation: The project preparation will focus on creating the project charter, interfacing mechanisms, the training, the day to day action plan till the completion of the next immediate stage, familiarization of the SI team with ALIMCO operations and the ALIMCO team with the action plan of SI etc.

3. Business design and blue print: The SI is expected to formulate the business design or blue print, which will act as the key document for all the subsequent activities.

The key expectation of business design or blue print are

a. Business blue print will cover all the processes of the organizational units listed in the RFP

b. Will entail detailing the processes/solution capabilities listed in the RFP.

c. Study of the existing IT systems, applications to understand the underlying processes.

d. It will be carried out through activities like discussion with users, system study, discussion with users, study of the quality manuals, forms, documents, standard operating procedures, etc.

e. It will involve workshop with the users to identify the processes - to agree on the process characteristics and to formulate the process designs,

f. It will ensure creating a master list of process, detailing the operations/processes of ALIMCO, detailing the processes, analysis of the business processes for redesign, gaps in relation to best practices as per ERP system, etc.

g. The business blue print as approved by ALIMCO only shall be implemented. The SI is expected to deploy standard templates for this purpose.

4. Some of the critical outputs of the business design phase will be

a. Creation of business process master list, with Functional Area with the business terminology, Process Groups Process scenarios, Process Steps, Organization Entity - Transaction Code or a Manual Step;

b. The users to the system, the activities, access rights

c. The reporting requirements, the report formats

d. The identification of interfaces, needs for integration and the scheme for integration

e. Process Flow, Organization Structure Considerations, Configuration Considerations Controls / Automations / Workflows / Alerts / Security / Information / Reporting / Functionality Features Requirement

f. New Expectations Going forward and the processes/expectations to continue

g. The data input requirements and formats and the outputs/formats required

h. The training and change management requirements

    i. The best practices and the needs for process changes

    j. The needs for customization to address statutory or organization specific requirements

    k. Master data, data migration strategies and cut over strategies

    l. Refinement of the training needs for the users

5. The SI will also ensure the following during the business blue print

    a. Documenting the functional specifications for enhancement, development, interface and reporting requirements (e.g., Layout sets, daily status reports, reconciliation reports etc.), based on inputs

    b. Prioritization of the development efforts and estimates for reporting / enhancement requirements.

    c. Develop detailed technical design documents for all such development requirements including any data operation and security issues.

    d. Identify the candidate processes for conference room pilots (CRP), demonstrate the CRP a and finalize the process/solution design with the concurrence of the users

6. Based on the functionalities designed, SI shall be responsible for:

    a. **Realization:** The system configuration and customization will be undertake based on the approved business design or blue prints. The key requirement will be identification of the processes to be configured and the processes to be customized. After completion of configuration / customization of the ERP solution, System Integrator shall carry out a trial run with ALIMCO data, and demonstrate the processes to the ALIMCO user team. If the need arises and the result is not up to the expectation of ALIMCO management/ALIMCO user team, further reconfiguration will be done by the System Integrator in order to close any gap left in meeting the desired objective. The SI will also identify/configure the users of the system, the activities being carried out by them and the necessary authorization/limit to access etc. Some of the other key activities will be

        o Integration of the detailed design across modules

        o Testing of configuration of Modules

        o Identification of the fields that need to be captured for the Masters and mapping of the information with the legacy systems

b. **Configuration:** In order to minimize upgrade costs, ALIMCO would like to use standard features of the ERP Solution and the implementer is expected to make the necessary "Configuration" entries in the ERP Solution to achieve the business needs. The configuration includes small routines using User-exits and developing screen variants as needed by the business by setting fields attributes - to hide, display and make them mandatory fields.

c. **Customization:** ALIMCO intends to implement standard ERP Solution functionality as far as practically possible and to adopt the business processes of the standard ERP Solution and the leading practices available in the offered solution. However SI is required to undertake customization that may be needed in line with the changed, improved or specific business processes requirement prepared during Business blue printing phase of the implementation.

d. **Development:** In case the SI intends to develop any application as part of the application to suite the requirements of ALIMCO, such a development has to be restricted to minimum and has to be necessarily be on the same platform as that proposed for the ERP application. All such applications shall be the property of ALIMCO.

e. In cases where SI recommends that the Customization is needed through software development, ALIMCO reserves the option to get Expert help to resolve the Functionality gap. In case it is proved that the functionality gap can be taken care through "Configuration" without resorting to "Development Customization", then Configuration only would be the option. The cost of expert help in case of erroneous recommendations by the SI shall be deducted from the progressive payment to the SI.

7. Testing & Acceptance: The SI shall provide standard functionality test suites for testing the modules. For software the SI shall prepare the test plan and shall get it approved by ALIMCO. Test Data for different scenario (Test Cases) will be prepared in consultation with the users concerned for testing the modules. The pre-commissioning tests shall be carried out to assess the following but not limited to:

a. Conformance to the functional requirements,

b. Performance of the system with reference to response time and accuracy,

c. User friendliness.

d. Simultaneously, the documentation will also be reviewed by the user to ensure its accuracy and clarity.

8. System Testing: The System Integrator is required to prepare procedures detailing the steps for conducting System Tests, which are accepted by ALIMCO. The System Integrator shall after development and customization/configuration of the ERP Solution, conduct tests to demonstrate that the system meets all the requirements (functional and technical) specifications as brought out in this RFP and would be in accordance with the procedures detailed in approved To-Be process document.

9. On the basis of these tests, a report would be submitted by the System Integrator for review and approval by ALIMCO. The test results and response times should be demonstrated by the SI during the testing phases (System, integration & Stress and Load testing) at each ALIMCO location in an environment/infrastructure as mutually agreed upon by ALIMCO and the SI.

    Developing a Test Plan to support Function Testing and System/ Integration Testing and ensuring that the testing of the software is comprehensive and auditable and preparing test cases for User Acceptance Testing (UAT).

    Testing of the entire new system, as part of system integration testing. And testing of the data conversion and migration to the new system, as part of system integration testing. Integration testing shall be carried out to ensure cross function modules are integrated and transaction data is flowing across the modules accurately.

    Developing acceptance test procedures to ensure conformance to the required process operations response time, the integrity of the software after installation, and to eliminate any operational bugs. This will include:

    o   Fine tuning of the software, ensuring all required related component software are installed and any debugging required.
    o   At the satisfactory conclusion of these Acceptance Tests to the satisfaction of ALIMCO, the commissioning/ implementation of the software shall be considered to be complete for the respective location.

10. Validation: Since the e-procurement system is the one of the most sensitive of the ERP solution component being implemented, the SI is required to get the processes, and the configuration validated by a legal expert for compliance to IT act, evidence act, CVC guidelines, contract act or any such act or guidelines which impact public procurement.

11. Data Migration: Migration of data in the new system is responsibility of SI. ALIMCO along with SI will jointly decide on what data will be migrated and ALIMCO will take the responsibility of collecting and making the data available in digitized form as per

the format suggested by the SI. A detailed plan for data migration is expected from system implementer during the initial stages of the project, which will include data to be migrated, templates for upload of data and data collection/digitization/migration timelines.

Some of the key activities of data migration will be

Identification & development of the data upload/download programs

Providing data migration tools and templates to ALIMCO

Populate and migrate all the legacy/ raw/new data element to the ERP system

Training and facilitating the ALIMCO core team

Assistance in Checking data quality and Integrity

Integration testing of the configured system using the populated master and transaction data

Assist ALIMCO team in Master Data management

12. The following data are expected to be migrated

All open transactions and all transactions from the start of financial year of "Go Live" or as agreed by the steering committee of ALIMCO

Standing or master data such as vendors/suppliers, customers, all employees, material, work breakdown structures, equipment, work specification, cost data, etc.

Transactional data for all live projects. The live project data to be populated based on the agreed process requirement.

All the related Master Data and associated drawings, test results etc. as applicable

It will be the responsibility of the SI to ensure that data migration is complete in all aspects, within time so that the requirements of the implementation are fulfilled

13. Most of the data migration will be from the existing systems for **financial management and if required from the system for HR & administration**. Wherever the data has to be captured from physical sources, that activity will be carried out and the actual work of data entry will be executed by ALIMCO.

14. End-User Training - The purpose of end user training is to ensure that all end users

are adequately prepared and able to perform their job functions at "Go Live". Training content will depend on the function performed by the end-user; therefore several user profiles will be established.

15. Cut Over Strategy: The SI has to evolve & detail a comprehensive cut over strategy including initial data take on, sequence of data take on, set up of support helpdesk, helpdesk procedure to minimize business impact of cut over activities.

16. The SI is required to undertake the following to review readiness for "Go Live" of the ERP system:

    a. Facilitate in setting up central help desk for any queries

    b. Review the health, usage and performance of the system till it stabilizes

    c. Ensuring resolution / Documentation of all issues raised during implementation

    d. Final configuration/ integration, volume and stress testing

    e. Switch over to production environment.

17. Declaration of "Go Live" – the system will be declared "Go Live" when the following tasks/activities are accomplished satisfactorily

    a. Acceptance testing

    b. Hardware commissioning

    c. Data migration

    d. Training

    e. User creation / role identification

    f. Help desk

18. Acceptance/declaration of "Go Live":

    a. The ERP system is accepted or declared as "Go Live" only after successfully generating at least one balance sheet for the complete operations, for one financial quarter or successfully using (along with the preparation of the quarterly balance sheet), the system for three months after "Go Live", whichever is longer.

    b. The successful operations of the complete e-procurement system, in terms of preparation of tenders, floating of tenders, vendor registration, receipt of tenders, encryption, decryption of bids EMD payment, evaluation of bids, selection of successful bidder, return of EMD, etc. is proved with at least two

open tenders and one limited tender.

   c. The successful operations of the payroll without errors for at least three months of pay slip generation and payout of salaries.

   d. For the purpose of managing the different mile stones of implementation, the deployment of e-procurement system and payroll administration will be treated separately from the rest of the functional areas.

19. User Adoption Support: The System Integrator shall provide User adoption support for a period of three months after acceptance of go live, by deputing technical and functional consultants at the client site. During this period the SI will address the following.

   a. Hand holding the users to carry out their activities using the ERP system

   b. Facilitating the users to use the ERP system on a daily basis

   c. Training the individual users with specific processes/activities

20. System stabilization support: After launching of the ERP solution the SI will provide three months of system stabilization services. During this phase, the SI will take up the following.

   a. Tasks related to bug fixing (if any) in customization made in the system

   b. Maintaining back-ups of the implemented system

   c. Coordinating with ERP Solution OEM for any base ERP solution related issues.

   d. Minor developments, improvements in the output and input formats

   e. Hand holding the users

   f. Formulation of Post "Complete Deployment" Support Strategy and Formulating the mechanisms for Post "Complete deployment" Monitoring

   g. Carrying out the Review of issues and activities carried out during user adoption and system stabilization period

   h. Monitoring and fine tuning system response

21. The completion of the implementation services in effect means the completion of the following

   a. Making the system ready for go live within a period of 9 to 12 months

   b. Go live declaration after a successful usage of three months with successful preparation of one quarterly balance sheet

c. Three months of user adoption service after go live declaration

d. Three months of stabilization support after the completion of user adoption support.

THE DIFFERENT MILE STONES OF COMPLETION

1. The three critical mile stones indicating the progressive completion of implementation are

    a. Go Live declaration or acceptance after successfully closing one quarter balance sheet or three months after go live, whichever is longer.

    b. The completion of three months of user adoption support

    c. Completion of implementation – after three months of stabilization support

2. Completion of user adoption support means commissioning and integration of all the hardware including Data Center, Disaster Recovery Center-if applicable, and all the components of the ERP solution as per the RFP, configured, customized and used successfully by all the intended users of ALIMCO for successfully executing all the intended transactions as in this RFP and as per the SLAs and / or mutually agreeable levels. The completion of user adoption support shall come into effect only on approval by ALIMCO.

3. Completion of implementation: The implementation services for the ERP solution are treated as completed and the support and maintenance services or the post implementation services starts when the following are completed

    a. Completion of the three months of user adoption services after the "Go Live" of the ERP system

    b. Completion of the three months of system stabilization support after "complete deployment" of the system

TECHNICAL ARCHITECTURE SUPPORT

1. The SI shall validate ALIMCO's existing technical infrastructure and recommend an appropriate solution to meet ALIMCO's business requirements in the implementation of the ERP system.

2. The SI shall also monitor the archiving strategy, control and security aspects during implementation of ERP at ALIMCO.

3. The SI will then recommend the IT architecture design including hardware, and operating system for the implementation keeping in view the geographical spread

& complexity of the implementation, communication infrastructure available in the country & at ALIMCO and Data Archival & Storage requirements. The SI shall ensure that the recommended architecture shall also provide for scalability, disaster recovery, test and production environments.

4. The SI shall assist in providing detailed specifications for the sizing of hardware to be procured by ALIMCO. The SI shall also validate the hardware configuration to be procured by ALIMCO.

FEEDBACK AND AUDIT

1. User feedback and internal review:

   a. The SI is expected to build adequate mechanisms to get the feedback from different users of the ERP Solution during different stages of the project. These users/stake holders for giving feedback will be identified by ALIMCO.

   b. The SI is expected to deploy in this project the expertise of experience of similar projects carried out by it earlier. Although it is not expected that these experts will be full time on site for the project, it is expected that all the key deliverables will go through a review with these experts. Similarly the SI is expected to deploy all the quality assurance mechanisms as per international quality standards for this project.

   c. The SI should clearly indicate up front what are the deliverables which will go through internal review, what type of expertise will be deployed for these reviews and what are the deliverables which will follow the quality assurance plans.

   d. If any of the deliverables are not acceptable to ALIMCO or its appointed experts, it will have the right to seek deployment of experts from SI to review the deliverables.

2. Third party audit

   a. ALIMCO may appoint third party experts to review any or all of business design, configuration and the final system for the adequacy of security built into the system, keeping in mind the sensitivity of the operations of ALIMCO.

   b. The SI is expected to provide full cooperation to the agency appointed by ALIMCO for this purpose, to carry out its job professionally.

3. Mechanism to adopt feedback/audit findings: There are three types of feedback for the deliverables – from the third party experts hired by ALIMCO, from the users/stake holders and from the internal experts of the SI. The following is

expected from the SI on these feedbacks/audit findings.

a. All the feedback will be discussed with ALIMCO and based on the guidance of ALIMCO will be incorporated into the project

b. Since the feedbacks/audit findings for any rework is by nature correcting the inadequacy of quality of the work produced in the first place, ALIMCO will not accept any change notice requests for these reworks

c. SI has to build in adequate mechanisms to control the risks of time over runs possibly due to effort required to rework bad quality deliverables

d. SI has to indicate in the beginning and during the start of each phase how it plans to take feedback and the mechanisms to incorporate the feedbacks into the project plan and deliverables.

e. SI will report to ALIMCO how the feedbacks have been incorporated into the project deliverables and take a sign off from the designated authority of ALIMCO.

THE SUPPORT AND MAINTENANCE

1. SI shall maintain data regarding entitlement for ERP solution upgrades, enhancements, refreshes, replacements and maintenance.

2. If the Operating System or additional copies of Operating System are required to be installed / reinstalled / de-installed, the same should be done as part of ATS.

3. SI should carry out any requisite adjustments / changes in the configuration for implementing different versions of ERP solution.

4. Updates/Upgrades/New releases/New versions. The SI shall provide and implement from time to time the Updates/Upgrades/New releases/New versions of the software and operating systems as required. The SI should ensure upgrades, updates & patches of the ERP Solution and tools to ALIMCO as and when released by ERP Solution OEM.

5. SI shall ensure patches to the licensed software including the ERP solution software, operating system, databases and other applications.

6. Software License Management. The SI shall provide services for ERP license management and control.

7. The SI is expected to provide the mandatory support services for a period of one year

8. ALIMCO will have the options to extend the he post implementation support

services by two more years in time buckets of six months each

TECHNICAL SUPPORT

1. The technical support for the ERP solution is meant to ensure OEM support – Ensuring ERP Solution OEM services for system performance, performance tuning, upgrades etc.

2. Formulation of all policies and procedures related to Basis technology, System Administration, Data Base Management, applications, archives, network management & security, back up etc.

3. Prepare requisite system landscape and procedures for smoothly implementing the ERP. This shall also take into consideration the phased pilots and rollouts.

4. The SI shall assist the ALIMCO team to perform all authorization-related activities (activity group, authorizations, profiles, etc.) till the ERP system stabilizes.

5. Assist ALIMCO to manage the legacy data interfaces, print spools, batch Jobs, printer configuration etc.

6. Prepare a detailed System administration manual, Data administration manual, operational manual, User manual which shall be used by ALIMCO employees to run ERP enabled production environment. This shall also include how the various parameters shall be monitored/ tuned in a live system.

7. Finalize the archival policies for all the functional areas. All necessary configurations shall be done and tested.

8. Prepare requisite system configuration for disaster recovery management and Fail Over system plan.

9. Round the clock support for trouble shooting in functional and technical area

CENTRE OF EXCELLENCE (CoE)

1. Before the completion of the mandatory support and maintenance period for the ERP solution, the SI will help to create a Center of Excellence for operations management of the ERP solution at ALIMCO, both for technical support and maintenance of the ERP solution

2. The bidder will hand hold ALIMCO in institutionalizing the CoE.

3. As a part of setting up the CoE, the SI will help ALIMCO in

    a. Creating the right structure for the CoE, including planning for the resources required for running it

    b.   Capacity building for the CoE, by training the people on the ERP solution

    c.   Formulating mechanisms and designing the processes for the CoE to function effectively.

4.   The CoE when completely operational is expected to deliver and focus on the following

    a.   Performance analysis and reporting

    b.   Continuous improvement of the business processes

    c.   Knowledge repository for operations of ALIMCO

    d.   Repository for the best practices as applicable to ALIMCO and adoption of these best practices in operations management, discrete manufacturing, maintenance, quality, material management etc.

    e.   Enhance the compliance and transparency of operations of ALIMCO

THE IMPLEMENTATION APPROACH

1.   Adoption of best practices: Process Improvement will be done to enable ALIMCO to adopt some of the best practices embedded in the ERP Solution. The areas that can bring maximum benefits will be identified by SI in close coordination with ALIMCO process owners. SI will also bring in knowledge of the best practices adopted by other retail industries organization to the ALIMCO implementation. Since process improvement is a part of overall implementation plan, SI should recommend possible places of process improvement, detailed in the plan.

2.   SI is required to capture all the processes in practice at all the locations of ALIMCO at the time of business blue printing and implementation of the ERP. Wherever possible ALIMCO would like to adopt the best practices and standard processes available with the ERP solution, including Reports and Forms to the extent possible.

3.   The below list of objects developed or changes to standard objects shall be considered as "Configuration" and not as "Customization or development". The SI shall not expect or propose any additional charges for developing these objects. It is expected that such efforts are part of the normal effort for implementation of the ERP solution

    a.   Use of ERP solution provided Customer/ User Exits to achieve specific process requirements/ expectations

    b.   Configuration of Field selection and Screen Layouts

    c.   Definition and assignment of User Defined statuses for various objects

    d. Definition of Authorization Controls and Assignment

    e. Configuration of standard Workflows

    f. Seamless integration across all ERP solution modules and engines or any other third party solutions proposed to meet the requirements of ALIMCO.

    g. Reports developed in the different functional area using Report Writer/ Report painter

    h. Reports and Variants based on different solution modules/engines along with specific reports.

    i. Change to ERP standard reports/ information systems to define and enable User Specific Variants

    j. Change to ERP standard forms to incorporate standard texts and ALIMCO logo and formatted to address the ALIMCO formats.

    k. Conversion Programs developed for migrating Master Data and Open Data for "Go Live" from existing applications.

4. Plan for customization/development – The SI should plan for following developments as a part of the normal effort for implementing the ERP Solution.

    a. Digital signature integration

    b. Integration for different types of online payments

    c. Integration of the biometric attendance system

    d. Banking transaction integration

    e. Input and outputs to the ERP system from pdf reports

    f. Documents outputs in pdf formats

    g. All the reports required by ALIMCO

    h. The outputs/prints required for external interactions

5. Documentation: The SI shall ensure preparation of complete documentation of all configuration settings, customized applications, other activities, steps / stages involved in the implementation including the source code for the customized product developed for ALIMCO. The SI shall prepare the business process document, end-user manual and training document.

6. Solution Documentation - The System Integrator will provide detailed final system documentation for reference of ALIMCO. System Integrator shall prepare the final user manual incorporating all details of all menus and functionality provided by the

system.

7. Use of the native Project management tool - The SI will use the native project management tool to record the entire activities of the project including but not limited to

     a. The business design documents with version control review comments

     b. The minutes of the meeting

     c. System documentation

     d. Issue lists, resolutions

     e. Training materials

THE IMPLEMENTATION METHODOLOGY

1. The methodology to be deployed by the SI to implement the ERP solution will have different work elements and activities. All these activities and the work elements should coherently focus on achieving the following key results

     a. Quality of the solution deployed

     b. Customer satisfaction while deploying and during usage

     c. Successful implementation in terms of completeness and timely accomplishment of the outcome

2. Critical activities of Implementation: While there are different techniques and tools available as a part of the methodology, the following are expected to be part of the implementation methodology to be adopted by the SI

     a. Workshops with different stake holders for capturing business requirements, creating awareness of best practices, communicating the changes, building consensus on process design, for signing off the deliverables etc. These need to be organized at different intervals and in different places throughout the duration of the projects as demanded by the context.

     b. Stake holder consultation other than workshops, with those stake holders who will be identified by ALIMCO, for the purpose of critical inputs, review, suggestions, process description etc.

     c. Review sessions with different stake holders for signing off the deliverables, walking through the deliverables for facilitating quick understanding

     d. Documentation of proceeding – recording the developments, discussions, deliverables, using standard methodology and native tools available with the

ERP solution

e. Work standards/practices for documentation, configuration, testing, data migration etc.

3. Training: Training on the ERP solution, will be one of the most critical aspects of the RRP implementation project. Other than the different elements listed in different sections of the RFP, the key requirement of training will be

   a. Training the different stake holders

      The management team for awareness and executive sponsorship

      The core team for process design, process validation, testing

      The end users for awareness and usage

      The support team for capacity building

   b. Training frequency and schedule

      Training will be a continuous parallel activity along with other aspects of the implementation project

      The awareness training will be at different stages of the project based on the needs of the stake holders

      The core team user training also will be a continuous one based on the specific needs of the project activity

      The end user training will be mainly before the go live and during the stabilization period

   c. Training method and content

      The training content will be structured to the specific needs

      Training delivery will be in both English and Hindi

      The training should be both class room based as well as hands on with the system.

      The end user training during the user adoption period will have to be specific to the individual user

      The training content will be made available online for any reference

      The trainers delivering the training will have to be experts in the designated functions/areas

           The training to the support team for establishing the CoE will have to continuous and specific to the role of the person

d. Organization and monitoring

           Training will have to be organized at different locations based on the specific needs

           The effectiveness and quality of the each of the training programme will be monitored and feedback is analyzed for quality and effectiveness

           If there is any shortcoming, the revised/redesigned training programme needs to be organized at no extra cost

PROJECT DELIVERABLES

1. It is expected that the project will move from one phase to the next only when the deliverables of that phase are accepted. Some of the key deliverables which will signal the successful completion of each of the phases shall be as in the following table. SI is encouraged to propose any additional deliverable/s for the sake of comprehensiveness, based on their experience of delivering similar projects, which can enhance the quality of work.

Major activity/Mile stone	DELIVERABLE
Project Preparation	Agreed and Finalized Project Plan Inception Report Core team training completion report Team profile finalization and Mobilization Sign Off
Business Design	Master list of processes Process Mapping & Analysis Process Design & Gap Analysis Report Customization Requirement Report Master Data Structures Legacy Systems Integration Report Change Management Requirement Report & Strategy Business Design Blueprint sign off
Configuration, customization	Configuration Document Integration and Interface specification Authorization, Security And Access Control Specification Demonstration Report

Training	Training Requirement Report
	Training Curriculum
	Training Schedule & Completion Report
Integration Testing	Unit Test Report, Integration Test Report, Full Load, Stress Test Report & Sign-Off
	Integration testing of ERP
	System, User and other Manuals
Data Migration	Functional Specifications for Upload programs
	Data Migration Methodology & Completion Report
Cut over and "Go Live" preparation	Functional help manual
	Cut over strategy report
	Back up strategy and Disaster Recovery Plan
	Fail over system plan
	Test Report
"Go Live" and stabilisation support	"Go Live" Sign Off as per criteria – preparation of quarterly balance sheet using the ERP solution
	Action taken report on the user issues during stabilization and user adoption phases
	Transition to operations and maintenance - Sign-Off
Operations and maintenance services	System and operations Performance reports after six months periods
	Monthly SLA report
	Issues log and Action taken report on the user issues
	Transition plan to hand over the operations to ALIMCO team

2. The SI is required to provide the details of the corresponding deliverables for each of the mile stones as well as the delivery of priced items at these mile stones. This mile stone to deliverables & supply listing will be the basis for payments for the corresponding priced items.

3. The mile stones identified for payment schedule and the tentative timelines are

Milestone	Timelines
Signing of license agreement with OEM	15 days of signing the contract
Installing ERP solution	3 months of signing the contract
Acceptance of business design /	To be indicated in the project plan by

business blue print	bidder
completion of configuration, integration, testing and data migration	To be indicated in the project plan by bidder
Go live Completion/declaration	9 to 12 months from the date of signing the contract
User adoption support	Three months after go live declaration/Acceptance
Stabilization support	Three months after user adoption support
Support and maintenance	One year after completion of Implementation

4. Deliverables acceptance criteria

    a. The acceptance criteria for each phase is the submission and acceptance of all deliverables specified for that phase. The formal acceptance by ALIMCO of the phase deliverables constitutes completion of the phase and approval to launch the next phase and invoice ALIMCO for payment if there is a payment attached to that milestone.

    b. Acceptance criteria for each deliverable will be established in accordance with the process described in the following paragraphs prior to the beginning of each phase.

    c. SI should provide templates of proposed deliverables. At the onset of each phase, SI will meet with ALIMCO Project Manager to review the applicable templates, tailored to accommodate the needs of the project, and agree on the scope, format, and content of each of the major deliverables for that phase.

    d. ALIMCO team will give a go ahead to move from one project milestone to the other project milestone only after the deliverables of a particular project milestone are accepted by the concerned authority. Hence, the protocol for submission, review, revision and acceptance will be established at the beginning of the project. The SI is required to propose the details of this protocol as a part of the proposal.

5. Project Standards: SI to provide Project Standards for various activities/documentation. Following is a minimum list where standards have to be set by the SI:

    a. Test cases

    b. Test scenarios

    c. Business Process Design

    d. Functional design specs

    e. Technical design specs

    f. Transporting objects

    g. Change control

    h. Reporting defects

6. Project Success Criteria: The finished ERP solution meets planned scope and specifications

    a. No issues pending at the end of support period

    b. "on-line" transactions of all implemented modules – No backlog / offline transaction data entry during the last month before 'go live'

    c. The project is completed on time & All Users adopt the software according to plan

7. Change Requests – since this is a fixed price project with clearly identified scope of solution and services, the SI is expected to complete the project without raising any requests for change and seeking the payments for them. If there is a genuine change to the scope of work, ALIMCO will raise or accept change requests and pay for them based on the efforts estimated for them and the cost of manpower indicated by the SI in the commercial proposal. The genuineness of the change will be established based on the process, deliverables, solution capability and the validation of it by the ALIMCO or its advisors.

8. Guidelines for Change control and estimation

    a. As has been highlighted since this is a fixed price project with clearly defined scope of work, ALIMCO expects that SI carries out the entire project without changes. However if ALIMCO intends to change the scope of the project with additional processes and services other than the ones detailed in the RFP, it would like to do so in a transparent manner. As stated elsewhere, the endeavour should be to minimize these at the blueprint sign off stage. Keeping this in mind the bidder is required to provide details of the mechanisms for change control like

        Identification and validation of the nature of change

Estimation of effort required to carry out the change

Identification of expertise required to execute the change

Escalation mechanism for change control

b. It is highlighted again that any different interpretation of the process and service to be implemented is not considered as change

c. Any deviations from the assumptions the bidder would have made while preparing the proposal also is not accepted as a change.

d. The bidder should be clearly aware that the change in scope is only for those processes or solution modules which ALIMCO may ask to implement beyond the ones required to meet the functional specifications listed in the RFP.

e. Any need for activating any different modules of the ERP solution over the ones proposed by the SI and required to meet the functional requirements of ALIMCO listed in the RFP also is not considered as a change as long as they are required for implementing the processes detailed in the RFP.

f. In case of any contradiction between or among the deliverables or if there is a need to determine the genuineness of the change, the priority in which a document would prevail over another would be as laid down below beginning from the highest priority to the lowest priority:

The actual process of ALIMCO or/and the capabilities/best practices of the ERP solution for that specific process or the compliance to Functional Requirement Specifications

The RFP document

The proposal of the SI

The accepted deliverables of the previous stages

The accepted deliverable preceding the particular implementation phase

PROJECT PLAN

1. The work Plan: Other than the management of resources/deployment of experts and management of timeline as explained in the next sections, the project management will focus on The Work Plan containing a detailed set of phases, work packages, activities, and tasks preferably from the standard ERP solution implementation Roadmap.

2. Issue Management: An issue is a formally identified matter that may hinder

progress on a project or program and about which no agreement has yet been reached. Often it can be difficult to determine which questions should be documented as issues and which can be resolved directly without impeding the project flow. Those items that require documentation, formal investigation and approval should be managed as issues and this Issue management methodology has to be proposed by the SI.

3. Scope Management: Scope of the project will be managed through a formal scope change management process. Project management is essential to ensure that changes to the scope of the program do not adversely affect the program objectives. Change management documentation of project scope and approval procedures provide a visible decision-making process for the project and provide a clear audit trail of scope changes and the corresponding cost benefit appraisal and has to be proposed by the SI in the Project Management Methodology.

4. Project structure: SI is required to propose a Project structure based on their own experience of successfully implementing similar solution

5. Project Steering Committee: The steering committee would form the apex body on various issues relating to finalization of Functional Policies and Procedures, Requirements Definition and other policy issues. The committee will comprise of the senior executives of ALIMCO. The steering committee will carry out the following activities:

    a. Mobilize the resources necessary for Project Execution

    b. Standardization of processes and procedures across the company

    c. Only authority to approve deviations in Scope, Project Time Lines and Budgets

    d. Meets monthly to review project progress & resolve issues, if any

6. Project Manager: The Project Manager assumes overall responsibility for the assignment and ensures that all resources required are made available and the engagement is carried out according to agreed plans. He shall function as the primary channel of communication for all ALIMCO requirements to the implementation team.

7. Functional Consultants: The Functional Consultant shall ensure total understanding of the business and ERP Solution modules implementation approach. He / She shall effectively customize the various components of ERP Solution as per user requirements and shall also document the processes and procedures relevant to the assignment. The SI is expected to deploy the following experts for the project

    a. Functional consultant for Production Management of discrete manufacturing

b. Functional Consultant for sales and distribution

c. Functional consultant for Materials management

d. Functional Consultant for Quality Management

e. Functional Consultant/s for Financial Management/Accounting/Costing

f. Functional Consultant for Human Resource management and Payroll administration

g. Functional consultant for public procurement and e-procurement system

h. Technical consultant for system deployment, commissioning, testing, development/customisation

8. Development Programmers: The primary role of Development Programmers shall be to meet the requirements as specified by the Functional Consultants. He/she shall ensure that the developmental activities are in conformity with the quality guidelines and customer specifications as mentioned in the requests. He shall also ensure thorough testing and validation of the changes proposed and supports the functional team.

9. The minimum proficiency of the experts/resources: It is expected that the key resources to be deployed by the SI would have the following minimum proficiency in the role they are proposed for the project.

a. Project Manager: Minimum 10 years of experience, experience of managing at least two projects as project manager and proficiency across multiple modules of the ERP solution.

b. Functional consultants: Minimum 5 years of experience in the functional and implementation of proposed ERP solution, experience of executing at least two projects as functional consultant for the specific functional area. In the case of functional consultant for finance, HR & payroll, e-procurement/public experience of implementing the these specific modules of the proposed ERP solution at a public sector enterprise or government organisation. The functional consultant for production planning and scheduling should have the experience of implementing the proposed ERP solution in a discrete, assembly type manufacturing organisation.

c. Technical consultants: Minimum 5 years of experience in the technical areas related to the proposed ERP solution, in terms installation, commissioning, architecting and technical developments.

DEPLOYMENT OF NATIVE TOOL

1. The SI is required to deploy and use the native tool available with the ERP solution for managing the implementation as well for providing application maintenance service. Some of key areas where the native tool needs to be used are:

   a. Project documentation and version control

   b. Deliverables management and version control

   c. Configuration management and version control

   d. Issues and change request tracking

   e. Providing Transparency of all software changes

2. Managing the change request

   a. Full documentation of each change: link to a Change Request and a Service Desk for each change

   b. Collection of all Requests for change

   c. Consolidating demands by bundling similar changes

   d. Scheduling changes according to priority, category and possible impact

   e. Making changes to follow a proven workflow

MANAGEMENT OF THE PROJECT TEAM CHANGES/ATTRITION

1. Since the continuity of the key members of the project team is essential for the success of the project, ALIMCO shall expect the SI to follow diligent process for ensuring this. The following persons will be considered as key members of the project team during implementation:

   a. Project Manager

   b. Functional consultant for Materials Management

   c. Functional consultant for e-procurement with experience in public procurement

   d. Functional Consultant for Financial Management/Accounting/costing

   e. Functional Consultant for Human Resource management and Payroll administration

   f. Functional consultant for production planning, scheduling with experience in discrete manufacturing

   g. Functional Consultant for Quality Management

    h. Functional consultant for sales and distribution.

    i. Technical consultant for system deployment, commissioning, testing, development/customisation

2. ALIMCO would like to identify those persons whose profiles as listed above will be the basis for the evaluation of the competence of SI to carry out the implementation of the Project at the ALIMCO as the "Key personnel". It is the responsibility of SI to deploy these resources either on a full time or part time basis for the activities they have been proposed to be deployed during the entire duration of the Project as per the response to the RFP submitted by SI. The team will be on board only after ALIMCO accepts the profiles proposed by SI

3. In the event that the ALIMCO identifies any personnel of SI as "Key Personnel", then SI shall not remove or replace such personnel without the prior written consent of the ALIMCO, unless such removal is the result of an unavoidable circumstance including but not limited to resignation, termination, medical leave, etc.

4. Under any circumstances when the Key Personnel are to be replaced or removed, SI shall put forward the profiles of personnel being proposed as replacements. These profiles should be either equivalent or better than the ones being replaced. However whether these profiles are better or equivalent to the ones being replaced will be decided by ALIMCO or its authorized representative. ALIMCO or its authorized representative will have the right to accept or reject these substitute profiles.

5. In the event that any Key Personnel is to be replaced for reasons not attributed to the ALIMCO the substitution of such personnel shall be accomplished pursuant to a mutually agreed upon schedule but not later than 7 Working Days from the date of exit of such personnel. If replacements do not take as stipulated here, ALIMCO will have the option to penalize the SI for bad delivery and material breach

6. At the project preparation stage the SI will share the profiles of the key members with ALIMCO and these key profiles should meet the specifications highlighted in the RFP as well as the proposal submitted by the bidder. The replacement will be on board only after ALIMCO accepts the replacement.

Annexure A2- Functional Requirement Specification

Sl.No	The functional area	No of specifications
1.	Sales and Marketing	170
2.	Engineering Management	38
3.	Production/operations planning	55
4.	Production and operations	104
5.	Purchase management	243
6.	e-procurement	134
7.	Stores and inventory management	76
8.	Quality Management	140
9.	Maintenance Management	100
10.	Finance, accounting and costing	202
11.	Human Resource management	346
12.	e-file Management	64
13.	General Requirements	35
14.	Technical specifications	30
15.	Total Specifications	1737

1. Sales and Marketing

S No	Functional Requirement Specifications
	Customer Master
1.	Allows creation of customers accounts in the system and customer accounts codes can be a. Numeric b. Alphanumeric
2.	Customer numbers can be generated by the system
3.	If required Customer codes can be manually assigned
4.	Captures critical Customer information such as: a. Name and address, key person at Customer company b. Captures state where Customer is located c. Captures email ID of Customer d. TAN No, PAN No, ST, VAT and WCT Registration. No. e. Bank account details f. Payment terms, discount terms, payment methods g. Legal status of the Customer such as corporate, non-corporate etc.
5.	Allows creation of Customer codes in an online mode as well as in a batch mode
6.	Allows to define payment terms in following scenarios: Standard payment term of payment due after specific no. of days Payment term where discount is offered as interest component for early payments

S No	Functional Requirement Specifications
7.	Allows blocking of specific Customers so that transactions with such Customers cannot be entered
8.	Allows linking of many Customers to capture group exposure / transaction volume
9.	Allows linking of Customers with Vendors in case a company is both Customer as well as vendor
10.	A unique Customer code can be used for all the divisions, branches, multiple legal entities based on the requirement
11.	Customer master data should have linkages to Financial accounting
12.	Customer master data should have interest calculation indicators
13.	Customer master should have sales related fields like incentive terms etc
	Sales Billing, Invoicing, Rebates, Credit Management
14.	Should be able to create Inquiry from the system
15.	Should be able to generate quotation from the system
16.	Should be able to generate Sales orders in the system with single or multiple items
17.	Should be able to generate scheduling agreements in case of continuous supplies
18.	Should be able to generate Contracts in case of continuous supplies
19.	Should be able to generate Billing document form the system
20.	Should be able to generate Invoice document form the system
21.	Should be able to reserve the materials for Sales
22.	Should be able to post Material consumption on Post goods issue online and real-time
23.	Should be able to generate accounting documents for Post Goods issue online and Real time
24.	Should be able to Financial accounting entries for Sales online and Real time
25.	Should be able to incorporate various conditions into sales orders for additional costs like Freight
26.	Should be able to incorporate various Tax conditions into sales orders for additional costs like VAT, Excise duty etc
27.	Should be able to generate Rebate settlements based on agreed conditions
28.	Should be able to configure various pricing procedures for different locations or markets
29.	Should be able to configure various pricing procedures for various customers groups
30.	Should be able to accommodate different discount patterns in the pricing procedure
31.	Should be able to have different communication media for invoices and Billing documents
32.	Should be able to generate Quantity related Debit / Credit notes and generate accounting documents for the same real-time

S No	Functional Requirement Specifications
33.	Should be able to generate Non Quantity related Debit / Credit notes and generate accounting documents for the same real-time
34.	Should be able to completely integrate into other modules like Financial accounting, Management accounting, Production planning, Materials management, Quality management etc
35.	Should be able to monitor the credit limits sanctioned at overall level and individual level
36.	Should be able to update the credit limits used / gained on Sales or Receipts respectively
37.	Should be able manually give enhancements to the credit limits on adhoc basis with appropriate approvals
38.	Should be able to generate Sales orders for the services provided
39.	Should be able to recognize revenue on the on the service orders serviced
40.	Should be able to generate Billing and Invoices based on Mile stones of the project in case of consultancy projects
41.	Should be able to generate Resource related Billing for consultancy projects
42.	Ability to block certain customers, so that no further invoicing can be made to them
	Accounts Receivable and Reporting
43.	Allows clearing of Customer transactions by matching two or more open debit and credit items
44.	Allow to segregate and track Customer transactions into: a. Normal invoices and receipts b. Advance receipt from Customers c. Guarantees d. Security deposits from Customers e. Bank guarantee, letter of credit from Customers
45.	Should be able account for the receipts from the customers through various modes like cheque, cash, drafts, bank transfers
46.	Allows receipts for following scenarios: a. Advance receipt adhoc b. Receipt against one or multiple invoices - matching amount c. Receipt against one or multiple invoices - partial amount d. Receipt against one or multiple invoices - adhoc amount
47.	Ability to block certain customers, so that no transactions can be made without further approval
48.	Allows to process one or more customer invoices, debit notes, credit notes and allows to make net receipt
49.	Based on the process, posts accounting entries in bank accounts as well as customer accounts

S No	Functional Requirement Specifications
50.	Ability to do interest calculations on the overdue customer invoices
51.	Ability to run and print reminder letters to the customers on the overdue items based on the severity levels
52.	Ability to generate Balance confirmation letters for the customers for audit and record purposes
53.	Ability to do regroup the credit balances in the customer accounts as per audit requirements
54.	Statement of account for the purpose of sending it across to customers for balance and transaction confirmation, with an option to define format of confirmation letter
55.	Due date wise analysis of customer accounts
56.	Ageing analysis of customer line items
57.	Customer account trial balance
58.	Customer account line item details

59.	Customer account details segregated into:
	   a. Invoices and receipts
	   b. Advances paid to customers

60.	Customer account balances and transactions per customer control account
61.	Allows regrouping of customer balances based on debit/credit balances
62.	Ability to view/print all the above customer account and line item reports per branch, division, location etc.
63.	Allows to segregate Exports and indigenous sales
64.	Ability to report on total volume of business generated, discounts given to customers
65.	Should be able to generate various reports on customer sales based on various dimensions like Geography, market, location, product, customer, etc

66.	Enable recording of details of materials sold covering fields like:
	   a. Value of material / service sold,
	   b. Information on Buyer and
	   c. Information on Auctioneer who was responsible for the process

67.	Capturing all the customer details in customer master data

68.	Generating following sales related reports:
	   a. Quarterly sales
	   b. Sales in a particular period (From --- to)
	   c. Customer wise sales analysis
	   d. Item wise sales analysis
	   e. Region wise sales analysis
	   f. Industry Wise analysis
	   g. Combination of various parameters like region wise-product wise-month wise etc.
	   h. Variation between promised sales data and actual sales data
	   i. Invoice / Dispatch report by (From --- to)

S No	Functional Requirement Specifications
	Date Customer name & type Item Past due sales shipment report j. Open order report by: Date Customer name & type Value Item Status of the order k. Sales/Delivery Order tracking report l. Customer wise quantity off take report m. Customer / Sales wise total stock available for dispatch n. Report for return material based on customer complaint o. Check list on number of Sales Order that are pending p. Report on list of payments made
69.	Option to share various information of material of different subsidiaries with customer
	Sales Activities
70.	Ability to record sales activities along with date and response to the activities
71.	Provision in the system to forecast based on current project schedule and future delivery schedules planned based on the enquiries and quotations submitted
72.	Ability of the system to upload and link reference documents to the forecast for future analysis
73.	Ability to generate resource availability and utilization report for sales planning
74.	Ability to track the sales activities based date, type and geography
75.	Provision in the system to record the sales target for the period
	Customer Satisfaction
76.	Ability to record customer feedback in the system
77.	Ability of system to record customer satisfaction level
	Enquiry and Proposal Management
78.	System to record Customer tenders (Enquiry) received from customers.
79.	Ability of system to record participation in bidding process with details such as a. Customer tender Number b. Type of tender, c. Marketing person names

S No	Functional Requirement Specifications
	d. Project person's name, participation (Yes/No)
	e. Reason for non participation
	f. Due Date of response
	g. Tender Control Number(ALIMCO Format)
	h. Date of Entry
80.	Ability of system to request for technical & commercial response for the Tender (enquiry) form various sections such as projects, Finance.
81.	Ability of system to record various saleable packages/subsystem in the system for cost estimation.
82.	Ability of system to suggest similar enquiry/projects performed in past for the bidding process with following details: a. No of Saleable packages/Subsystem b. Man hours consumed in the project c. Total material cost(split of procurement, services and in-house manufactured items) d. Details of key activities/project task
83.	Ability of system to receive responses in form of cost estimation, statuary documents and other required documents from different section/division.
84.	System should provide details/Documents for Quotation Review Committee(QRC)
85.	System should allow revise/approve cost to Company based on the QRC and any other additional approval requirement.
86.	System to have provision for price list as per the Product/Service catalogs
87.	Ability of system to maintain quotation response online.
88.	Ability of system to record all pre-bidding request/changes online.
89.	Ability of system to record lost bid, the details such as lowest Bid amount and the competitor details are captured and is recorded in the lost order list for future analysis
90.	Ability of system to track marketing expense such as hospitality which includes Guest House booking, Taxi Booking, Food and snacks etc.
91.	Provision of submitting revised quotation with reference to original documents and version control.
92.	Provision for submitting Quote with multiple options such as Alternate offer changing some terms, Design, Price Etc.
93.	Provision to Track EMD along with Quotation.
94.	Ability to track Letter of Intent (LOI) online.
95.	Provision in system for Quote revision during the whole sales & Delivery process (Quotation Submission to Order confirmation to Order Execution) with required

S No	Functional Requirement Specifications
	authorization.
96.	Alerts for Tender Due(As per customer) dates to Marketing and Projects for submission of Quotation before a predefined no. of Days
97.	Provision to upload the E-Tender documents in the system along with the enquiry
98.	Provision of system to provide data/Documents to be submitted for the Tender floated by customer in a Electronic method(E-Tenders)
Sales Order to shipment	
99.	Ability of system to record a sales order in the system with following specific details: a. Order Details- Division, Sector, Zone, Product Group, unique order registration number and acknowledgement number. b. Person(Marketing & Project) c. Payment Authority- Multiple Address details of Paying authority. d. Consignee, Co-coordinator e. Product Details- Product details are entered based on whether the contract is Fixed Price or Cost plus. f. For Fixed price every line item will have quantity, description, unit price, total amount and tax details etc. should be allowed to entered. For cost plus every line items estimated material (direct/in direct), conversion cost (man day estimation) and profit margin should be allowed to be entered. e. Discounts f. Insurance details g. Delivery dates and schedule. h. Payment Terms- Applicable Payment terms like Advance, progress payments, hold backs, others etc., that can be different for each line item i. Late Delivery Clause j. Guarantee details- Bank/Corporate guarantee details k. Warranty and Inspection details
100.	Ability of the system to record Sales Orders of" all inclusive pricing " nature , i.e. the supply items prices are to be worked back depending on the tax structure at the time of delivery
101.	Ability of the system to record any ORDER AMENDMENTS and reflect the same in the SALE ORDER
102.	Ability of system record all the Free Issue Material (FIM) provided by the customer during order booking
103.	Ability of system to enter the insurance coverage details of the FIM along with the

S No	Functional Requirement Specifications
	customer order till contract period.
104.	Ability of system to maintain customer master with specific details such as Customer Name, customer number, PAN details, Multiple shipping address, Multiple Paying Authority address, Service tax registration / ECC Code and Sales Tax Registration (CST, TIN and local registration) number etc
105.	Ability of system to record reference of Quotation in sale order system.
106.	Ability of the system to record the customer PO as reference in the sales order.
107.	System provision to record the deviation in customer PO and the proposal submitted by ALIMCO
108.	Ability of system to generate order acknowledgement and send it to the customer online
109.	Sales line wise Payment terms for different products and services
110.	Ability of system to link subsystem or saleable packages through project numbers and tasks for planning and execution
111.	Ability of system to record the advance amount received from the customer and adjust the same over multiple invoices raised depending on the milestone events and according to the payment terms agreed upon in the Sale order
112.	Ability of the system to print sale order or save as . **pdf file**
113.	Ability of system to create dispatch note through project system with a notification to marketing section and Packing section.
114.	Ability of system to get alerted once packing work completion is declared by production section for shipping the goods by marketing section
115.	Ability of system to record the packing label with following details consignee name, address and project details and attached to the Consignment.
116.	Ability of system to record/print packing slip with details such as : Size of box/case, No of boxes, Gross weight, Net weight, Description and Remarks , if any
117.	Ability of system to create delivery Challan cum Invoice in the system and print it through the system. 　　a. Ability of system to create Multiple Invoices, Supplementary Invoices, Adjustment Invoices for the given Delivery Challan/or a set if Delivery Challans against a Sale Order 　　b. Ability of system to create No Billing Delivery Challans for Materials sent for Exhibitions / Testing etc without a matching Sale Order 　　c. Ability of system to create No Billing Delivery Challans for deficiency / Short supplied items 　　d. Ability of system to generate ALERTS for Delivery date extensions for delivery

S No	Functional Requirement Specifications
	slippages e. Ability of system to account for AS-7 sales and RETENSION Sales Ability of system to handle direct Dispatches to the customer from Vendor / Subcontractor
118.	Ability of system to create Material Consumption Certificate for the Project or a Job Number which are cost plus types.
119.	Ability of system to create partial delivery i.e. a part of subsystem to be shipped first and rest parts will be send later.
120.	Ability of system to enter Lorry/Transporter details against the delivery and record road permit in the system.
121.	Ability of system to maintain exemption certificates (CD,ED, Octroi) in the system
122.	Ability of system to send E-Mail of Insurance details to customer and Insurance agent automatically based on the shipment.
123.	Ability of system to maintain all the documents such as certificates, statutory clearance, Testing documents etc required for shipping items along with the delivery Challan.
124.	Ability of system to generate a ALIMCO gate pass from the system with required entry in the excise (RG) register for outgoing material.
125.	Ability of system to print the ALIMCO gate pass from the system.
126.	Ability of system to generate bills in case of partial shipment /services (AMC etc) where no price break up is available in the sale order
127.	Ability of system to print Deficiency report issued by the quality department along with delivery Challan
128.	Ability of system to record any sales return with reason such as damage, Defects, Specification not met, Delay in delivery, Insufficient funds and etc.
129.	Ability of system to reference the sales return with the original sales order and delivery Challan
130.	Ability of system to correct/adjust the customer billing amount based on the sales return
131.	Ability of system to generate a goods receipt note to be issued while receiving the goods returned by customer.
132.	Ability of system to record TDS, C-Form certificate from the customer
133.	Ability of system to track and return the EMD deposit Collected during the bidding process.
134.	System provision to record customer complaints for future analysis.
135.	Ability to record customer feedback in the system

S No	Functional Requirement Specifications
136.	Ability of system to record customer satisfaction level
137.	Provision of system to close a sale order even if the delivery is not done and partial delivery is done.(Short Closure- Where due to some business reason sale order needs to be closed)
138.	Provision of system to record the sales when the delivery is performed by vendor directly to the customer site
139.	Ability of system to record the Transporter charges(Freight Amount) during sales order booking or after the delivery at customer site.
140.	Ability of system to generate a Transporter Bill as per the freight Amount and applicable tax
141.	Ability of system to pay the transporter amount
142.	Ability of system to record and track price escalations due to business reason with required approval
143.	Ability of system to change the Invoice amount as per the price revision/escalations
144.	Ability of the system to handle Export Sale Orders as per Indian Foreign Trade Policy,
	Reports & MIS
145.	Ability of system to generate following reports: a. Tender status report b. Order Status reports(Sales Review) c. Regulatory tax/excise reports- d. Dispatches reports e. Sundry Debtors f. Daily collection, 3 month rolling plan for sales collection, Cash collection register, g. Custom Delivery Challan / Invoice
	Organizing assessment camps and beneficiary data management
146.	Ability for formulation of proposals for organizing assessment and distribution camps with detailed conditions, cost estimates, the services
147.	Ability to capture the details of the camps in terms of location, sponsor, services to be rendered etc.
148.	Ability to capture the details of disability of the beneficiaries and the needs for specific aids
149.	Ability to validate or authenticate the beneficiary with the internal record or external system like Aadhaar
150.	Facility for Linking the beneficiary to a specific camp

S No	Functional Requirement Specifications
151.	Facility to consolidate the beneficiary requirements in terms aids and products
152.	Facility for Recording the approval of the sponsor or the stake holder for the beneficiaries addressed, the shipments, receipt of aids/equipment
153.	Facility to link the subcontracted services to a specific assessment camp
154.	Facility to link the shipment of aids/products to beneficiary and the assessment camp
155.	Facility to consolidate the shipments, the services, costs associated etc, against a specific assessment camp
156.	Allocation of experts/resources for organizing assessment camps
157.	Preparation report on utilization of funds for assessment camps
	Customer Support and After Sales
158.	Provision of system to record the Annual Maintenance Contract(AMC) in the system for all type of sales done by the ALIMCO
159.	Provision of system to record the warranty information such as product, warranty period, warranty details for the components and subsystems
160.	Provision of system to record customer calls for intimations regarding the warranty elapsed or going to be elapsed.
161.	Provision of recording any technical issues regarding the product issued by ALIMCO with following information's: Unique customer code, Division code, Regional Maintenance Code (RMC) and Sub RMC. Nature of the complaint i.e. Hardware or software, standard issue, Issue description, Type, Date, Time and priority level.
162.	Provision of system to assign the issues with a ticket no to the respective regional maintenance center with issues and closure date
163.	Provision of system to track the actions taken on a particular issues raised by the customer by the ticket no
164.	Provision of system to record and store spares required for repair and maintenance services provided at different RMC
165.	Provision to record if the customer call is a complaint or request for services
166.	Provision to check online if the particular product is under warranty or is covered by a AMC
167.	Provision to inform customer with a billing amount including tax if customer is not covered by warranty or AMC as per the contract
168.	Provision of system to generate a customer bill for the repair or maintenance services provided to the customer
169.	Provision of system to record payment received from the customer

S No	Functional Requirement Specifications
170.	Provision of system to generate following reports: a. Customer call report- Monthly b. Monthly performance report(No of issued Logged, resolved, Pending, with durations) c. Preventive maintenance reports d. Customer calls analysis report

2. **Engineering Management**

S No	Functional Requirement Specification
	Material Master
1.	Flexibility in deciding the length and characteristics of the item code
2.	Ability to control the duplicity in item code generation
3.	Facility for changing, deleting and blocking the item code
4.	Facility for making the item code inactive
5.	Ability to allocate different item numbering to different group of item?
6.	Facility for keeping the track of changes made in the item with the relevant history
7.	Ability to handle items having different unit of measurement
8.	Ability to categorize item based on its type and requirements
9.	Facility for searching item based on its characteristics
10.	Ability to store the supplier item code along with the item code created
11.	Ability to define all the required planning parameters during the item code creation
12.	Ability for lot control for the item codes
13.	Facility for notes feature attached to every item code created
14.	Ability to attach more than one warehouse & Machine (Press) to a item code
15.	Ability for ageing analysis of items based on last transaction date
	Bill of materials
16.	Ability of the system to have Multiple Level Bill of materials (BOM), flexibility of defining the routing before the BOM is created. Alternative BOM's should be possible.
17.	Option of having both Engineering BOM and Manufacturing BOM
18.	Ability to convert the Engineering BOM to a Manufacturing BOM automatically
19.	Ability of releasing a Engineering BOM to Production only on approval
20.	Ability to provide the date effectivity for any of the BOM components
21.	Ability to change the BOM components (add / delete) when any of the Production Orders are in progress

S No	Functional Requirement Specification
22.	Ability to create a copy the BOM and modify it
23.	Ability to print the BOM
24.	Ability for keeping the track of changes made to the BOM with the relevant history
25.	Ability to manage engineering change requests
	Item Management
26.	Ability to group all items based on category and sub category for Example, Stock Item(Consumables & General stock), Project Items(Capital) etc
27.	Ability to assign multiple categories to an item for different reporting requirement.
28.	Ability to link items to suppliers /vendors on supplier master
29.	Ability to assign standard Unit of Measurement (UoM) to items
30.	Ability to Refer and apply standard conversion of metric units across various metrics standard should be available
31.	Ability to attach multiple drawings, document, special terms to applicable items for document retrieval and reference.
32.	Ability to define procurement lead time including pre-order processing time, post order processing time to each material.
33.	Ability to calculate procurement lead time based order date, vendor shipping date and actual receipt date.
34.	Ability to attach rate contract as applicable
35.	Ability to allow authorized users to create, modify, Deactivate Item records.
36.	Ability to request addition of New Item to Item master through system and obtain requisite approvals with following details: a. Item name b. item description / specifications c. Reasons mentioning the need for the item d. Approximate consumption e. In case of replacement item, then name or code of the item being replaced
37.	Ability to allow authorized user to enter the required Material Master Information for the new material based on approval
38.	Ability to restrict / warn user adding new Items whose details are already available in the Item master (Automatic Duplication Check)

3. Production /operations Planning

S No	Functional Requirement Specification
	Planning
1.	Ability of the system to capture standardization data issued by engineering department for manufacturing standard/Non Standard products
2.	Ability of the system to create and maintain BOM structure of all materials

S No	Functional Requirement Specification
3.	Ability of the system to capture capacity, scheduling, costing master data of all production lines
4.	Ability of the system to assign production personnel to specific production lines
5.	Ability of the system to capture and analyze different operations performed on each line e.g. painting, fabrication, Assembly and wiring and engraving
6.	Ability of the system to capture process sheets prepared by engineering department
7.	Ability of the system to communicate process sheets details to manufacturing department automatically
8.	Ability of the system to plan production as per the project schedule
9.	Ability of the system to generate optimum requirements of materials after considering total stock , purchase requisitions, schedules for other divisions for a project etc
10.	Ability of the system to include exceptional changes in planning
11.	Ability of the system to throw exception messages for any exceptions in planning
12.	Ability of the system to check availability of materials before planning
13.	Ability of the system to generate reports for identifying bottlenecks during production activities
14.	Ability of the system to perform capacity planning of production lines
15.	Ability of the system to block production capacities for specific project requirements
16.	Ability of the system for accurately scheduling criteria with definition of set-up, clean up and changeover times with usage/utilization analysis
	Master Production Schedule
17.	Facility to create unlimited number of Production Schedules (with ability to perform "what if" scenarios)
18.	Facility to create Demand Classes (projected demand, orders, target inventory or safety stock, etc.)
19.	Facility to create Supply Types (flow, work order, purchased and transferred)
20.	Facility to configure Planned Period on monthly, weekly, daily, shift or user-defined basis
21.	Capability for User-defined Planning Horizon
22.	Facility to generate Calendars by Shop, by Store and by Work Center
23.	Flexibility for different Teams to use different Planning Methods
24.	Facility to take into consideration Service and Maintenance Cycles / Items / Schedules
25.	Ability to create Master Schedule at any bill of material level
26.	Facility to manage Jobs Processed outside ALIMCO
27.	Ability to tie multiple Shop Floor Orders and Purchase Orders
28.	Ability to overwrite or consolidate Schedule Information
29.	Ability to plan by Project, Common Resources or both

S No	Functional Requirement Specification
30.	Ability for Multi-Shop Scheduling
31.	Capability for Yield / Output Processing by Work Center or Project
32.	Ability for Schedule Smoothing (Catch-up Plans)
33.	Automatic firming of Planned Shop Floor Orders
34.	Facility to create new Planned Shop Floor Orders
35.	Facility to plan Repetitive Production
36.	Facility to view Production and Dispatch Status (with actual-versus-scheduled information)
37.	Facility to view Demand and Production Forecasts
38.	Facility to display Late Shop Floor Orders, Supplier Changes and related Requisitions
39.	Facility for Work Center Capacity Planning and Analysis
40.	Option to plan Repetitive Schedules with changing Production Rates
41.	Online Master Production Schedule (MPS) Reports (including Performance Reports)
	Material Requirement Planning
42.	User-defined Planning Horizon
43.	Option to apply Fixed or Variable Safety Stock Policies
44.	Facility to input and utilize Safety Lead Times
45.	Facility to show the position of WIP in terms of volume and quantity at each work station during the planning process
46.	Facility to configure Order Policies (as required by EOQ and fixed quantity)
47.	Facility to apply Order Quantity Modifiers (minimum, maximum, etc.) on Planned Order Quantities
48.	Option for Time-phased Order Point
49.	Option to generate Requisition by item, supplier or as per material requirements plan
50.	Ability to cary-out Financial Impact Analysis
51.	Facility to fine-tune Planned Orders with reserve material and capacity
52.	Facility to simulate Production using multiple concurrent Material Requirements Plans
53.	Facility to compare concurrent Plans (witin a Project and in multiple Projects)
54.	Support for manual entry of changes in supply, product structures, costs and policies
55.	Option for Work Centers running independent planning cycles with separate shop calendars and without duplicating master plans

4. Production and Operations

S No	Functional Requirement Specification
	General Requirements
1.	Support manufacturing operations for discrete Manufacturing

S No	Functional Requirement Specification
2.	Support a hybrid kind of a manufacturing strategy i.e. a combination of Make to Order and Make to Stock
3.	Ability to generate the raw material requirement based on the production work order
4.	Checking for the availability of the raw material while executing the order
5.	Can your system plan for tools requirement based production target
6.	Facility to configure and generate multiple types of Work Orders (by stock, project, rework, expense, final assembly, detail parts, etc.)
7.	Ability to assign Cost center, Work Center on Work Order
8.	Ability to monitor Work Order Status and generate Reports
9.	Ability to split / merge Work Orders
10.	Ability to handle Split Work Orders
11.	Ability to close Work Order online
12.	Option to channelize Completed Units to Inventory or transfer them to next level
13.	Ability to generate Warnings regarding Material or Labor Discrepancies arising for a Work Order
14.	Ability to calculate various Costs during processing of Work Order
15.	Facility for automatic Inventory Update (of manufactured products)
16.	Facility for automatically signal Operation Completion or move to next Operation after receiving goods from Sub-Contractor
17.	Ability for automatic Inventory Updation during and after completion of Work Center
18.	Facility for Operational Quantity and Material Movement Reporting
19.	Ability to maintain Transaction History per Work Order
20.	Facility to compare Actual Run Time with Planned Run Time
21.	Ability to automatically schedule against Available Capacity based on requested quantity
22.	Schedule Adjustments based on Actual Production and Master Schedule changes
Work in Order Management	
23.	Facility to receive and utilize Order Control Data (including date received, work specs and date expected)
24.	Facility to maintain Order Status online
25.	Facility to segment Orders by Item
26.	Facility to segment Orders by Status (not-started, not-analyzed, partially done, Work CenterP, completed and closed)
27.	Facility to generate Reports on all Open Orders
28.	Facility to maintain Order Status by Work Center
29.	Facility to maintain various details of Order (including start and delivery dates, projected quantities and alternative route assignments)
30.	Facility to release multiple Orders simulteneously
31.	Facility to automatically release Order (as per Milestones, Due Dates, etc.)
32.	Automatic Incremental Order Numbering

S No	Functional Requirement Specification
33.	Facility to indicate Partial Deliveries
34.	Facility for Routing Selection based on machine Parameters
35.	Facility to check Material Availability
36.	Shortage Analysis by Work Order (with look-ahead option)
37.	Facility to block Work Order from getting released if there is material shortage
38.	Facility to designate multiple Allocation Sources (material issues sources, stores) per Order
39.	Single Screen View of material allocation, issues, schedule functions and job costs
40.	Work Order Cancellation facility
41.	Ability to maintain Listing of To-be-Planned, Planned and Current Work Orders
42.	Ability to capture material issues, receipt and scrap per Work Order
43.	Ability to calculate Labor Applied and Pieces Complete by Work Order
44.	Ability to maintain history of Unplanned Operations by Work Order and Work Center
45.	Facility to carry-out Online Transactions for Labor, Downtime, Material Receipt, Work Diversions, Rejects, Final Deliverables and Sub-Contracting
46.	Ability to calculate Quantity scheduled with Scrap Factor by Operation
47.	Ability to generate Schedule Performance Reports
48.	Ability to create Pick List(Material Requirement Slip) by Work Order
49.	Ability to re-create a work order when the corresponding BOM or Routing are being changed / modified through necessary approval and automatically close the existing one
50.	Facility for deviation recording in order to track the change
51.	Facility for printing the production order / production job card
52.	Ability to make a tool plan based on production plan
53.	Ability to automatically generate MR based on Work Order due date
Production Execution	
54.	Ability of the system to link production work orders to the respective projects
55.	Ability of the system to generate work orders or production orders as per planning results of scheduling for respective projects.
56.	Ability of the system to generate sequence wise production orders as per the sequence of activities to be performed.
57.	Ability of the system to generate material issue list for withdrawing materials from stores for production
58.	Ability of the system to check material availability before start of production activities
59.	Ability of the system to block materials in stores procured for specific projects or non availability should be taken care from other project 'stock with suitable approval
60.	Ability of the system to create, maintain and print process sheets for giving process instructions during production execution

S No	Functional Requirement Specification
61.	Ability of the system to trigger information to quality department for stage inspection automatically whenever required
62.	Ability of the system to assign production personnel to the respective production activities
63.	Ability of the system to have online approval mechanism of production orders
64.	Ability of the system to confirm operation performed during production as per ALIMCO's business requirement
65.	Ability of the system to identify and trigger sub contracting orders for operations to be performed by outside vendors
66.	Ability of the system to confirm schedules dates and quantities manufactured against a production order
67.	Ability of the system to capture material, activity, operation, labor, machine costs and allocate the cost to projects activities
68.	Ability of the system to generate status reports as per production order progress
69.	Ability of the system to provide WIP status of the production
70.	Ability of the system to handle in process rejections and returns
71.	Ability of the system to trigger information related to Pre functional tests, functional tests and burning test to in house teams like PG, IQC-QAD and external like Third party inspectors and customers
72.	Ability of the system to request for any deviations in production process or process sheets and design changes (DMR-Design Modification Request).
73.	Ability of the system to return the excess materials back to stores
74.	Ability of the system to execute costing of materials based on material costs, operation costs, labor costs and activity costs
75.	Ability of the system manage production order status as per ALIMCO requirements
76.	System should draw material from other divisional stock with authorization in case material is not available.
77.	System should be able to perform rework on the quality rejected material
	Production Reporting
78.	Ability of the system to generate reports and MIS related to production scheduling with respect to different production orders generated for different projects
79.	Ability of the system to generate status reports by assigning production activities with specific reports
80.	Ability of the system to generate inter division production planning reports e.g. PCB manufacturing, SSD etc for planning production as per priorities
81.	Ability of the system to generate costing reports
82.	Ability of the system to generate material issue and consumption reports against a production order

S No	Functional Requirement Specification
83.	Ability of the system to generate planned vs. actual reports
84.	Ability of the system to generate variance reports
85.	Ability of the system to generate interdivision production status reports
86.	Ability of the system to generate reports related to subcontracting materials for checking material status
87.	Ability of the system to generate efficiency reporting on each machine
88.	Ability of the system to have a Dashboard to see the progress of working for each machine
89.	Ability of the system to generate daily Production Reports for all projects and processes
90.	Ability of the system to generate Time, Quantity and yield report on the consumption of input material
91.	Ability of the system to generate reports for production loss, analysis & monitoring
92.	System to generate person wise reporting for the activities performed in the system
93.	Labor Efficiency Reporting
94.	Material Usage Reporting
95.	Performance Reporting on schedule, production efficiency and work center utilization
96.	Production Reporting by item, work area at milestone operation or at completion
97.	Unplanned Material and Labor Reporting
	Manufacturing Process
98.	Ability of the system to handle process manufacturing scenarios in electronics, wood work, and discrete manufacturing
99.	Ability of the system to create and maintain Process routing
100.	Ability of the system to handle materials through batches
101.	Ability of the system to handle Batch yield analysis
102.	Ability of the system to capture the WIP at various stages of the production
103.	Ability of the system to confirm production through back flushing
104.	Ability of the system to execute analysis of loss of production & monitoring of normal/abnormal loss

5. Purchase Management

S No	Functional Requirement Specification
	Vendor Management
1.	Ability to capture vendor name, address, contact, banks, payment term, business, place of origin and statutory details (Tax and Legal Entities details)
2.	Ability to attach certificates, clientele, references, catalogues etc regarding a supplier / vendor for document retrieval and reference.
3.	Ability to add new vendor to the vendor master based on approval

S No	Functional Requirement Specification
4.	Ability to capture suppliers' product portfolio
5.	Ability to identify vendors by a unique coding system
6.	Ability to filter all vendors based on multiple parameters such as product code / Region, etc.
7.	Ability to view vendor comparison reports (rates within peer groups, vendor history, past performance)
8.	Ability to allow authorized users to create, modify, block/un-block transactions on vendor records.
9.	Ability to create standardized formats/form for a. vendor selection b. evaluation of existing vendors c. contract renewal
10.	Ability to maintain repository for a. Past records /history of vendor performance for rate contracts, b. quality, quantity received and delivery c. Alternate / backup vendors or debarred / blacklisted vendors
11.	Provision of system to request for new supplier creation with following information: a. Supplier Name b. Supplier Address c. Supplier Type d. Requestor Name e. Reason for Request
12.	System should require approvals for creation of vendor code and ensure completion of mandatory fields when creating vendor code in system (such as TAN etc)
13.	Ability to not allow Purchase orders/Payments to un-registered vendors (not listed in Vendor Master or without vendor code).
14.	Ability to restrict user adding vendor whose details are already available in the vendor master (Automatic Duplication Check)
15.	Ability to send confirmation emails/notification/alerts to the designated users once the vendor record is created
16.	Ability to Allow blocking/unblocking of Vendor based on approval for a period
17.	Ability to Approve any modifications of record of a blocked vendor by a separate designated authority
18.	Ability to Provide view access of blocked vendors to all designated users
19.	Ability to prevent new enquiries being sent to blocked vendors during the blocked period
20.	Ability to automatically reactivate the blocked vendors after blocking period with an intimation/Notification to all concerned
21.	Ability to capture supplier feedbacks pertaining to any earlier orders. For Example: Reason for delay deliveries,

S No	Functional Requirement Specification
22.	Ability to Send a confirmation email to the designated users after blocking/unblocking the vendor record
23.	Facility to store variety of information in Vendor Profile (including items /services supplied , Order Histories incl. order value)
24.	Facility to classify vendor on criteria like indigenous/foreign, PSU/Non PSU, Defence PSU, Pvt. Sector, Small Scale Industry etc
25.	Facility to store multiple Addresses per Vendor
26.	Facility to store Bill-to-Entity Information for each Vendor (including currency, bank, account number and mode of payment)
27.	Facility to define Payment Profile for each Vendor (including currency, bank, account number, Taxes as applicable and mode of payment)
	Vendor Profile Management Pre Order
28.	Facility to store variety of information in Vendor Profile (including items /services supplied , Order Histories incl. order value, annual turnover, solvency and key terms)
29.	Facility to classify vendor on criteria like indigenous/foreign, PSU/Non PSU, Defence PSU, Pvt. Sector, Small Scale Industry, within Andhra Pradesh state etc.
30.	Facility to classify vendor based on products supplied
31.	Facility to store multiple Addresses per Vendor
32.	Facility to store Telephone number, E-Mail Addresses, Web Sites and Fax Numbers in Vendor Profiles
33.	Facility to configure Vendor Lead Times (external and transportation)
34.	Facility to store Bill-to-Entity Information for each Vendor (including currency, bank, account number and mode of payment)
35.	Facility to define Payment Profile for each Vendor (including currency, bank, account number, Taxes as applicable and mode of payment)
36.	Facility to configure Main / Default Vendor for an Item or service
37.	Facility to analyze Type of Tenders (Emergency /Single / Limited /Multiple, Press / Web)
38.	Facility to analyze Vendor Response to Tenders
	Vendor Profile Management (Post-Order)
39.	Facility to maintain statistics for On-Time, Early, Late deliveries/ completion and number of quantities supplied, for each Vendor
40.	Capability to carry-out Vendor Performance Analysis (on the basis of quality of item / services offered, quantities supplied, delivery / timely completion performance and cost /price)
41.	Facility to generate Vendor Performance Reports (on the basis of quality of item / services offered, quantities supplied, delivery / timely completion performance and cost /price)

S No	Functional Requirement Specification
42.	Ability to maintain Vendor Performance Ratings (on the basis of quality of item / services offered, delivery / timely completion performance and cost /price)
43.	System to produce a listing of Suppliers with no activity for a specified period of time
	Requisitions
44.	Ability for the indent to be routed via various levels of approvals before it can be converted into an requisition or order
45.	Ability for the indent to be directly converted into a purchase order if there exists an contract or purchase schedule
46.	Online Requisition Entry and Update
47.	Option to include Delivery Schedules and Quality Specs with support for manual entry and special text within the Requisitions
48.	Ability for the indent to be blocked if there is no sufficient budget against the cost center
49.	The indenter only be warned if there is no sufficient budget against the cost center
50.	Facility to compare "Landed Cost" of various vendors
51.	Online display of Planned Purchase Orders
52.	Purchase Requisitions should follow a pre-configured work flow for approvals
53.	Facility to retain Requisition History
54.	Ability to generate requisitions automatically for items replenished frequently like Consumables, based on re-order level
55.	Facility to check the availability of free or reserved stock available at different storage locations while creating requisitions
56.	Ability to generate requisitions automatically based on specific consumption and bill of materials
57.	Online Requisition Approval Facility
58.	Vendor Quote by Item / jobs / activity
59.	Facility to link Requisition to project, shop, Production Order and work center
60.	Facility to send tenders to multiple Suppliers and post them on ALIMCO website
61.	Facility to send multiple tenders against single requisition
62.	Facility to maintain Supplier Quotation File (comparative position)
63.	Facility to retain Requisition History
64.	Facility to have a provision to send requirement details, documents like drawings and request for specifications along with RFQ
65.	Facility to have a Supplier wise history of pricing information be maintained (e.g. last 4 prices) for items
66.	Facility to allow inquiries to be made on the last 3 prices for an item at the time of preparing requisitions

S No	Functional Requirement Specification
67.	Facility for storing terms and conditions of the Supplier for material supplies and services
	Purchase Order
68.	Option for auto-conversion of Requisition directly into PO
69.	Facility for automatically directing planned Purchase Orders to Vendors as per user-defined criteria (Single Source Supplier)
70.	Support for manual entry of Purchase Order
71.	Automatic sequential Purchase Order numbering scheme
72.	Ability to create various types of Purchase Orders including Standard PO, Contract, Sub-Contract Order, Purchase Request, Sub-orders as sub-set of Original order, Stock Transfer Order etc.
73.	Ability to create Purchase Orders for Miscellaneous (Non-Inventoried) items / job work
74.	Facility to provide an option to create a purchase order without item code (for miscellaneous purchases)
75.	The system should support All Indian Statutory taxes and duties in the purchase process
76.	Ability to support the taxes and duties be picked up automatically based on item master details
77.	Payment terms be defined on the purchase order
78.	Facility to include Quality Specifications on Purchase Orders (to be picked from item master)
79.	Support for multiple types of Orders (including single, blanket, maintenance, return and subcontract) (Reference Order)
80.	Facility to configure default Order Type by Project / Work Center / Item / Service / Production Order
81.	Option to cover multiple Requisitions by single PO and vice-versa
82.	Ability to manage multiple Lead Time Components (including preparation lead time and order-to-stock lead time)
83.	Option to mandate multiple deliveries per item in a PO
84.	Facility for Purchasing Unit of Measurement with conversion factors
85.	Option to create Blanket Orders with cost and quantity limits
86.	Options to control the release of Blanket Orders
87.	PO / Blanket Orders can contain one or more items
88.	Facility to trace shipments by Order Number
89.	Facility to specify special Purchasing Conditions for an item / job work
90.	Option to add 'Inspection Required' flag on selected items / jobs
91.	Online Access to Part-Purchase History

S No	Functional Requirement Specification
92.	Facility to track used / unused material by job work vendor
93.	Purchase Order should follow pre-configured Work Flow for various approvals
94.	Work Flow configuration to be based on various like PO value
95.	Support for online review of PO prior to the release
96.	Ability to maintain PO Status (plan, firm planned, firm requisitioned, released and closed)
97.	Ability to automatically generate a PO Number and assign to each PO Sequence
98.	Option to define separate PO Sequence for each business unit / work center/item
99.	Ability to create PO for each division and cost to be allocated accordingly
100.	Ability to define various types of taxes on purchase order
101.	Ability to define 'other charges' like Freight, Insurance, Handling Charges on PO
102.	Purchase order line should show both item price and landed cost
103.	The changes to the purchase orders after release follow an approval process
104.	Ability for tracking changes to the purchase orders
105.	PO should be allowed to be closed short (e.g., after receiving less than the total of the original order quantity)
106.	Facility to suspend a PO for a defined time period without short closing it?
107.	Facility to calculate landed cost taking in to account freight, insurance, customs, clearing cost, even though the actual invoice is not yet received for each component
108.	Ability to provide provision for supplier part number
109.	Provides facility to integrate ERP to e-procurement (e-tendering)
110.	Ability to create a purchase commitment in finance as soon as purchase order is approved
111.	Facility to enter Purchase Quotations (with discount prices, percentages, loading factors and effectivity dates)
112.	Facility to include Quote Number on a Purchase Order
113.	Facility to include Quality Specifications on Purchase Orders (to be picked from item master)
114.	Facility to configure Supplier Selection Logic (on the basis of preferred / recommended source, supplier balancing, price and lead time)
115.	Ability to tie Sub-Contracted Purchase Orders to Shop Floor Order (Production Order)
116.	Facility to trace shipments by Order Number
117.	Ship-Complete or Partial-Ship Option
118.	Option to define separate Due Date per item or job in a single Order
119.	Facility to configure follow-up triggers on released PO
120.	Automatic reminders for Due Deliveries / completion dates of jobs
121.	Provision to track Non-Recurring Charges associated with a line item in a PO, such as tooling or setup charges
122.	Remote PO access and printing of associated documentation

S No	Functional Requirement Specification
123.	Option to automatically create and maintain Sub-Contracted PO upon creation of sub-contracted work orders
124.	Ability to send automatic reminder to service user for renewal of rate contract, service contracts
125.	Ability to modify order quantity in ongoing parallel Purchase Orders for service jobs.
126.	Facility for opening of LC/advance for import/local purchases
127.	Facility to link LC with landed cost
128.	Facility for recording and accounting of Import levies (duties, clearance etc.)
129.	Facility for projection of payment commitments based on credit days and date of consignment receipt
130.	Facility for postponing, canceling and advancing P.O.s in line with requirement changes
131.	Facility to prompt of an similar open order existing for an item so as to issue the vendor one more order on similar terms
	Prices & Discounts
132.	Facility to maintain and manage multiple Vendor Price Terms
133.	Facility to maintain Effective Dates for Prices and Discounts
134.	Facility to automatically or manually select the Supplier based on Best Price and Discounts
135.	Ability to place PO in any currency
136.	Facility to designate Discount by Order and by Order-Line
137.	Facility to configure Price / Discount Grades (by quantity and by amount)
138.	Facility to maintain and manage multiple Vendor Price Terms
139.	Facility to globally update Prices and Discounts (by a fixed amount or a percentage)
140.	Ability to change prices and discounts after a receipt is done
	Purchase Order Management
141.	Option for Centralized or Distributed Purchase Monitoring
142.	Ability to configure PO Milestones (Internal Lead Time) by Product / jobs / activity / Work Center
143.	Ability to retain PO Data for audit purposes
144.	Facility to generate Stock Replenishment Orders
145.	Facility to maintain detailed Purchase Statistics (by country, Project, division, order type, supplier group, supplier, item, item group, Jobs, job groups)
146.	Facility to have a purchase budget department wise / project wise
147.	Ability to track PO Maintenance History Online
148.	Facility to report Shortages and Schedule Information to Vendors in real time
149.	Facility to have a purchase budget department wise / project wise and linking

S No	Functional Requirement Specification
	Procurement to purchase budget
150.	Ability to get Advance Shipment Notices
	Procurement analysis and Reporting
151.	Ability to run multi-attribute Reports and Queries on Requisitions
152.	Ability to run multi-attribute Reports and Queries on Purchase Orders (planned and released)
153.	Facility to maintain and run multi-attribute Queries & Reports on Item Purchase History
154.	Ability to run multi-attribute Reports and Queries on Quotations as received from Vendors
155.	Facility to configure Automatic Reminders for various Events (not delivered orders, corrective actions to be taken on Contract, etc.)
156.	Facility to recover chargeable cost towards mat./consumables / services provided by ALIMCO against each PO
157.	Facility to allocate cost of procurement like mat./consumables / services against a PO, item or cost center
158.	Ability to generate report on pending purchase orders for vendor/s
159.	Ability to evaluate vendor performance based on price, quality, delivery schedule etc
160.	Provision to generate report on purchase order based on criteria like item, vendor, dates etc
	Repetitive Procurement
161.	Facility to create Contracts for set items, set time period and set quantity/monetary value
162.	Ability to configure Contract Effectivity Dates
163.	Ability to configure Delivery Conditions by Item / activity / jobs or by Vendor
	Procurement Receipts and records
164.	Ability to manage Receipt by Project / Location / Lot Number / Site
165.	Facility to report Goods Arrival and Receipt
166.	Ability to manage Receipt of consolidated POs on a single shipment
167.	Ability to include Vendor Number, Quality Test Results and other user-defined details with Goods Receipt Note
168.	Facility to inform a notification to quality upon registering the receipt of goods
169.	Facility to block the usage of goods till certified by quality control
170.	Facility to generate reports on Rejected Items
171.	Ability to handle Return-to-Vendor Detail and Request for Replacement Shipments
172.	Ability to generate Claims for non-conformance receipt and for return of goods
173.	Ability to generate Goods Received Note

S No	Functional Requirement Specification
174.	Facility to book Invoice upon receipt
175.	Ability to input and compare Supplier Invoice / Challan to Purchase Order
176.	Ability to update PO and Purchase Cost as per Invoice / Certified amount
177.	Ability to update Purchase Statistics, Financial Accounting and Project Accounting as per Invoice / Packing Lists
178.	Facility for Part-Rejection of received Goods
179.	Ability to capture excise details based on purchase order and claim input credit upon receipt of goods
180.	System should support service acceptance
181.	Sequential Receipt Numbering Scheme
182.	Facility for Online Receipts of PO Items
183.	Facility for Online Receipts of Sub-Contract Order and Sub-Contract Operation
184.	Option for Online Rejection of Items
185.	Facility to keep Receipt Transaction Records
186.	Cumulative tracking of Receipts / job completion certificates
187.	Ability to generate work completion certificate
	Cash Purchasing Management
188.	Facility to purchase Material/services directly by cash/cheque/draft and account for the same for a project / job / Production Order
189.	Facility for settlement of cash, job satisfaction report, deposit back additional cash
190.	Facility to purchase Material directly for a project / job / Production Order
191.	Facility to trace Purchased Items back to the project / job / production order
192.	Facility for grouping of purchases by project / job / production order
193.	Generation of Receipt Documents
	Vendor contracts and agreements
194.	Facility to create Contracts (general, service, by product-class and by product) utilizing pre-defined Templates
195.	Facility to configure and monitor User-defined Contract Milestone Dates
196.	Maintenance of commercial documents such as General Conditions of Contract (GCC), Special Condition of Contract (SCC)
197.	Option to specify Delivery Date and Quantity along with Contracts (linked to Inventory)
198.	Option to create Price and Discount Agreements
199.	Option to define Shipping and Handling Costs alongside a Contract
200.	Option to associate and monitor Delivery Schedule with a Contract
201.	Option to recieve Online Acknowledgement from Vendor upon acceptance of Contract

S No	Functional Requirement Specification
202.	Contract Documentation and Reporting
203.	Facility to link the Contract with PO and vendor proposals
204.	Facility for amending the Contract with hierarchy of approvals
205.	Facility to track and maintain the amendments to the Contract
206.	Facility to report performance/completion of work, milestones against the contracts, especially the services contracts
207.	Facility to report deployment of skills, expertise against the contracts
208.	Facility for Finalization of Billing Breakup
209.	Release of initial and interim advance
210.	Post award execution & monitoring
211.	Closing of Contract
	General Requirements of procurement
212.	Ability to create a new Requisition similar to an existing Requisition
213.	Ability to create a Purchase Order from an existing Requisition
214.	Ability to search the Vendor Record via any of the existing attributes
215.	Option for online entry and amendment of Quote Responses for Requisitions
216.	Ability to store Vendor Qualification Level (e.g. qualified, non-qualified, and under evaluation)
217.	Facility to print open PO Details by Vendor, Item / Service, due date or monetary value, EMD, Sec. dep., Commissioning / completion date.
218.	Ability to generate Reports by Vendor, Item or Service in due date sequence
219.	Facility to print Vendor Performance Report based on Purchasing History, Orders placed, Rejects (number and percent), % of Rework, Price Variances and Monetary Volumes
220.	Ability to electronically transmit a Purchase Order to the Vendor (on mail ID extracted from predefined Vendor Profile)/auto generate letter and address label
221.	Interface with General Ledger to increase the Materials Account and Credit Accounts Payable upon receipt
222.	Appropriate Interfaces with Inventory Management System
223.	Ability to mark characteristic of Item like Domestic, Imported, Excisable etc
224.	Facility to search for existence of an Item based on multiple search options
225.	Ability to extract and transmit PDF, Drawing Files and other Files to Vendors
226.	Facility to send automatic Reminder for Overdue Shipments to Vendors via Fax or e-Mail
227.	Ability to electronically transmit a Purchase Order to the Vendor (on mail ID extracted from predefined Vendor Profile)
228.	Interface with General Ledger to increase the Materials Account and Credit Accounts Payable upon receipt
229.	Ability to create Item code if certain with a code generator (wizard)

S No	Functional Requirement Specification
230.	Facility to pick up specific number of vendors on rotation basis from preferred vendor list for an Item when sending quotation
231.	Ability to capture price for each material / Service supplied by a vendor and its corresponding quality, delivery schedule etc
232.	Provision to activate multi-level "Release" strategy for purchase requisitions based on certain criteria for e.g. value of purchase requisition
233.	Ability to automatically identify potential sources of supply for a material / Service requirement based on past orders or existing long-term purchase agreements
234.	Ability to automatically check the purchase requisitions for budget availability
235.	Ability to create and maintain "Request for Quotation"
236.	Provision to create different kinds of purchasing documents like purchase order, contract or scheduling agreement
237.	Ability to define various types of purchase orders like PO for local purchase, PO for imported items, PO for services etc
238.	Ability to define and procure services, including long term purchase order for services
239.	Provision to activate multi-level "Release" strategy for purchase orders based on certain criteria for e.g. value of purchase order
240.	Ability to restrict access of purchasing documents to specified users for creation/changing
241.	Ability to record and track changes done in a purchase order including information about the date, time, user and old and new value
242.	Allotment of new codes for material / Service, services and vendors
243.	Maintenance of amendments to bid documents; Notice Inviting Tender (NIT); bid forms and proposal sheets (BPS) be stored centrally by package.

6. e-Procurement

S No	Functional Requirement
	General
1.	The system must be able to log all the activities carried out on the system by any user.
2.	The administrator shall be able to make intelligent search on the log based on user name, time period, type of activity, etc.
3.	Audit trail of the entire system operations shall be maintained in secured environment.
4.	The E-Procurement system should adhere to stringent security norms like SSL, firewall and other CVC guidelines
5.	E-Procurement system will have native integration with back-end functionalities for operational procurement, inventory management.
6.	E-Procurement system will be capable to handle both materials and services
7.	The solution should have comprehensive business workflow engine to create and manage different kind of workflow requirements triggered by specific events.
8.	E-Procurement system should have comprehensive functionality for supplier evaluation

S No	Functional Requirement
9.	Supplier evaluation can be done based on past purchase transactions considering different parameter like price, quality, delivery, services etc. The score of these parameters could be calculated automatically by the system or entered manually.
10.	System will have provision to conduct supplier evaluation based on feedback from business users through questionnaire. The questionnaire can be triggered on specific events automatically by the system or by conducting a web-based survey.
11.	It shall have standard reporting formats available. Reports shall be available in these standard formats at any given time.
12.	The system must provide detailed drilled down reports.
13.	The system must enable user to configure/develop reports on different parameters for trend analysis, reports on supplier participation etc.
14.	Management of user IDs and password and setting up hierarchy levels and role definitions for different users.
15.	System will support multiple currencies
16.	The system must provide a supplier administration module to add, delete, enable or disable the suppliers or supplier group.
17.	The system must provide for reports in both flat file and Excel formats.
18.	The E-Procurement system should have document collaboration facility among purchaser, bidders and suppliers. They should be able to share documents in a secured manner online. The upload, download and storage of the documents would be folder-based and easy-to-use.
19.	The solution will have in-built capability to create purchasing documents, legal contracts with clauses, terms & conditions etc and stored in a structured manner. The output could be PDF MS Word or XML file.
Vendor Registration	
20.	Facility for empanelment/registration of suppliers on the portal
21.	Provision to create different questionnaire for different product categories and services
22.	Supplier will be able to register or apply for certain product or services themselves over internet by entering/answering basic questions.
23.	Based on supplier selection or application, a questionnaire can be sent to supplier in a secured manner to get more information
24.	The equations can be categorized.
25.	Questions can be answered through texts, checkboxes, yes/no with validity.
26.	Designated person can check and review answers of the questions and then approve or reject the registration request.
27.	There will be supplier directory to check different supplier with their statuses
28.	Potential suppliers can be confirmed to be supplier of materials or services
29.	Supplier will receive administrative login and password information so that they can maintain their own information online
30.	After approval, supplier will be able to get notification for tenders, purchase order etc

S No	Functional Requirement
	to collaborate with purchaser
31.	Suppliers will get administrative role to create other user ids for their organizations to carry out different purchasing activities according to different roles.
	e-Tendering
32.	Employees will be able to raise purchase request themselves or on the behalf of other employee
33.	Solution should have the capability of team purchasing where they can do all the sourcing activities as a team and collaborate
34.	The system shall be capable of handling limited tenders, open tenders, global tenders, rate contract, reverse auction etc.
35.	There shall be no limit with the system in terms of interacting with Payment Gateways for purpose of financial transactions.
36.	E-tendering system will support complex service procurement where service can be defined in a multi-level service hierarchy with defined value limit
37.	For each type of payment, the workflow for making payment shall be part of the process. For example, if vendor has to make payment for tender form, the web page where tender forms are listed shall guide the user to make payment. Once the vendor chooses to pay he shall be taken to the payment gateway and payment shall be accepted.
38.	System shall be capable for adoption for supporting different kind of formats of tenders, tender conditions and output reports as defined by the purchaser
39.	The base currency of the System must be Indian Rupees. The currency shall be customizable/configurable in case of global tenders.
40.	The system must allow Users to locate tenders quickly through on-line search facilities in a variety of ways including tender no, generic descriptions, etc.
41.	The system should provide the following bid stages in the tendering process: a. Pre-Qualification bid stage b. Technical bid stage Reverse auction c. Price/commercial bid stage d. Single stage, techno-commercial bid stage
42.	System should be configurable to create various types of users as mentioned below: a. Authorized personnel from purchaser for access and use of the different modules of the system like NIT, Bid preparation, bid evaluation etc. b. Authorized personnel from the bidder organizations c. System Administrators d. Super user to control all operations on the e-Procurement Portal; and e. Any other user such as payment gateway providers or as per the architecture of the proposed solution by the vendor / consortium.
43.	Secured electronic alert facility to the registered suppliers on the portal, whenever a new tender / corrigendum / addendum is published.

S No	Functional Requirement
44.	Search facility for the tender floated on the web site category wise, tender no wise etc.
45.	Users shall enter the quantity required for tendering directly into the tender based on manual inputs received by them. On receipt of indent for a particular item, the user shall initiate the preparation of tender document along with technical requirements, payment terms, Schedule of requirements, price schedule etc.
46.	The tender document shall be prepared online. These shall be a provision to prepare each section, for example special conditions, functional requirement if any, schedule of requirements, price schedule, technical specification etc, separately by different users assigned by administrator.
47.	There shall be a work flow to get the prepared tender document approved online by the concerned section users for the purpose of floating the NIT by the concerned procurement wing.
48.	The officers in the approving chain shall be able to view the tender document and place his remarks in the space provided for the purpose. These remarks and suggested changes shall be viewable to the user who prepared the document. He shall be able to imbibe these comments in to the tender document online.
49.	There shall exist a facility to authorized personnel of supplier organizations for - Online downloading of Complete Tender Documents, multiple Addendum and multiple corrigendum with online payments or offline payments received through demand drafts. Activation of Online/Offline payments modes shall be configurable.
50.	The GUI of the system shall have a tender designing facility. Designing of tender documents for different types of tenders such as EOI (expression of interest), Limited Tender, Advertised Tender, Global Tender both for works, consultancy and supply of goods and services shall be possible so as to include existing features of submission of bids with complete break up indicating basic rate, excise duty, sales tax/VAT, packing, forwarding, freight etc., with supply to multiple consignees.
51.	As and when addendum or corrigendum is posted, all suppliers who have officially procured tender document online should receive automatic online reminders through registered emails.
52.	The relevant approving authority should get an email alert whenever any NIT has come to him/ her for approval.
53.	NIT shall be visible to users of in the approval hierarchy: The NIT approver should have the following functionalities: Approve the NIT, Reject the NIT, Route the NIT to a specific person for review, Insert comments
54.	For creation of NIT there shall be a proper approval process which may involve many users who are in a hierarchy. The transactions and remarks of such users shall be visible to all users in the same hierarchy. On final approval, already configured for each hierarchy, notice/message shall go the user who initiated the process.
55.	The NIT/Tender creator should be able to select any combination of these stages to create a single stage or two stage or 3 stage tender.
56.	A provision shall exist to take a print out or send mail to approved print media addresses in a predefined format.

S No	Functional Requirement
57.	The System must provide the facility to publish the NIT on its web interface for public. The link for website shall be provided in official website also.
58.	On publication of the tender, the system should generate an email/SMS alert to the registered suppliers and concerned company users..
59.	It should be possible by configuration to have a copy of the Tender Document for free online viewing by prospective suppliers.
60.	There should be facility for re-bidding for one or more bid parts without having to re-float the whole tender.
61.	The System must allow tenders to be tracked through their lifecycle, providing visibility of tender status, user comments and responses, evaluation & decision history, etc.
62.	The system shall have pre-bid queries/clarification functionality.
63.	The system should allow for issue of corrigendum's/amendments to be published on the E-Procurement site.
64.	The system should be able to send an alert to the concerned vendors.
65.	All such corrigendum's/amendments shall become the part of the tender on closing of the tender and shall be viewable accordingly.
66.	The bids, during submission, shall be encrypted using public keys of vendor. The opening of the submitted bids shall only be possible through private keys of the vendor either from his remote position or being present physically at company's location for tender opening. The same process shall be repeated for all the bids of different vendors.
67.	The vendor shall be allowed to revise his bid before due submission date of the bid as defined in the tender document. Only the last bid submitted by the vendor shall be considered by the system.
68.	The company users should have the facility of digitally signing the documents while issue of clarifications or any document issued to the bidders post or pre tender submission. For this purpose, bidders shall receive notification for any notice issues for tender clarification, addendum or corrigendum.
69.	After the submission of bids, it shall not be possible to change anything in the bid from either side. Bidder shall explain this feature in the bid response. The same process shall also be mentioned in the help menu of the portal.
70.	The system shall ensure secured flow of content and delivery of the messages with different users.
71.	It shall be possible to submit Bids, online, in single or multiple stages such as pre qualification, technical and financial bids as specified in the respective tender or as per the procurement policy decisions.
72.	The bid submission process shall be designed in such a way that all required documents (pre configured) and bid components shall be uploaded at the time of bid submission. In case any document is not uploaded, the bid submission process shall not be completed. The mandatory documents shall be indicated by the user uploading the tender by way of marking/ on various options during the tender preparation.

S No	Functional Requirement
73.	It shall be possible that all key parameters of technical bids are filled by the bidders in a pre defined format. The system shall have provision to allow any additional information/document that the prospective bidder may like to submit as part of the bid submission.
74.	For financial bids, it shall be submitted in a pre defined format. All the mandatory fields in the financial bids shall be filled without exception. Bidder shall not be allowed to progress further in case he/she leaves a field unfilled.
75.	Apart from listed items in financial bid, the vendor shall be allowed to insert additional items which he/she wants to quote as part of bid. Separately he/she shall also be allowed to give breakup cost of line items if required.
76.	For the financial portion of the bid, it shall be possible to submit the name of the product, qty offered, unit price, different taxes applicable, discounts offered and the total price, etc.
77.	The bidder shall be given the option to insert additional fields in the financial bid form to insert any additional levies/taxes to cater to extra ordinary charges/levies.
78.	For global tenders it should be possible to submit price-bids in prescribed Foreign currency as specified.
79.	All the received bids shall be stored in an encrypted form in an Electronic Secure tender box. These bids shall be time stamped and entire process shall be highly secure. It should not be possible to open and view the contents of the Electronic Secure Tender Box till the specified time has elapsed.
80.	Facility shall be available to the authorized users to login simultaneously within a defined period to open technical bid and price bid. All the designated persons need to be logged in within the time period and open the bid. Bid administrator will be able to assign technical bid and price bid openers in a tender.
81.	The System must not allow Users from viewing the bids before the tender opening date & Time.
82.	System should have the capability to involve internal and external experts for online bid evaluation
83.	Experts will be able to provide their score and comments online
84.	The comparative sheet of the price bids along with the technical bid details shall automatically get transferred to the Evaluation Committee members, who's email id shall be predetermined and configured in the system.
85.	The System must automatically process and save the bid evaluation results in a specified folder. Authorized users, including the Evaluation Committee members shall be allowed to view and evaluate the bidders' responses against the parameters specified and attach evaluation results to the bids with their comments. These comments shall not be visible to users other than the evaluation committee members. Each tender may have specific and unique evaluation group.
86.	For Price-bids of global tenders, it shall be possible to prepare related comparative charts in the offered foreign currency converted to INR as per the conversion factor defined. If the conversion factor has not been defined earlier at the NIT stage then

S No	Functional Requirement
	before opening of the comparative chart the system shall prompt the user to enter the necessary conversion factor.
87.	After evaluation process is over, the bid documents shall be stored in a secure manner with use of digital signatures etc. No tempering of these stored bids shall be possible as they may be required to be produced legally on a later date.
88.	The System must support separate workflows for Pre-Qualification, Technical, Commercial and Techno-commercial evaluation stages.
89.	For each stage of evaluation, the approver shall have the following functionalities: Approve the evaluation of the evaluator, Route the Evaluation to a specific person for view and comment either within the department or sub-department or between different departments, Insert evaluation report
90.	Facility shall exist to prepare the report of the evaluation committee with the help of pre designed templates. The report shall be submitted through an online approval process in a desired/configured hierarchy.
91.	The facility shall exist for preparation of online contracts/P.O.s with basic formats readily available in the system. It shall be possible to insert any product specific conditions through a separate link or drop down menu or any other means so as to insert the same in the contract.
92.	Provision of awarding contract to one or more bidders based on tender conditions after proper approval through online approval process as in other modules of this tender. The parameter and percentage of quantity to each vendor shall be pre-defined at the time of NIT preparation.
93.	Create, approve and dispatch intimation of acceptance of tender for successful bidder and unsuccessful bidders.
94.	Create & Dispatch of purchase order to the selected single Suppliers
95.	Create & Dispatch of split/part purchase orders to the selected Suppliers.
96.	System should have provision to process tender fee. Bidders should be able to pay tender fee online
97.	Solution should have capability to handle EMD.
98.	Solution should be able to manage waiver of EMD or tender fee.
	Reverse Auction
99.	The system shall support wizard driven process to simplify auction creation and administration by an auction originator. It shall be possible to create reverse auctions.
100.	The system shall allow users to be assign different roles like that of Administrator, Super-Originator, Originator, etc. especially for this auction module.
101.	The system shall automatically extend the auction close time if last bid is received during 'Y' minutes of auction close time where 'Y' is configurable by administrator before the start of auction or Y shall be a global parameter in the system configurable globally.

S No	Functional Requirement
102.	The auction module shall provide the facility of allowing the originator to specify a "Reserve Price" for an auction. The 'Reserve Price' shall not be visible to the bidder
103.	The originator shall be able to specify the 'Bid Decrement/Increment' i.e. the minimum amount by which each succeeding bid of a bidder shall be lower/higher.
104.	There shall be a facility to support proxy bidding for suppliers
105.	The system must provide a view of auction items allowing fast and easy bidding by suppliers in case of multiple line items.
106.	The system shall support Reverse auctions.
107.	During an auction event, the suppliers shall be able to see the going lowest price in real time.
108.	The suppliers must not be able to see the other suppliers name/ details, bids etc involved in a bidding process.
109.	The system shall provide for an administrative tool which offers the flexibility to quickly define the set business rules, including users, starting/stopping/modifying auctions, categories, system preferences etc
110.	The system shall enable an auction originator to copy a previous auction instead of entering all the data required for creation of an auction again from a sample auction database.
111.	Import capabilities to automatically create auctions from data in Excel spreadsheets instead of data-entry or cloning existing auctions.
112.	Export capabilities for extraction of data from the auction system into a flat file or Excel spreadsheet
113.	Email notification of auction events with customizable email messages.
114.	The system shall allow Suppliers (bidders) to belong to user group(s), which can be associated with categories and auctions. Therefore, a supplier shall only view and participate in auctions, which they are allowed to bid for.
115.	The system must allow for the auction event dashboard that would allow user to centrally monitor the price movement in a graphical form, date & time of bid and name of supplier across multiple auction events.
116.	The system must allow user to view the list of all the suppliers who are logged into the auction software at any time.
117.	The system must dynamically show the auction bid summary and history along with date and time stamp.
118.	The system must allow user to send notifications and pop-up messages to suppliers during the auction.
119.	The system must show in real time the time remaining for close of the auction up to the last second to both company users and Suppliers.
120.	Reverse auction cockpit should have ability to chat with bidders online
Online Vendor Collaboration	
121.	System will provide an online collaboration platform with vendors
122.	Vendors will be able to login through vendor portal and see open purchase orders

S No	Functional Requirement
123.	Vendor will be able to send order acknowledgement through vendor portal on real-time basis
124.	Vendor will be able to register shipping notification through its portal which will directly be reflected in company's system
125.	Vendor will be able to see order statuses, raise invoices over internet.
126.	Vendor will be able to publish its catalogue over internet which will reflect in company's system
127.	Vendor will be able to maintain its own information
128.	Vendor will be able to create user ids for their own employees
129.	Vendor will be able to get notification from purchaser
130.	Vendor will be able to confirm service items
131.	Vendor will be able to see changed or cancelled purchase order
132.	Vendor will be able to reject a purchase order
133.	Vendor will be able to partially confirm order
134.	Vendor will be able to see delivery confirmation at purchaser site once confirmed by the purchaser.

7.   Inventory and Stores Management

S No	Functional Requirement Specification
	Inventory Management - General & Receipts
1.	Ability to define different types of material that the company procures, stores and sells
2.	Provision to define various relevant information for each material like purchasing related information, inventory related information, sales related information, quality related information, accounting related information etc
3.	Ability to classify/group materials based on certain criterion
4.	Provision to attach drawings or other documents to a material record
5.	Ability to define different stock keeping units for a material (for e.g. one unit for purchasing and other for issuing)
6.	Ability to define "batch management" for materials
7.	Ability to define authorizations for users for creating and changing material records
8.	Ability to identify material requirements from user department or material planning & control (which may include MRP or Demand-based approach to inventory planning)
9.	Ability to generate consumption pattern for a material
10.	Ability to generate ABC analyses, fast / slow moving item reports
11.	Ability to support physical inventory check process
12.	Ability to record difference and reconcile system stock and physical stock
13.	Provision to define storage locations, bins, go downs etc
14.	Ability to carry out re-order/norms based stock replenishment

S No	Functional Requirement Specification
15.	Ability to record goods against a purchase order and highlight if there is variation between quantity ordered and received
16.	Seamless real time integration between inventory and accounting applications for automatic update of inventory value in pre-designated accounts for each relevant inventory transaction
17.	Ability to report inventory level based on pending purchase requisitions, pending purchase orders and goods-in-transit
18.	Ability to provide real-time inventory status at stores
19.	Ability to categorize different kinds of inventories. For e.g. unrestricted, blocked for inspection, blocked for project etc
20.	Ability to store item with material and serial number combination in inventory
21.	Ability of record receipt of item/services identified for consumption. For e.g. directly for cost center
22.	Provision to carry out value and quantity adjustments
23.	Ability to restrict adjustment transactions for authorized users only
24.	Ability to reserve material against a job/department and further provision to block issue of such material for a stipulated period
25.	The lifecycle of the procured item or system should be managed from despatch, receipt, inspection and storage
26.	The system should allow to track the Materials Receipt Certificate through the stages of 'Receipt', 'Inspected' and 'Taken into Stock'
27.	Ability to keep a record of all chargeable and non-chargeable material issued to contractors, on a contract wise basis
28.	Ability to keep track of the issue and return of material, equipment and tools provided to contractors
29.	Ability to allow the measurement book be accessed and mapped to specific contractor invoices
30.	It should be possible to generate unique code, based on codification principles for materials, vendors, services and contract categories etc.
31.	The coding scheme for the material master should enable the categorization of the materials in a user defined way including categorization into main groups, sub groups, sub-sub-groups etc
32.	Provision to allow for utilization of road permits issued to vendors tracked
33.	Support receipt inspection activities (including rejections) be recorded and used to generate inspection reminders
34.	Supports creation of a stores receipt voucher be generated to record physical custody
35.	Ability to allow the store's inventory be reserved against specific indents and their utilization monitored

S No	Functional Requirement Specification
36.	System should allow the stores item issue be linked to reserved inventory, cost centres and exit gate pass
37.	System should allow the issue of stores items to employees be integrated automatically to the payroll system for effecting recovery
38.	Standard inventory replenishment models be implemented to automatically manage replenishment inventory
39.	The Ability to allow physical and book stock be compared and discrepancies managed in terms of stock adjustments, write-offs, etc
40.	The Inventory of the same item should be capable of being classified under categories like indigenous, imported, O&M, R&M etc
41.	Inquiry & Reporting Capability for Inventory Status (by item-code, type, etc.)
42.	Inquiry & Reporting Capability for Slow Moving and Obsolete Inventory
43.	Capability to track items by Item-Code
44.	Facility to have various item accounting like moving average, FIFO etc
45.	Ability to review order details on-line at the time of receiving of goods
46.	Allows generation of receiving documents (e.g. GRN, and inspection record) against purchase order line item, with provision for partial receipts
47.	Ability to generate bin instructions/labels for the storing of items in the warehouse / storage areas
48.	Ability to support consignment stock
49.	Ability to calculate days-on-stock of each item
50.	The ability to provide views of inventory balances, in-transit and on-order across all warehouses and for individual warehouses.
51.	Ability to record stock condition during all stock movements (such as issue, receipt, transfer and stock counts)
52.	Ability to manage accounting for the return of stock to suppliers
53.	System should make stock requirement predictions based on re-order level, safety stock etc
54.	Support for multiple Facilities, Stores and Other Inventory Locations
55.	Ability to adjust or update for differences or conversions in Unit of Measurement
56.	Capability to maintain Audit Trail of all transactions
57.	Cycle Count Capabilities (with facility to generate Supporting Worksheets and various Reports)
58.	Ability to track and control Vendor-Wise Inventory
59.	Facility to manage Inventories of Internally-produced Items
60.	Facility to give manage Shelf Life expiry dates

S No	Functional Requirement Specification
Material Issues	
61.	The system should support automatic allocation of raw material against production order
62.	The system should support issue of raw material against production order
63.	System should allow the material issued be tracked i.e. specific consumption vs. actual usage
64.	The system should help in monitoring and displaying the stock
Data Requirements	
65.	Ability to store Item Number / Code in the Inventory Master File
66.	Ability to store Item Description in the Inventory Master File
67.	Ability to store associated Unit of Measurement in the Inventory Master File
68.	Ability to store Lead Times in the Inventory Master File
Reporting & Interfacing Requirements	
69.	Inventory Valuation Reporting
70.	Ability to run Reports / Inquiries on Inventory Status
71.	Interfaces with the General Ledger
Stocks Reservation & Allocation	
72.	Online Display of Resources and Inventory availability by Location
73.	Support for Reallocation of Reserved Inventory across Project / Shop
Physical stock taking Inventory Adjustments	
74.	Facility to assign Adjustment Reason Codes (including Cycle Count and Returned Goods)
75.	Audit Trail of Inventory Adjustments
76.	Reporting of Overstock and Under stock Exceptions

8. Quality Management

S No	Functional Requirement Specification
General Requirement	
1.	Ability to seamlessly integrate QM application with other relevant applications like MM & PP
2.	Flexibility in defining the material that will be subjected to quality inspection
3.	Ability to define qualitative as well as quantitative criterion/characteristics that need to be inspected

S No	Functional Requirement Specification
4.	Provision to define the qualification required for Inspectors
5.	Provision to define and describe the method to be followed for inspection process
6.	Ability to define rules for sampling including sampling size, information about valuation of characteristics etc
7.	Ability to define types of sampling for e.g. 100% inspection, fixed sample, percentage sample etc
8.	Provision to link quality control charts to sampling rules
9.	Ability to generate calls for inspection automatically or manual creation of inspection calls. For e.g. at goods receipts, goods issue or work order release
10.	Ability to clearly indicate the source of inspection call.
11.	Ability to record inspection results in terms of values or attributes
12.	Provision to define the limits for required measurement and trigger exception if measurement is above/below the limit
13.	Provision to define tolerance for characteristic measurements
14.	Ability to track inspection calls based on different statuses
15.	Ability to create Defect record automatically or manually for a failed inspection characteristic
16.	Ability to define defects in terms of codes that can be analyzed further
17.	Ability to automatically update the quality inspection results for vendor record
	Quality Plan
18.	Ability of the system to create quality assurance plans which included quality testing specifications, schedules and procedures for testing by customer or third party
19.	Ability of the system to assign QA plans to products and items
20.	Ability of the system to create and assign quality characteristics to materials
21.	Ability of the system to assign specific skills/resource to materials and inspection activity
22.	Ability of the system to create and assign quality testing procedures to materials (Raw material, semi finished and finished products)
23.	Ability of the system to create and assign sampling procedures to materials
24.	Ability of the system to create and maintain quality testing equipments in the system
25.	Ability of the system to restrict creation and maintenance of QA plans and quality master data as per authority, print and display across different divisions at ALIMCO as per business requirements
26.	Ability of the system to generate project level reports for QA plans
27.	Ability of system to show/Track status of all the Final QA plans/Reports for a specific project by a customer QA Engineering. who is stationed in ALIMCO
28.	Ability of system to generate consolidated reports of all the quality results from various activity Inward, Stage, Final, Testing(All specific & procedural) for providing to customers

S No	Functional Requirement Specification
29.	Facility to maintain quality procedures
30.	Facility to link quality procedures to an operation
31.	Facility to enter their comments and remarks on the quality plan and procedures
32.	Ability to support different versions of the quality plan
33.	Ability to ensure restrictive access to users to make changes in this quality plan
34.	Facility for freezing of one quality plan as the final plan
35.	Facility to maintain a database of material characteristics for a wide variety of materials, intermediate products and finished goods?
36.	Ability to categories different types of material in terms of generic groups (e.g. raw mix, intermediate product, finished product etc.)
37.	Facility for the user to set up standard tests incorporating : a. user defined field names b. user defined attributes / parameters to be tested c. acceptable range of values for each attribute (minimum and maximum values) d. user defined data entry template to facilitate entry of individual test results
38.	Facility for setting a standard frequency for any sample collection, enabling the user to record sample data periodically
39.	Facility to allow user defined performance related data recording formats
40.	Support annual performance evaluation on the basis of the performance records
	Quality Inspection
41.	Ability to issue material / job inspection certificates online
42.	Standardization of certificates across sites and workshop
43.	Ability to capture material inspection data and generate reports on the same
44.	Ability to maintain templates of test certificates
45.	Ability to allow clearances (given by users of quality module) to be recorded for making payments to the subcontractors / Suppliers
46.	Ability to maintain data for tracking of samples: including a. personnel b. material sampled c. time d. location e. sampler f. source g. sample reference number h. material batch reference number i. type of test j. shift k. actual results l. testing equipment

S No	Functional Requirement Specification
	m. Name of third party testing agency if any
47.	Ability to set parameters for generating exception reports based on any of the standard reports
48.	Ability to have configurable Release-approval workflow hierarchy as per ALIMCO's Policy for all the quality records, reports and certificates
49.	Facility to allow the user to selectively extract data into standard PC software (e.g. Excel spreadsheets)?
50.	Provisions to maintain for qualitative characteristics and quantitative characteristics
51.	Provision to maintain versions for the characteristics
52.	Ability to maintain instructions for inspection characteristics
53.	Ability to compare actual sample results with expected quality acceptance criteria

54.	provision for maintaining sampling drawing procedures based on
	   a. Percentage sampling
	   b. Sampling schemes
	   c. Manual sampling

55.	Ability to define rules be given for accepting and rejecting a sample
56.	Provision for skip inspections for Self certified vendors

57.	Facility to conduct inspections for:
	   a. Sample Inspections
	   b. Trial Inspections
	   c. Stage Inspection
	   d. First piece inspection
	   e. Machine/tool inspection
	   f. Incoming goods
	   g. Goods at Vendor – subcontracted items
	   h. In Process
	   i. Recurring inspections to ensure integrity of storing
	   j. Vendor Quality Audits
	   k. Finished Goods inspection
	   l. CAPEX and Spares
	   m. Calibration Inspections

58.	Facility for the user to set up standard tests incorporating :
	   a. user defined field names
	   b. user defined attributes / parameters to be tested
	   c. acceptable range of values for each attribute (minimum and maximum values)
	   d. user defined data entry template to facilitate entry of individual test results

59.	For each individual performance of a standard test defined by the user facility to record details concerning :
	   a. The SAMPLE, date, shift, time, sampler, material, source, SAMPLE reference number, material batch reference number etc
	   b. the test, date, shift and time performed, actual results, tester etc

S No	Functional Requirement Specification
60.	Ability to add new characteristics at the time of recording results in addition to those already specified. E.g. Extra characteristic / one off cases.
61.	Provision to update the quality scores automatically on inspection completion
62.	provision to maintain Vendor Quality scores
63.	Facility to classify vendors based on Vendor Scores
64.	Based on operations defined in process sheet, facility for in-process inspection team know in advance the inspection schedule
65.	Incoming goods inspection team get a automatic notification when goods are received in stores
66.	Provision for online clearance to various departments, post inspection
67.	Provision of automatic generation of salvage report and linking to the rejections of Component & Assembly
68.	Option to mark inspected components as 'Rework' apart from 'Accept' and 'Reject' for an operation
69.	Option for generation of Inspection-cum-rework report.
70.	option for entry for rework quantities against each operation Vs work order and linking to the total quantities
Inward Inspection	
71.	Ability of the system to create inspection lots for inward materials subjected to quality test after material receipt
72.	Ability of the system to create sample of material to be tested as per the sampling procedure
73.	Ability of the system to record quality specifications against the required characteristics
74.	Ability of the system to apply standard procedures/operations for quality check
75.	Ability of the system to enter material acceptance, rejection, partial acceptance(with reasons) etc.
76.	Ability of the system to post stock(Store) passed or Failed as per the decision made by quality.
77.	Ability of the system for generating material tags as per the decision for usage
78.	Ability of the system to rejection material posting to scrap or return to vendor as per the business requirement/procedures
79.	Ability of the system to record of root cause analysis of defects and causes for rejection
80.	Ability of the system to monitor reports for materials pending for quality inspection.
81.	Ability of the system to restrict vendor invoice processing till material is cleared by QA.
82.	Ability of the system to inform purchasing department regarding rejections
83.	Ability of the system to map approval procedure for deviation in quality parameters

S No	Functional Requirement Specification
84.	Ability of the system to generate Quality analysis reports.
85.	Ability of the system to plan for quality lab equipments and consumables
86.	Ability of system to perform quality inspection when a material is expired and made unusable.
87.	Ability of system to change the expiry date based on the Quality result and made to be usable in stocks
88.	Ability of system to print the quality specification/procedure for an offline inspection(Such as supplier site) and enter the details in system
89.	System to trigger multiple QA plans/standards on a single material as per customer requirement.
	Stage Inspection
90.	Ability of the system to create inspection lot/full for semi finished subjected to quality test after production at each stage defined for quality inspection
91.	Ability of the system to create sample or full material from the production to be tested as per the sampling procedure.
92.	Ability of the system to record quality specifications against the required characteristics
93.	Ability of the system to apply standard procedures/operations for quality check
94.	Ability of the system to record material acceptance and rejection.
95.	System to notify quality rejection for corrective work(Rework)
96.	System to record approval to the Quality spec changes due to non-conformance from projects/Engineering for rework
97.	Ability of the system to post stock to usable, non usable stock as per the decision made by quality.
98.	Ability of the system for generating material tags as per the decision for usage
99.	Ability of the system to reject material posting to scrap or return to production
100.	Ability of the system to generate quality monitoring reports for Items pending for quality inspection.
101.	Ability of the system to map approval procedure for deviation in quality parameters
102.	Ability of the system to generate quality analysis reports of stage inspection.
103.	System to capture feedback from quality inspection performed during stage inspection and inform to concerned section/user.
104.	Ability of the system to inform production department regarding rejections
105.	System to trigger multiple QA plans/standards on a single item as per Engineering/Projects requirements

S No	Functional Requirement Specification
	Final Inspection and Testing
106.	Ability of the system to schedule final inspection and testing of products as per QA plan
107.	Ability of the system to Identify and trigger tests to be performed by in house and customer/third party inspections.
108.	Ability of the system to Identify and trigger tests to be performed by customer/third party inspections.
109.	Ability of the system to trigger Information to Projects Group, Customers and concerned departments for final inspection and testing whenever required
110.	Ability of the system to record quality specifications against the required characteristics
111.	Ability of the system to apply standard procedures/operations for quality check
112.	Ability of the system for record on material acceptance and rejection
113.	Ability of the system to post stock to usable, non usable stock as per the decision made by quality.
114.	System to notify quality rejection for corrective work(Rework)
115.	System to record approval to the Quality spec changes due to non-conformance from projects/Engineering for rework
116.	Ability of the system for generating material tags as per the decision for usage
117.	Ability of the system to reject material to production or for rework
118.	Ability of the system to generate quality monitoring reports for materials pending for final inspection.
119.	Ability of the system to map approval procedure for deviation in quality parameters
120.	Ability of the system to generate quality analysis reports for final inspection/testing.
121.	Ability of the system to inform production department regarding rejections
122.	Ability of the system to generate test certificates, quality certificates for finished products
123.	Ability of the system to calculate costs incurred in quality inspection
124.	Ability of the system to generate quality checklist for pre dispatch inspection
	Calibration and Testing
125.	Calibration Inspections be scheduled automatically by the system
126.	Status and Calibration History be maintained on inspection completion automatically by the system
127.	Ability of the system to create and assign calibration schedules to equipments.
128.	Ability of the system to create calibration specifications as per the manufacturer's inputs or other requirements for the equipments.
129.	Ability of the system to trigger alerts for due date calibration to the concerned user department

S No	Functional Requirement Specification
130.	Ability of the system to record calibration specific testing data of each equipment
131.	Ability of the system to trigger calibration to be done by SQAG for specific equipments.
132.	Ability of the system to generate calibration reports through the system
133.	Ability of system to record and maintain tools/measuring instruments for calibration
134.	Ability of record testing result for calibrated equip in the system with Pass and Fail
135.	Ability of system to generate tag(like Red-Failed, Green-Full Use, Yellow-Limited usage) with testing result and usage instruction for the equipment
136.	Ability to maintain and report the performance/work completion for calibration activities, while subcontracting the calibration activities
	Certificate Management
137.	Ability to generate Test Certificates on completion of FG inspections for delivery
138.	Facility for the characteristics in the certificate be restricted from those that of the FG delivery inspection
139.	Facility for different certificate formats for different vendors be maintained in the system
140.	Facility to see the status of Certificate printing online

9.   Maintenance Management

S No	Functional Requirement Specification
	Machine / Equipment Register
1.	Ability to define Maintenance Organization structure in the system
2.	Ability to define various kinds for equipments and locations which are relevant for cost analysis
3.	Provision to associate an equipment with a location and maintaining temporal relationship between an equipment and its location (e.g. Test facility)
4.	Ability to flexibly defines the hierarchies for locations and equipment and provision for automatic cost roll-up
5.	Provision of a plant/equipment/component register at the Operational level which provides a hierarchical view of equipment, components and sub-components?
6.	Ability to logically group plant/equipment/components through equipment group identifiers or classes for the purpose of: a. Linking equipment groups to standard maintenance jobs (work orders) to similar equipment b. Linking equipment groups to bills of materials and parts list
7.	Ability to logically group plant/equipment/components for the purpose of: a. Shutdown planning b. Identification of opportunity maintenance

S No	Functional Requirement Specification
	c. Work parceling and prioritization.
8.	Ability to support plant/equipment bills of materials (through application parts lists)?
9.	Ability to link plant/equipment to general ledger costs codes for costing
10.	Ability to provide for each item or group of items of plants and equipment on-line access to relevant documentation such as: a. Safe Operating Procedures b. Vendor supplied Capacity / Performance Specifications c. Vendor supplied settings and calibrations d. Actual Settings and Calibrations (after repair / maintenance) e. Technical Specifications f. Modification specifications g. Environmental Information (including Safety Instructions) h. Warranty details i. Recommended Maintenance Specifications and Service Intervals j. Part Lists k. Service / Maintenance / Operation Manuals
11.	Provision to store equipment specific information like Manufacturer, Purchase details, Installation date and any other information useful for business
12.	Ability to "search" an equipment based on any information maintained in equipment record
13.	Ability to define "Bill of Material" for a equipment which may include spares, assemblies etc
14.	Provision to include Notes, drawing etc for the equipment
15.	Ability to maintain vendor specific warranty information and display the same when a problem for the equipment is notified
16.	Provision to define equipment dependency in order to determine other equipment that get impacted down-stream of a failure
17.	Ability to define Preventive Maintenance checklist for various kinds of equipment
18.	Ability to manage calibration schedule for specified equipment
19.	Ability to record calibration results and decision whether the equipment can be used or not
20.	Provision for a. A user friendly classification structure b. Cross references to plant and equipment or groups of plant and equipment c. Cross references to application parts lists d. Cross-references to relevant on-line documentation including procedures, warnings, technical information, safety instructions, shut down opportunities, check lists etc. e. Specifications of resource requirements including materials, labor (skills/

S No	Functional Requirement Specification
	competencies), contractors, tools and equipment
	Maintenance Register
21.	Ability to support short and long form entry of work request details
22.	Provision to support the identification of maintenance objects (including plant, equipment and components and standard jobs) through graphical, colloquial and hierarchical searches for the linking of work orders to plant and equipment
23.	Provision of user-definable, work order status/completion/analysis fields such as: a. Status (e.g. scheduled, on standby, wait on materials, wait on labor etc.) b. Type of Fault
24.	Ability to allow on-line specification of work requirements including materials, labor, contractors, tools and equipment requirements
25.	Ability to access maintenance and operational history for the purpose of job analysis and job planning
26.	Ability to generate hard copy work instructions on approval of a work order including the printing of attachments such as check lists, method sheets, specifications etc
27.	Ability to maintain comments and narratives on the servcie order
28.	Ability to support the recording of job completion information including: a. Diagnostic codes b. Comments
29.	Ability to modify work orders
30.	Ability to provide on-line work order status review
31.	Ability to define Preventive Maintenance schedules based on time, counter or combination of two
32.	Provision to define sequence of operations based on conditions (FS, FF etc) & planned man-hours in Checklists
33.	Ability to maintain standard jobs at the Operational level
34.	Facility to maintain maintenance labor resources including individuals and work groups
35.	Ability to maintain 'rates of charge' for the purposes of labor and work costing, including: a. Contractors b. Tools
36.	Facility to support the maintenance of a. Resources b. tools / equipments
37.	Ability to maintain contractors as resources
	Maintenance operations
38.	Facility for planning and scheduling the maintenance activities, and coordination with production plans, logistics and supply functions

S No	Functional Requirement Specification
39.	Ability to maintain maintenance triggers/flags for individual items of plant or groups of plant for the purpose of generating automatically (standard job) work requests / Maintenance orders based on: a. Conditions b. Volume of production c. Time criteria
40.	Ability to link standard maintenance work orders to planned maintenance flags / limits
41.	Ability to create Work Orders with minimum planning data as well as with detailed planning data
42.	Ability to plan the resources, including workforce, spares, external services etc in the Work Order
43.	Ability to incorporate safety specific permissions / permits before execution of Work orders
44.	Provision to define authorizations/approvals for the execution of Work Orders
45.	Ability to compute Planned cost based on planning data which may include manpower, spares, procured services etc
46.	Ability to view if workload of technicians / resources and optimize scheduling of Work Orders
47.	Ability to view stock for the spares, included in Work Order, from Work Order screen
48.	Seamless real time integration with Material Management for raising material request, viewing inventory status, posting un-planned goods movement and including material cost in Work Order
49.	Automatic scheduling of maintenance orders based on priorities
50.	Ability to record actual completion data in respect of tasks in the Work Order
51.	Ability to report Planned Cost and Actual Cost for Work Orders
52.	Ability to record tasks against Annual Maintenance Contracts
53.	Seamless real time integration with Finance and Controlling applications for transfer of Work Order costs
54.	Ability to define hierarchy of Work Orders
55.	Ability to define budget for a Work order and restrict Work Order processing if budget is exceeded
56.	Ability to integrate with resource calendars for the purpose of scheduling tools and maintenance plant/equipment?
57.	Ability to re-set maintenance tasks on completion of a work order?
58.	Functionality to identify maintenance opportunities through reviewing outstanding work based on : a. On a particular item of plant or equipment

S No	Functional Requirement Specification
	b. Related/downstream items of plant or equipment c. Reviewing the location of the work to identify opportunities to perform activities in the same location/geographical region.
59.	Ability to integrate with materials management functionality to support: a. Automatically generating materials and services requisitions based on a committed work schedule b. On-line review of materials / spares availability and lead times
60.	Seamless integration with Human Resources application to allocate craftsman with requisite skills for maintenance activities
61.	Capability of restricting authorizations to change Checklists
62.	Ability to list and print the maintenance schedule due for different time period like next 1 week, 2 weeks, or 1 month
63.	Ability to capture the compliance of maintenance schedule and record the delay / early completion of schedule
64.	Automatic computation of scheduling dates depending upon early / late completion of maintenance schedule
65.	Capability of registering a problem with minimum details
66.	Automatic routing of complaints to the authorities concerned
67.	Provision to build failure history for a equipment which may include type of fault part impacted, its cause, corrective activities etc
68.	Ability to report failure history based on parameters like fault, cause, part impacted, corrective activities etc
69.	Automatic computation of MTBF (Mean Time Between Failures) and MTTR (Mean Time to repair) for a equipment and machines
70.	Ability to plan shutdown related tasks separately and provision to include a non-critical breakdown task into shutdown plan
71.	Seamless real time integration with Project Management application for controlling Work Order cost based on project budget
72.	Facility for creation of a break down note to track the breakdown
73.	Provision for creation of Work Orders and to facilitate resource usage comparisons & analysis of Work Center's Performance (w.r.t. the asset being maintained)
74.	Support the integration of the employee roster and leave-schedules with the maintenance scheduling functionality
75.	Assign parts, tasks and tools to a specific cycle or all cycles.
76.	Navigable tree-view of work order schedule. a. View work order by year, month, week, or day. b. View by equipment, employee or job number. c. View future PMs.
77.	Reschedule work orders.

S No	Functional Requirement Specification
	Set company working days, plant shutdown days. Work orders will reschedule appropriately.
78.	Ability to print work order
79.	Closure of Work Order
	Operational Statistics and reporting
80.	Ability to provide usage report for a spare-part in various equipments
81.	Ability to forecast the cost, including cost of spares, manpower and purchased services, of Preventive Maintenance activities based on pre-defined checklist
82.	Ability to record and downtime events including: a. Time of removal from and return to operations b. Automatic generation of downtime entries for equipment until it is placed back into operation.
83.	Ability to define the segments of availability calculations including: a. Operating hours b. Standby time c. Operating delays d. Repair time e. Waiting for spares f. Not scheduled.
84.	Ability to maintain operational history against plant/equipment and installed components
85.	Ability to maintain operational and maintenance history against: a. Work orders b. Plant/equipment/components
86.	Facility for reporting on plant/ equipment statistics: a. Availability b. Utilization
87.	Facility for reports on the whole of life performance and costs: c. By individual asset (of critical nature) d. By equipment group
88.	Facility for reporting on costs for every Profit Center, Cost Center and Work Center a. Labor Costs b. Material Costs c. External Services Costs d. Equipment/Tools Costs e. Costs per Operational Unit f. Planned v Unplanned.
	Costing of Maintenance

S No	Functional Requirement Specification
89.	Ability to integrate equipment to a Asset record for managing depreciation, expense capitalization etc
90.	Provision of reporting of maintenance cost for a based on criteria such as location, cost center, Department responsible, period etc
91.	Support the cost of maintenance with breakup of breakdown , preventive maintenance and predictive costs based on a. Manpower utilization b. Spares associated machine wise c. Link up with production module
92.	Ability to provide on-line work order cost estimates through integration with relevant systems/modules and based on unit prices for: Materials a. Labor b. Spares & consumables c. Contractors
93.	Ability to report costs according to the work order hierarchies (parent and child)
94.	Ability to cost work orders to general ledger codes and equipment codes including the ability to validate relationships between these codes
95.	Ability to support standard/variance job costing for maintenance activities
96.	Ability to allocate costs to product groups, machine groups, work orders etc.
97.	Ability to integrate with materials, human resources and financial systems for automated capture of: a. Labor hours and costs b. Materials quantities and costs c. Contractor hours and costs d. Equipment/tools hours and costs
98.	Ability to capture labor hours against work orders a. Direct manual entry b. Entry through the time and attendance roster
99.	Ability to cost labor to work including: a. Basic pay (salary/hourly pay) b. Labor 'on-costs' c. Overtime
100.	For Life cycle costing analysis, ability to accumulate costs throughout the life cycle

10. Finance Accounting and Costing

S No	Functional Requirement Specification
	Organization Structure & General
1.	Should allow the definition of offices in the Organization hierarchy

S No	Functional Requirement Specification
2.	Should allow the definition of regions, sub-regions to meet legal requirements such as Central taxes/ duties, state taxes and local corporation taxes & duties.
3.	Should have the flexibility to define fiscal year including stat month and end month
4.	Should enable definition of 12 periods / month within fiscal year
5.	Should have provision for separate logical periods for the purpose of annual closing activities
6.	Should allow closing of fiscal periods to restrict transaction posting.
7.	Should enable keep multiple periods open across financial years or within financial year
8.	Should have the ability to reopen closed period, subject to valid authorization.
9.	Should have the ability to define exchange rates within multiple currencies vis-à-vis base currency.
10.	Should have the ability to process transaction entered in foreign currency based on the exchange rates definition, in an online mode.
11.	Should allow tracking of all foreign currency transaction in both transaction currencies as well as base currency.
12.	Should have the ability to draw complete set of books of accounts - cash book, Bank book etc
13.	Should have the availability of various document types for different financial transaction
14.	Should have the availability of system generated numbering for the documents
15.	Should have the availability of option of manual numbering for certain documents
16.	Should have numbering sequence for all documents is reset per fiscal year.
17.	Should supports legal requirements such as TDS, sales tax, VAT, excise duty, service tax and works contract tax fully.
18.	Should have the ability to define applicable excise or VAT or any other indirect tax rates and flexibility to change the rates in case of change in statute
19.	Supports capturing of various indirect tax like VAT etc codes
20.	Should support real Time Posting from Sub Ledgers to General Ledger and without the process of schedule
21.	Should have flexibility to control posting to specific ledger accounts with specific documents
22.	Should have flexibility of date formats, number formats per user.
23.	Should be able to record and tracking of audit objections and corrective actions taken
24.	Should enable reconciliation of all units
25.	Should have powerful search engines and queries.
	Audit Trail

S No	Functional Requirement Specification
26.	Should enable tracking of user, date and time for each transaction
27.	Should enable tracking of changes made to any document
28.	Should enable tracking of creation and changes to any master data in the system
29.	Should enable tracking of creation and changes to any set up data in the system
30.	Should enable tracing of changes to authorization profile/ approval profile
Planning and Budget Preparation	
31.	Should have the ability to collect Budget inputs from various Units in user defined formats
32.	Should be able to provide flexible budget hierarchy to define budgeting level
33.	Should have the facility for direct manual entry of amounts for individual budget items apart from formula builder and percentage revaluations
34.	Should have the ability to collect Budget inputs from Departments within Units in user defined formats
35.	Should have the ability to collect Budget Project wise and account head wise from various departments
36.	Should have the ability to provide approvals and changes to budgets by Project heads or department heads
37.	Should have the ability to consolidate Budgets at department level / Project Head level - Bottom up approach
38.	Should have the ability to make amendments in the Budgets prepared at the lower level hierarchy by the departmental heads or Project heads
39.	Should have the ability to make simulations to identify the Projects costs and Benefits using Simulation techniques and Trends analysis
40.	Should have the ability to consolidate Budgets at Head quarters for various Units / departments / Projects - Bottom up approach
41.	Should have the ability to provide approvals and changes to budgets in Head quarters
42.	Should enable setting up Authorization controls for Creating the Budgets, Changing the budgets, approving the budgets and consolidating them.
43.	Should have the ability to consolidate the plans / budget values in the HQs and approve the Budgets
44.	Should be able to reallocate the budget values and distribute them to various Units, Departments and Projects within Units account head wise.
45.	Should enable preparation of consolidated Budget Book for the ALIMCO and various levels with detailed break-ups.
46.	Should have the ability to do revised Budget estimates during the year and change the budget values with necessary approvals

S No	Functional Requirement Specification
47.	Should have the ability to transfer Budget from one account head to another
48.	Should have the ability to transfer this budget for expenditure tracking and control
	Budget Availability control Management
49.	Should be able to provides budget vis-à-vis actual comparison on a on-line basis as well as periodic intervals
50.	Should have the ability to support user-defined budget availability controls to specify which accounts do not allow actual exceed budget or otherwise
51.	Should support the monitoring of various budget types such as original budget, supplementary budget, budget carry-forward (unutilized budget amounts carried forward from previous years), budget transfers.
52.	Should enable online tracking of expenditures vis-à-vis budget at any level.
53.	Should enable online enquiry of budget availability for a department / expense head / Project
54.	Should enable option to send an e-mail to the concerned department requesting the expenditure if the cumulative expenditure exceeds the budget
55.	Should have the flexibility to report against different versions like budget estimate, revised estimate, etc. for the year
56.	Should have the ability to export the budget data into text or excel format that can be used by the publisher for publishing
57.	Should be able to generate budget versus actual expenditure report for all or a selected set of Units and expenditure heads for the current year as well as the previous ones
58.	Should have the ability to carry forward Budget and commitments to next fiscal year as per the decisions
	Account Payable
	Account Payable – General
59.	Should allow creation of vendors in the system and vendor codes can be a. Numeric b. Alphanumeric
60.	Vendor numbers can be generated by the system
61.	If required vendor codes can be manually assigned
62.	Should allow to capture critical vendor information such as a. Name and address, b. key person at vendor company c. Captures state where vendor is located d. Captures email ID of vendor e. TAN No, PAN No, ST, VAT and WCT Registration. No.

S No	Functional Requirement Specification
	f. Bank account details g. Payment terms, discount terms, payment methods h. TDS related information i. Legal status of the vendor such as corporate, non-corporate etc.
63.	Should have the ability to define payment terms in following scenarios: a. Standard payment term of payment due after specific no. of days b. Payment term where discount is offered as interest component for early payments c. Payment term which allows retention money
64.	Should allow blocking of specific vendors so that transactions with such vendors cannot be entered
65.	Should allow linking of many vendors to capture group exposure/transaction volume
66.	Should enable a unique vendor code can be used for all the Units based on the requirement
67.	Should have the ability to define various TDS rates, works contract tax rates in the system and attach relevant rates to vendors based on the applicability
68.	Should allow clearing of vendor transactions by matching two or more open debit and credit items
69.	Should allow to segregate and track vendor transactions into: a. Should allow normal invoices and payments b. Should allow advance payments to vendors c. Should allow guarantees d. Should allow security deposits with vendors e. Should allow bank guarantee, letter of credit to vendors
	Accounting and Vendor credit processes
70.	Should allow invoice processing a. With respect to a Goods Receipt Note (GRN) in the system b. With respect to capital job note in case of capital asset receipt c. With respect to service entry note in case of a service vendor d. with Expense voucher where vendor is credited without PO/GRN in the system
71.	Should supports typical 3 way match (PO, GRN, Vendor invoice) bill passing process
72.	Should consider quantitative details from GRN and price details from PO during the 3 way match
73.	Should enable that the bills are processed based on PO, GRN even if invoice does not match with value arrived at using these two documents
74.	Should have the ability to prompt/automatically deduct all deductible charges such as TDS, works contract tax, surcharge on these taxes at the time of vendor bill processing

S No	Functional Requirement Specification
75.	Should have the ability to automatically account for all these deductions based on pre-determined criteria
76.	Should enable defaults master data information of vendor during invoice processing
77.	Should allow defining parameters to determine whether default master data information can be changed during processing and changes are allowed only based on this. The same can be done only based on authorization.
78.	Should allow entry of transaction in vendor account: a. In online mode b. In a batch mode
79.	Should have the ability to evaluate amount of pending GRN for invoice processing to arrive at provision figures
80.	Should triggers commitment and updates budget on issue of purchase orders for goods/services
81.	Should have the ability to track duplicate invoice based on vendor code and invoice number
82.	Should have the ability to post debit notes and credit notes as well as print these for sending across to vendors
83.	Should have the ability to calculate overdue interest for vendors based on individual transaction due dates in following scenario:
84.	Interest is accrued at each period end for all outstanding line items beyond due date
	Audit of Invoices and Bills
85.	Should have the ability to list the invoices for submission fro Audit before being paid
86.	Should have the ability to approve the invoices submitted for Audit
	Payment Processing
87.	Should have the ability to process vendor payment in: a. Manual payment mode b. Automatic payment processing based on predefined parameters
88.	Allows payment for following scenarios: a. Advance payment adhoc b. Advance payment only against purchase orders c. Payment against one or multiple invoices - matching amount d. Payment against one or multiple invoices - partial amount e. Payment against one or multiple invoices - adhoc amount
89.	Should have the ability to block certain vendors invoices so that they cannot be paid unless appropriately approved

S No	Functional Requirement Specification
90.	Should have the ability to process one or more vendor invoices, debit notes, credit notes and ability to make net payment
91.	System should for the purpose of automatic payment processing system enables: a. Should have the ability to run payment program for future date b. Should have the ability to process multiple payment programs runs for different dates, same date – different criteria c. Should enable identification invoices due by a particular date d. Should have the ability to select/deselect certain invoices for payment processing
92.	Should enable for the purpose of payment processing, Ability to pay on one single day
93.	Should have the flexibility to process payment of all invoices at one go, however, strictly on due date basis
94.	Should take cognizance of TDS requirements and deducts TDS whenever necessary
95.	Should be able to clear vendor items wherever clearing is possible
96.	Should enable that during payment (automatic or manual) system automatically calculates discount if any and proposes net amount for payment processing
97.	Should have the ability to generate accounting entry after considering discount figures and posting of entry based on pre-determined account mapping
98.	Should allow maintenance of cheque stationery and tracking of Cheque based on available stationery and usage
99.	Should allow printing of cheques for various banks
100.	Should have the option of sending payment details to banks in a soft copy format so that payment processing can be carried out by a bank
101.	Should have the option of cheque printing by banks on transfer of payment instruction and updation of Cheque nos. back in the system
102.	Should allows printing of payment advice along with Cheque which may be sent across to vendors along with their payment
103.	Should ensures updating of cheque register on printing of Cheque as well as updates the payment voucher with details of Cheque no.
104.	Should have the flexibility to update cheque register in case cheques are issued manually, cheques are destroyed, damaged etc.
Reports	
105.	Should be able to generate statement of account for the purpose of sending it across to vendors for balance and transaction confirmation, with an option to define format of confirmation letter
106.	Should be able to perform due date wise analysis of vendor accounts
107.	Should be able to perform ageing analysis of vendor line items

S No	Functional Requirement Specification
108.	Should be able to perform vendor account trial balance
109.	Should be able to show and or account line item details
110.	Should be able to perform vendor account details segregated into: a. Invoices and payments b. Advances paid to vendors
111.	Vendor account balances and transactions per vendor control account
112.	Should allow regrouping of vendor balances based on debit/credit balances
113.	Should have the ability to vies/print all the above vendor account and line item reports per branch, division, location etc.
114.	Should have the ability to capture separate ageing analysis for specific category like 'small scale industry; (SSI) vendor
115.	Should have the ability to extract details of purchase orders, GRNs invoices documents of individual vendors
116.	Should be able to generate TDS certificates from the system
117.	Should be able to generate TDS Returns from the system
118.	Should have the ability to provide details of payments segregated into onetime payment, early payment and delayed payment
119.	Should have the ability to report on total volume of business generated, discounts earned from vendors
	Employees reimbursements and Claims
120.	Should enable employees to raise various Travel and other claims through the system
121.	System should be enable the user to check the eligibility as per HR records and enable the Claims
122.	Should enable claims should be enrouted through the pre designated workflow route according to the HR structure and admin rules
123.	Should help so that the Claims should be approved and processed in the system
124.	Should help so that the Claims should be track the submission date, approval date and payment date
125.	Should have the ability to re-route the claim workflows on the absence of the managers or define alternate approvers
	Cash & Bank receipts and payments accounting and Reconciliation
126.	Should be able to record cash transactions and post entries for those transactions
127.	Should be able to post entries for Cash receipts in cash journal
128.	Should be able to post entries for Cash payments to Vendors in cash journal
129.	Should be able to maintain separate cash accounts for each cash office

S No	Functional Requirement Specification
130.	Should be able to record accounting entries for business transactions posted by the cashier
131.	Should be able to restrict post direct entries into cash account
132.	Should be able to create master record for Bank and different accounts maintained with the Bank
133.	Should be able to post entries for cheque receipts from Tax payers
134.	Should be able to post entries for cheque payments to Vendors
135.	Should be able to do Bank Reconciliation by manual posting of statements
136.	Should be able to do Electronic Bank Reconciliation by automatic upload of Bank statements
137.	Should have the ability to update Cash and Bank Book
138.	Should have the ability to do cash closing on a daily basis with denomination tracking
139.	Should have the ability to report cash and bank transactions for a given period
140.	Should have the ability to approve the cash and bank transactions before they are paid or received
141.	Should have the ability to set maximum limits per payment per vendor for cash transactions
142.	Should have the ability to defined opening balances as per carried forward closing balances
Asset Management	
143.	Should have centralized definition of fixed asset categories, description, multiple depreciation rates, predefined residual values etc.
144.	Should enable centralized definition of content of the Fixed Asset Register to support requirements
145.	Should enable centralized/ decentralized definition of location data structure
146.	Should have the ability to maintain parent -child relationship across asset classes
147.	Should be able to maintain FA register locally at units with custodian wise identification.
148.	Should automatically consolidate FA Register at units into FA Register for the organization
149.	Should be able to prevent units from entering/updating data in any FA Register other than their own FA Register
150.	Should be able to categorize assets based on multiple like plant assets, moveable-immovable etc.
151.	Should be able to maintain parent - child asset relationships
152.	Should have the ability to differentiate between new asset and value adjustment / upgrading like capacity expansion

S No	Functional Requirement Specification
153.	Should be able to merge one asset into multiple fixed assets and vice versa into one fixed asset
154.	Should have the provision to rectify errors in recording fixed assets in the same period or in previous periods
155.	Should be able to record number of units against each fixed assets
156.	Should be able to generate Fixed Assets schedule in accordance with the statutory requirement
157.	Should be able to retire entire or part of an existing fixed asset
158.	Should be able to record salvage value, sale proceeds, cost of removal etc
159.	Should be able to automatically calculate gain/loss on retirement
160.	Should be able to record reason for retirement
161.	Should be able to record mode of retirement e.g. sold, scrapped, donated etc
162.	Should have the ability to identify assets awaiting disposal
163.	Should have the option to assign each fixed asset to custodian
164.	Should be able to record the physical location of each fixed assets
165.	Should be able to generate reports on fixed assets at specific location
166.	Should be able to record transfer of fixed assets from unit to unit, one location to another or from one employee to another etc
167.	Should be able to record insurance details against each fixed assets
168.	Should be able to revalue an existing fixed asset or a group of fixed assets or all fixed assets belonging to a category or all fixed assets in the fixed assets register
169.	Should have provision to record manufacturer's serial number
170.	Should have provision to facilitate physical verification of fixed assets by printing fixed assets reports location-wise, employee-wise, category-wise etc
171.	Should have provision to enter/ electronically upload fixed assets physical verification data for the system to list out or alert missing fixed assets or not at recorded location or not with recorded employee
172.	Should have the ability to capture fixed assets addition, re categorization , revaluation, retirement, transfer etc
173.	Should support change of useful life and effective rate of depreciation
Accounting	
174.	Should have the ability to define chart of account as per ALIMCO requirements
175.	Should allow grouping of Accounts for the purpose of account management
176.	Should allow creating Accounts in online mode
177.	Should be help to block. / delete Accounts if posting are to be blocked

S No	Functional Requirement Specification
178.	Should be possible to map Account codes to specific business transaction in other modules
179.	Should allows creation and posting of journal entries online or in batches
180.	Should allows cash accounting with multiple cash points for a single or multiple cash GL accounts
181.	Should have the ability to define banks, bank accounts within the system
182.	Should allow upload of bank statements into the system
183.	Should allow the manual entry of bank statements into the system
184.	Should allow defining the criteria for bank reconciliation and carries out bank reconciliation based on pre-determined criteria.
185.	Should allow entry to incoming cheques for current as well as future period and segregation based on dates possible.
186.	Should have the ability to view and print cheque deposit statement for a day.
187.	Should enable to capture value date for cheque deposited and payment
188.	Should be able to built in maker checker concept for approval of documents by supervisory authority
189.	Should have the ability to transfer balances multiple times during a fiscal year closing process
190.	Should comprise of Cash Book, Bank book, Journal and different Ledgers for advances, security deposits etc
Accounting - Query/ Reporting requirements	
191.	Should allow listing of all transaction for particular document type
192.	Should have the ability to query all accounts and transactions on line for current and previous periods including previous fiscal years
193.	Should have the flexibility in definition of transaction fields that are displayed in such query/ report based on requirements without any programming efforts.
194.	Should have the ability to drill down from balance to individual transactions for any account.
Department wise cost tracking	
195.	Should have the ability to create departments / projects / functions etc as flexible hierarchy to roll up cost
196.	Should have the ability to do planning at the above hierarchies
197.	Should have the ability to maintain statistical key figures to record certain cost data
198.	Should have the ability to allocate cost based on the above key figures
199.	Should have the ability to allocate cost to multiple cost centers or other cost objects

S No	Functional Requirement Specification
200.	Should have the ability to settle such collected cost to another cost object
201.	Should have the ability to settle such collected cost to another capital asset
202.	Should have the ability to assign Fixed Assets to these departments

11. Human Resource Management

S No	Functional Requirement Specification
	Organization Structure
1.	Should enable definition of multiple Locations in one physical server
2.	Should enable definition of multiple departments at each location
3.	Should enable definition of multiple categories of employees to take care of clerical, technical, and the management levels
4.	Should enable definition of multiple grades to set as many salary scales as necessary (Grades A, B, C and D)
5.	Should enable definition of multiple designations
6.	Should enable definition of job clusters with descriptions
7.	Should enable compilation of employee numbers by grade / function / role band at any given time
8.	Should enable multiple assignments to permit dotted line reporting and payment in multiple currencies to support foreign deputation for training and other purposes
9.	Should be able to define multiple organizational structures (positions) and multiple reporting relationships and integrate with the respective employee data
10.	Should be able to create the various business groups in the institution
11.	Should be capable of providing the feature for recording changes in the organizational structure (repositioning/redefining the control structure)
12.	Should be able to restrict making changes in the Organization Structure to authorized persons only
13.	Should be able to seek confirmation after every change made in the structure, changes to be made permanent only on authentication by the controller of the authorized person.
14.	Should be able to change/restore/rollback changes to a previous(given) date and report inconsistencies
15.	Should be able to define dotted relationships.
16.	Should be able to generate tree structure giving details of all role holders and reporting employees (defining reporting and reviewing relationship)
17.	Should be able to define administrative powers for organizational units position-wise/person-wise

S No	Functional Requirement Specification
18.	Should be able to tightly integrate administrative power definitions to work flows and approvals
19.	Should be able to show retention of history of any changes to the organization structure.
	Calculation of Vacancies
20.	Should be able to auto calculate vacancies based on rules e.g. upward movement/wastages/position upgrades/downgrades/available manpower in the particular grade (Provision for user intervention should be available)
21.	Should be able to project vacancies for specified period and also populate probable candidates
22.	Should be able to re-calculate the vacancies and probable candidates with different options for promotion policy modeling
	Manpower Planning
23.	Should be able to automate manpower requirement/planning based on competencies, skills, experience, qualification and other criteria, Budget
24.	Should be able to make provisions for direct employment/ promotion/ recruitment to specialist categories/part time or contractual employees
25.	Should be able to project cadre wise/grade-wise manpower requirements for a specified period based on data relating to resignations/ dismissals/future retirement etc..
26.	Should be able to analyze the unit-wise, cadre wise, grade wise resources available and required and do a gap analysis with specific time frame.
27.	Should be able to issue alerts before any position falling vacant due to retirement/term of temporary or contractual employee getting over
28.	Should be able to generate a consolidated manpower plan (Institution-wise/Unit-wise) for approval through work-flow
29.	Should be able to integrate with the recruitment/promotion module for filling up of vacancies
	Employment Record and Details
30.	Should be able to maintain employee information including: a. Employee number b. Employee name c. Address (Present and permanent) d. Phone number, mobile number, e-mail ID, extension number e. Gender f. Mobile number of the employee

S No	Functional Requirement Specification
	g. Marital status h. Details of children i. Academic Qualifications j. Professional qualifications k. Designation l. Date of birth
31.	Previous experience capturing a. Names of companies b. Sector of industry where worked c. Tenure (from - to) d. Role
32.	Trainings or courses undergone before joining
33.	The other details a. Date of joining b. Cost to Organization (this field should be password protected) c. Status (Permanent, Probationer, Management Trainees, Graduate Engineer Trainees) d. PF number e. ESI number f. PAN number g. If handicapped h. SC / ST / OBC / General i. Religion j. Blood group k. Other details like health insurance
34.	Should be able to maintain single model database capturing all personal and job related data of all kind of employees permanent/ temporary/ contractual/ on deputation or ex-employees retired on superannuation, voluntarily retired, resigned, dismissed, opted for pension etc
35.	Should be able to date and time stamp all changes in the database, enabling data availability on 'as on date/ time' basis
36.	Should be able to update the data through work flow on real time and on-line basis with maker checker concept implemented.
37.	Should be able to differentiate between authenticated and unauthenticated (raw) data. Only authenticated data shall be reflected in the human resource inventory
38.	Should be able to generate unique identification number for each employee in the institution
39.	Should have the flexibility of additionally capturing any information relating to employee at a later date.
40.	Should be capable of retaining the data structure and format even after release/loading of future updates/upgrades.

S No	Functional Requirement Specification
41.	Should be able to configure/ parameterize the meta data/ data for field creation/report generation/ queries
42.	Should be able to link employee data with the position based standard responsibility (Job Matrix)
43.	Should be able to maintain concurrent jobs for employees with additional responsibilities/special duties in addition to regular responsibilities.
44.	Should be able to link employees with the various Committees (permanent or temporary)
45.	Should be capable of maintaining data on continuous basis without purging and without affecting system performance
46.	Should be able to indicate or force entry/ updation of defined fields through printout/ Self Service (all)
47.	Should be capable of assembling the details pertaining to an employee in one screen
48.	Should be capable of multiple assignments / supervisor to any employee
49.	Should have the ability to maintain assets (movable and immovable) owned by an employee
50.	Should enable quick replacement through succession planning
51.	Should be capable of service history retention
52.	Should have the ability to change retirement dates, etc as and when policy changes are effected
53.	Should have the ability to assess leave records
54.	Should be capable to assign basic salary details
	Employee Time Management, Leave, and Attendance
55.	Should permit the definition of a time calendar with provision for Indian National Holidays and ALIMCO's specific holidays, which are local in nature
56.	Should permit the recording and maintenance of attendance based on direct entry, OT or LOP calculation through appropriate formulae
57.	Should permit the definition of leave types such as casual, privilege, medical, maternity, etc
58.	The system should additionally allow for leave application through a three-stage process of application, authorization, and confirmation
59.	The system should validate the process
60.	The system should have entitlement Units
61.	System should enable leave encashment and procedure for calculation of amount
62.	System should enable posting rule for maximum / minimum days

S No	Functional Requirement Specification
63.	System should enable flags for indication whether medical certification is mandatory, whether the leave is holiday inclusive, whether it affects service growth, etc
64.	The system should permit bulk eligibility definitions also
65.	Should be able to mark attendance on-line through the HRMS or through a link to the swipe card/ contact less card system
66.	Should be able to maintain & configure multiple types of leave like EL, HPL/COL, CL, Paternity Leave/Maternity Leave, Sick Leave, Extra Ordinary Leave, Study Leave, Quarantine leave, Special CL, Without pay leave etc and enforce applicable rules
67.	System should enable that the leave balances should be credited through an accrual process in the system automatically based on user defined criteria.
68.	Should be able to maintain local holidays and integrate with the leave management
69.	Should be able to manage on-line application, tracking and approval of various kinds of leave through workflow logic and self-service.
70.	Should have the capability of record keeping and maintenance of historical data
71.	Should be able to integrate the time management with leave management
72.	Should be able to mark attendance through on-line login with authentication feature (Manual intervention to be allowed with Authentication features)
73.	Should be able to integrate with pay-roll module for calculation and recovery of loss of pay etc.
74.	Should be able to provide the Manager consolidated status of present/absent employees working under him/her.
75.	Should be able to link to payroll module for calculation of leave liability
76.	Should be able to intimate the controlling officer when an employee goes on unauthorized leave (unmarked attendance) / returns back from unauthorized leave/ extends leave/ reports in the middle of the sanctioned leave period (along with appropriate reduction in sanction)
77.	Should have capability of defining time available for visitors which will reflect at the reception for issuing gate passes during that period
78.	Should be able to pop up a 'to-do' list of system prompted/ user fed tasks at first login of the day in HRMS
	Employee Appraisals
79.	Should be able to retain employee performance history
80.	Should be able to interface with training record
81.	Should have the ability to define individual objectives
82.	Should have the ability to define next appraisal due

S No	Functional Requirement Specification
83.	Should have the ability to support different type of appraisals for different grades e.g. Award Staff and performance appraisal for Officers
84.	Should have the ability to define the period for which appraisal is being carried out - To be linked with Transfers/Joining to the Unit
85.	Should have the ability to draw a Performance Matrix/Job Matrix and map Key Responsibility Areas for each employee (individual goal setting) position in the institution based on the Matrix
86.	Should have the ability to design the matrix based on behavioral and technical (functional) competencies for each cadre / grade in the organization
87.	Should have the ability to support the existing performance appraisal system for all grades of officers through templates including the online goal setting as well as goal setting discussion with the superior.
88.	Should have the facility to review the Goals set earlier and change them during the performance period with adequate rights i.e. Both employee and reviewer should mutually agree for the change the preset goals which should get recorded in the system - To be linked with Transfers/ Change of Role.
89.	Should have the ability to maintain past Annual Appraisal Reports on scanned format or through templates with feature to record quantitative score in separate field for making calculations etc.
90.	Should be able to provide for both periodical and comprehensive and open and closed appraisal system. - Clarification Required
91.	Should be able to record self appraisal, supervisor/controllers' appraisal and final appraisal, if any, through work flow
92.	Should be able to link with organizational chart for reporting and reviewing relationship including dotted line relationship in case of institution adopting new model for performance management.
93.	Should have the facility for direct integration with training module so that the training needs/gaps identified during the appraisal process form an input to the training calendar.
94.	Should be able to integrate with the Promotions for porting the performance appraisal scores
95.	Should be able to record feedback (mid term) report due to change in assignment or change of appraiser.
96.	Should be able to integrate with pay roll for sanction of performance incentives through work flows
97.	Should be able to maintain history of performance appraisals
98.	Should be able to support 360 or 180 degree appraisal process

S No	Functional Requirement Specification
99.	Support to generate reminder letters / mails / workflows to the employees/ appraising authorities in case of non-submission of self-appraisals, etc.
100.	Should have the capability of recommending confirmation of employees who are on probation post-recruitment or promotion, based on the performance rating
101.	Should have the capability of providing feature to employees for recording achievements for self appraisal on regular basis
102.	Should be able to advise adverse remarks in the Appraisal to the employee
Self Service (Employee / Manager)	
103.	Should be able to empower employees to enter the data/view/edit pre-defined data on self e.g. updation of personal records like Bank details, marital status, record/change nomination etc. and leave balance, leave status (Cannot be modified), Salary details, liabilities, declare investments for IT returns, Property returns, Lease data, Medical & Entertainment etc.
104.	Should have the capability of providing functionality to the employees of a bill payment system which would also include reimbursements. This would have features for submission, tracking, approval and credit/debit the account, for receiving of physical proof/bills; there should be provision.
105.	Should be able to remind the employee through self service/e-mail/SMS regarding modification or requirement of additional data
106.	Should be able to provide links to the important items hosted in various in-house websites/ intranet e.g. important circulars/ instructions/ policy documents etc.
107.	Should be able to provide projection features for viewing projections on Income Tax liability, terminal benefits etc.
108.	Should be able to approve leave, bill payments, loans etc for employees reporting to a Manager
109.	Should have the capability of compiling on-line appraisal/performance report, review and approve
110.	Should be able to apply for or cancel any kind of leave on-line, submit self appraisal, generate reminders for those working under him/her who have not submitted the A&L/ Self Appraisal, (also covered under respective heads)
111.	The system should send the employee confirmations after changes are made online
112.	The system should allow the user customize the menus
113.	The system should provide immediate updates to the core HRMS database when data changes complete the workflow cycle.
114.	The system should Provide workflows. Accommodates multiple levels of review and approval

S No	Functional Requirement Specification
115.	The System should provide the capability to create new self-service transactions as and when required.
116.	The system should allow the manager to Provide access to staff performance review information (Linked to point no. 7)
117.	The system should allow the manager to conduct performance appraisals.
118.	The system should Enable managers to recommend job change actions (promotion, demotion, etc.)
119.	The system should Provide employee performance history.
120.	The system should Provide appraisal forms, performance plan templates and employee performance plans.
121.	The system should Provide access to staff training information.
122.	The system should Enable managers to review staff training history.
123.	The system should Enable managers to approve training enrollments.
124.	The system should Accommodate multiple levels of review and approval.
125.	The system should Provide immediate updates to the core HRMS/payroll database when data changes complete the workflow cycle.
126.	The system should Provide an audit trail.
127.	The system should give managers the ability to create and save their own custom reports?
128.	The system should allow managers to view their direct reports as well as drill down to lower levels under their area of responsibility?
	Workflows
129.	Should be able to support industry open standards and emerging workflow technologies and details thereof
130.	Should be able to define various work-flows
131.	Should be able to generate standard text, which shall be editable
132.	Should be able to track the position of the work-flow (where it is pending)- diagrammatically, with/ without showing the contents, as the case may be
133.	Should be able to route the item to an authority who is not part of the work-flow to whom it can be referred. But
134.	Should be able to automatically re-route the item to alternate authority in absence of the initial authority after a defined period.
135.	Should be able to nominate members of a Committee through work-flows
136.	Should be able to define the role and terms of reference for the Committee
	Promotions

S No	Functional Requirement Specification
137.	Should be able to implement Organization's Career path for various cadres, streams, grades and scales
138.	Should have the ability to define grade advancements within a channel (seniority/Merit/time based)
139.	Should have the ability to draw a competency matrix in the system and define the competencies /skills/roles/responsibilities required at each level/position for the purpose of promotion. (included in Competency Management also)
140.	Should have the ability to carry out the entire promotion process through work flows including on-line preparation/printing of Promotion Appraisal Forms/ Booklet recording of Recommending Authorities Comments/generation of scores/status regarding pending vigilance cases
141.	Should have the ability to obtain work flow based clearance on vigilance/disciplinary cases from various authorities - Under Consideration
142.	Should have the ability to upload promotion list and print Promotion Letters of candidates found suitable for promotion
143.	Should have the ability to support prospective/wait listed promotions
144.	Should have the ability to release promotion only on reporting at new place in case of officer getting transferred on promotion and generate periodical detailed report on non- reporting
145.	Should have the ability to do salary fitment on promotion
146.	Should be able to handle Back Dated promotions with respective promotion policy
Management of Transfers and Postings	
147.	Should be able to maintain complete history of employee transfers since recruitment
148.	Should be able to integrate to categorization module for arriving at the surplus and vacant positions
149.	Should be able to carry out postings / transfers of employees upon their promotions, on completion of normal tenure etc.
150.	Should enable maintenance of transfer records of specialist cadre transfer (like IT, legal, security etc), identification of vacancies and issue of transfer orders based on the recommendations received from the respective specialist departments and approval of the competent authority is obtained
151.	System should provision to maintain lateral transfer details and transfers on promotion
152.	System should provision to record the transfer orders cancelled/ deferred/ modified and follow up with the respective office for implementation
153.	Should have the ability to capture details of officers on deputation to outside agencies/organizations with deputee organization details.

S No	Functional Requirement Specification
154.	Should have the ability to generate Office Orders through print / emails of transfers with intimation to employee and office(s) concerned.
155.	Should have the ability to generate relieving letters on transfer
Sanction of Exit / Retirements	
156.	Should have the ability to identify the reason of exit e.g. retirement/compulsory retirement/voluntary retirement/death/resignation/dismissal etc.
157.	Should have the ability to process the voluntary retirement application as per the rules defined for the particular scheme
158.	Should be able to generate retirement notice to concerned departments and retirement proposal at least 3 months in advance in case of superannuation for sanction. For other type of retirement/exit as soon as the papers are submitted/ on-line request is received.
159.	Should be able to initiate the process for making payment of the retirement benefits and sanction pension as per applicable rules
160.	Should have the ability to analyze data relating to exits/retirements
161.	Should have the ability to conduct on-line real time exit interviews and record observations/comments of the authority.
162.	Should be able to handle after Retirement benefits (Medical, etc)
Management of LTC	
163.	System should Capture the employee-wise LTC eligibility details like present LTC block, when last LTC was availed etc with related report as per requirement.
164.	Should have the facility to apply online for LTC by the employees and online approval by concerned authority
165.	Should support LTC cancellation, extension, postponement etc.
166.	Should have the ability to sanction encashment of LTC as company policy
167.	Should be able to sanction of advance against the LTC application
168.	Should be able to generate reminder letters if LTC final bill is not submitted within the prescribed time
Deputation / Lien	
169.	The system should have the ability to handle deputation to and from other organizations.
170.	The system should have the capability to record history information on Deputation
171.	The system should have the ability to generate reminders for repatriation at least 6 months in advance before repatriation of officer is due from other organization
172.	The system should have the capability to generate list of officers on deputation

S No	Functional Requirement Specification
173.	The system should have ability to record Leave salary contribution/ gratuity contribution
	MIS
174.	Should be able to generate user friendly reports across all modules, which shall be meaningful, consolidated and concise, could work as an effective tool for top executives for decision making
175.	Should be able to generate Staff Strength unit wise, group wise, age wise, qualification wise, administrative office/branch wise, vertical wise, rural/semi- urban wise, male/female wise, SC/ST/OBC wise, scale wise, permanent/ contract wise, stream wise etc
176.	Should be able to generate report on user-defined criteria across different modules/databases e.g. establishment cost Group Wise, category-wise/ qualification-wise/ experience-wise/ male-female employees etc.,
177.	Should be able to provide powerful drill down facilities to access information on the employees at various levels
178.	Should be able to provides user-friendly, multi-dimensional analysis and information on real-time / updated basis
179.	Should be able to provide/display data in tabular form / text form /graphical form
	Manpower Budgeting
180.	Should support planning for manpower across all departments and cost centers
181.	Should support automatic planning of manpower based on yearly revenue budgets on basis of user defined rules. This planning should be for a. No. of personnel b. Type of personnel c. Employees or Contract personnel d. Skills of personnel
182.	The system should support workflow based approval of manpower budgets
183.	Should have manpower planning integrated with Cost Centre and other levels of Budgeting
184.	Should have facility to consolidate the manpower requirements a. Department wise b. Function wise c. Grade wise d. Profile wise
185.	Should support what-if analysis tool for increase or decrease in wages or number employees to analyze the financial impact of the same

S No	Functional Requirement Specification
	Integration
186.	Should have the ability to integrate tightly with the Financial Accounting to handle post payroll activities like cheque printing, ECS, etc.
187.	Should have the ability to integrate with the Materials Management to track assets provided to the employees from time to time
188.	Should have the ability to integrate with the Projects functionality to provide the link of the employee for allocating time bound projects based upon the ability and the availability of the employee
189.	Should have the ability to integrate with the Business analytical tool
	Roster Management
190.	Should enable creation of rosters - Horizontal, vertical, Ex-Servicemen roster as per the statutory requirement
191.	Should enable mapping the organization structures to roster that helps in employee management
192.	Should enable creating roster points based on the rules defined in the system
193.	Should have the ability to manage the roster points at the Central & state level to manage the specific requirement & adhere to local statutory requirements
194.	Should have the ability to link rosters to recruitment & promotions
195.	Should have the ability to define percentage of reservation across categories
196.	Should have the ability to map employee to roster points
197.	Should have the ability to define the validity dates for rosters

198.	Should have reporting functionality in roster that include the following
	   a. Current staffing situation on company code/ roster/ roster point and employee
	   b. List of changes within a roster for a specified time frame
	   c. List all new-hires in a time frame with additional information about the military status
	   d. Information on backlog, vacancy and new roster points to facilitate decision making during recruitment
	   e. Actual rosters

199.	Should have provision to download the roster reports to Excel sheets
200.	Should have the ability to define Ad-hoc queries in rosters
	Employee Compensation
201.	Should enable salary definition with Basic, HRA, DA & other allowances, etc
202.	Should be able to do leave Encashment
203.	Should enable provident Fund
204.	Should be able to do medical Reimbursement

S No	Functional Requirement Specification
205.	Should be able to facilitate loans and Advances
206.	Should enable gratuity, Super-Annuation
207.	Should be able to facilitate Income Tax
208.	Should be able to deal with Benefits
209.	The system shall be rule based and generic in nature so as to permit changes in salary and tax structure
210.	Should enable processing of scale and non-scale increments
211.	Should enable arrears calculations shall support payroll increases with retrospective benefit.
212.	Should broadly address the following business functionalities a. Empanelment of Payroll Functions b. Deployment of Surplus Funds c. Reporting
213.	Should allow for tight integration with Financial Accounting and Treasury systems.
214.	Should be able to do audit trails for all system activities.
215.	Should support alert features about scheduled dates like receipt of payments.
216.	Should support for transactions in multiple currencies and cross currencies
217.	Should provision for TDS calculations (if any) & tracking of TDS payable to the Government of India.
218.	Should provide for integration of existing system with the proposed ERP
219.	Should enable a single employee master and it should be integrated with all the company codes
220.	Should be able to approval limits for expense reimbursement should be configured based upon the hierarchy limits.
221.	Should have a field in the master to reflect the company code/ cost center to which an employee is associated.
222.	Should be able to maintain online leave records
223.	Should enable EDI of salary information to the bank account.
Payroll Management	
224.	The system should allow for the creation of user defined components of Pay like: a. Recurring and Adhoc Allowances b. Recurring and Adhoc Deductions c. User Defined Allowances & Deductions
225.	The system should allow for the computation of the following elements: a. Fixed Pay elements applicable to all employees Like Basic, PF, Special Allowance, Conveyance Allowance etc. b. Variable Pay elements based on parameters Like options exercised by the

S No	Functional Requirement Specification
	employee, place of duty etc (CCA, HRA, Recoveries Like LIC, NIC) c. Formula based Pay elements like (DA as a % of Basic) and combination of the above.
226.	The system should allow the calculation of pay based on Compensation Rules like a. Years of Service b. Grade c. Location d. Employee Type like Executives, Supervisors, Workman, Deputation, Casual, Consultants, Probation, etc e. Others (user Defined)
227.	The system should have provision to maintain/ configure pay elements like LTA and Medical, Service Award etc.
228.	The system should allow the salary to be split across different payments
229.	The system should allow pay types based on user defined cycles of pay (Monthly)
230.	The system should allow the user to override the standard rate of pay for individual employees
231.	The system should allow the setup of multiple payrolls with different payroll administrators & combining payroll
232.	The system should allow restriction of administrative functions to a few select payroll users
233.	The system should have a data upload facility to upload history payroll data
234.	The system should allow the maintenance of slab wise details for statutory elements like Income Tax, Professional Tax as well as user defined elements
235.	The system should allow for the calculation of the following kinds of pay elements a. Basic/ Leave Encashment/ Joining Bonus b. Special Pay/ Allowance/ Personal Pay c. Dearness Allowance d. House Rent Allowance e. City Compensatory Allowance f. Tuitions Fees g. Children's Education Allowance h. Washing Allowance i. Conveyance Allowance j. All Loans & funds k. Transport Allowance l. Others (User Defined)
236.	The system should Perform advance payments: Fixed Value amounts (e.g. festival/ natural calamity advance) or Formula-based Amounts (e.g. pay advance on transfer / long leave)
237.	The system should allow for deductions that might be either Government of India rules, State Rules or Local Organization rules like

S No	Functional Requirement Specification
	a. General Provident Fund b. Festival Advance c. Natural Calamity Advance d. Cycle/ Scooter Advance e. House Building Advance f. Income Tax/ Surcharge g. House Rent Recovery h. Employee Welfare fund i. Others (User Defined)
238.	The system should allow for, but not be limited to, the following Loans & Advance payments a. Interest Free Advances b. Interest Bearing Advances c. Short Term Advances d. Long Term Advances
239.	The system should allow the cap of deductions at user defined fixed values or as a percentage of some pay elements / Flexibility to relax user defined caps.
240.	The system should Allow the following calculation of onetime payment of allowance and / or deduction: a. Incentive, arrear, ex-gratia, uniform, lease / conveyance maintenance, Foundation day, etc. b. By Amount: enter amount to be deducted or payable c. by Days: enter number of Days for system to compute the amount based on Basic Pay or gross Pay and/or any other component of Pay d. By Percentage: enter percentage for system to compute the amount based on basic pay or gross pay and/or any other component of pay
241.	The system should Calculate recurring payments and / or deductions using the same criteria as onetime payment / deduction
242.	System should allow for input of start and end date for recurring payment / deduction
243.	The system should be able to process payroll on the following frequencies: a. Daily b. Weekly c. Semi-monthly d. Monthly e. On-demand (i.e., terminations, vacation advance, court order, ratification)
244.	System should for each employee, use Employee Master data of HRMS such as: a. Name of employee b. PF Account No. c. Name of Father / Husband d. Date of birth e. Basic Pay f. Designation

S No	Functional Requirement Specification
	g. Date of Joining service
245.	Nomination details: a. Name & address of nominee b. Relationship with subscriber c. Age of Nominee d. Share payable to each nominee e. Other user-defined fields
246.	The system should Automatically update Payroll database for changes in employee record without interfering with payroll processing (e.g. Promotions in the middle of month)
247.	The system should Automatically update payroll database when Finance Department makes pay rate changes
248.	The system should be able to make Back dated calculations
249.	The system should Reflect payroll adjustments in correct pay period
250.	The system should have a full and Final settlement process in place
251.	The system should provide a final settlement report for each terminated employee
252.	The system should have provision to suspend Payroll runs or control final settlement processing on a case to case basis
253.	The system should have the provision to run separate bonus/ incentive runs
254.	The system should provide the capability to handle unlimited pay account codes and drawing banks
255.	The system should have a provision to process Arrear and backdated Payment calculations
256.	Should provision to recover advances in subsequent pay periods with a single transaction
257.	The system should maintain earnings history information (i.e., a record of all pay of all activity) for each employee for a user-specified period of time?
258.	The system should have provision for direct deposits from employee?
259.	The system should support multiple banks or savings institutions per employee?
260.	The system should provide electronic transmission of direct deposit?
261.	Should have linkage with Punishments, i.e. suspension should result in subsistence allowance
262.	The system should have Linkage to leave, punishments, promotion, location, qualifications
263.	The system should perform what if analysis .i.e. Show the pension value through self service - Clarification Required
264.	The system should calculate HRA Rebate
265.	The system should handle LTA and Medical exemptions as per the Income Tax Rules

S No	Functional Requirement Specification
266.	The system should handle Gratuity Calculations
267.	The system should handle Provident fund rules like a. Calculate and deduct contributions according to the respective Statutory Acts/ Organization policy etc. b. Maintain individual GPF accounts and generate individual account slip for every financial year
268.	Should have a report generated before posting of salaries at month end. This would ensure that the system allows checking of data prior to posting
Employee Profiles	
269.	The system should allow the capture of the following kinds of information for an employee: PAN No a. Ex Serviceman Information b. Residential Status c. PF Number d. Superannuation Number e. Gratuity Number f. ESI Number g. Group Insurance Number h. Pension Fund Number i. Disability Information j. Dependant info, CEA, Class/Hostel info, etc.
270.	The system should capture different Employee Categories
271.	The system should capture the following Organization information: a. Tax Organization b. PF Organization c. Professional Tax Organization d. ESI Organization e. Establishment
272.	The system should capture Previous Employment Information like a. Designation b. Annual Salary c. PF Number d. PF Establishment code e. No of LTC availed in the previous block f. No of LTC availed in the current block g. Leave Encashment amount h. Gratuity Amount i. VRS Amount j. Gross Earnings for the current tax year

S No	Functional Requirement Specification
	k. PF deduction for the current tax year l. Professional tax paid in the current tax year m. TDS deducted for the current tax year
273.	The system should Capture Nomination Information like a. Nominee Details b. Percentage c. Relationship d. Guardian Information for minors
274.	The system should capture Organization Information like a. Organization Registration Number b. Legal Name c. Establishment Registration Details d. TAN Number e. Circle/ Ward/ Range f. Employer Classification g. Income Tax Challan Details h. PF Information i. PF Challan Details j. ESI Details k. ESI Challan Details l. Profession Tax Information m. Factory Information
275.	The system should Capture termination settlement details like a. Notice Period Pay b. Leave Encashment Information c. Retrenchment Compensation d. Voluntary Retirement e. Commuted Pension f. PF Settlement Details g. Loan Recovery h. Gratuity details i. LIEN payments
276.	Should enable generation of appointment letter from ERP.
277.	Should have the option of a form to enable a new employee to enter his profile details into the ERP package. This shall reduce the effort in entering the details.
278.	Should have the flexibility to calculate overtime for different locations at different rates.
	Support for Allowances, Reimbursements, etc.
279.	Should support encashment of Leave, LTC and also on retirement with consequent tax adjustments
280.	Should be able to release of festival advance and other advances (user defined) against

S No	Functional Requirement Specification
	salary.
281.	Should have Employee--wise recovery position, recovery list and outstanding balances list – month wise or as user defined
282.	Should support calculation and payment of arrear/bonus with consequent tax adjustments
283.	Should enable payment of medical reimbursement, allowances, recovery and taxation (if any) thereon
284.	Should support Recovery of club/ union contributions
285.	Should enable Housing loan/ other loan recovery of PFC and outside agencies and updation of it rebate/deductions and generation of reports.
286.	Should support payment of educational allowance, transfer allowances and any other user defined allowances with automatic updation of it deductions, if any.
287.	Should support recovery of all other types of loans with reports like recoveries made, overdue list etc.
288.	Should support calculation of incremental arrears with consequent tax adjustments
289.	Should support payment of salary arrears as per the industry level settlements with tax adjustments. Also support payment of arrears calculated in user defined installments or in lump sum
290.	Should have the ability to Define tax rules to determine employees tax liability as per changes by the Central Govt./ local statutory legislation for actual tax liability of employee
291.	Should have the facility to provide investment declaration form in electronic format. The employee will be required to fill and submit the form electronically so as to automatically updation of salary record and tax calculation by the system
292.	The system should ensure support for major statutory reports / certificates of taxes like Form 16 and Form 24 in the user defined format (16AA, 12BA AND 27A).
293.	Also should support generation of employee's individual tax returns and generation of ETDS data.
294.	The system should Record employees' perquisites and other information relevant in computing their tax liability as tax components.
295.	The system should Complete calculation and deduction of tax automatically / user defined
296.	The system should Project the tax liability of each employee for the period within a tax calendar based on the employee declaration of savings etc. and providing tax planners to the employee.
297.	Should have the provision to Manually adjust taxable earnings (in case of income from other sources, investments etc.)
298.	The system should Support separate tax tables for bonus pay calculations (Flat Tax)

S No	Functional Requirement Specification
299.	The system should handle Exemptions and Rebates as per the Income Tax Rules
300.	Should enable professional tax deductions with exemptions, arrears and generation of related reports and challans
Deductions	
301.	Should have the provision to establish deduction limits for each deduction based on various parameters like: a. Employee b. Job Classification c. Organization d. Benefit plan e. Salary
302.	Should have the provision to make deductions effective: a. In the current period b. In any pay period or periods selected c. In any user-defined frequency selected d. Between user-defined start and stop dates e. Until an user defined limit is reached
303.	Should be able to maintain Start and stop dates for deduction: a. On the Employee Master file b. On employee level
304.	Should have provision to reverse deduction to be included in next paycheck if incorrectly withheld / Option with user
305.	Should have the ability to determine deduction amounts by: a. Amount of earnings b. Percent of earnings c. Number of hours
306.	Should have provision to prioritize deductions: a. Using the deduction code b. Using a separate priority number
307.	Should have the ability to be prompted by system when employee status changes to leave to determine how deductions will be paid while on leave: take when return lump sum
308.	Should have the ability to apply or stop various deductions based on employee status changes (e.g., Leave Of Absence, term)
Pay slip	
309.	The system should Provide for online ad-hoc calculation of employees pay slip amount
310.	The system should Perform on-line calculation of pay and benefits for terminated employee based upon termination date

S No	Functional Requirement Specification
311.	The system should have the ability to evaluate different scenarios for change in pay-roll structures.
312.	System should provide an impact analysis tool for analysis of impact of revision of any / all components like pay, allowances, deductions etc.
313.	The system should display the status of the Payroll calculations
314.	Should have provision to run Payroll multiple times before finalization to ensure accurate pay computation
315.	The system should Post the amount of salary paid for each element of pay for an employee, based on the relevant GL account code and employee cost centre information to General Ledger. Financial postings include: a. Element b. Amount c. GL Account d. Cost Centre
316.	The system should Post salary payment advice including multiple payment methods such as bank, cash and cheque to General Ledger
317.	Should have provision to issue third party checks
318.	Should generate pay slip with following detail:- a. Taxable and non - taxable components in separate columns b. Tax till date, Calculated, Recovered, and Projected c. Loan balances and no. of installments deducted / left d. Provident fund opening balance, interest till date, closing balance etc
319.	Should enable PF & Terminal Benefit Management
320.	System should support pooling the monthly contribution of PF,VPF in to the PF management system
321.	System should Support PF settlement process including generation of settlement sheets and relevant vouchers for accounting
322.	System should support calculation of periodic interest and crediting the amount to the accounts
323.	System should perform PF application processing, loan sanctioning, loan disbursement, modification of loan installments, loan short closure, recovery through payroll, final settlement during closing/transfer for different type of PF loans
324.	System should have facility to Credit sanctioned PF loan / withdrawal amount directly to their respective accounts through CBS System
325.	System should Generate all types of MIS reports as per request of Bank (like PF ledger, PF loan ledger, Pension rule, PF rule, Gratuity rule (online) etc.)
326.	System should maintain nominee details and payment to nominee in case of death of an employee.
327.	Should support PF Returns like 7ps, 8ps and other statutory forms.

S No	Functional Requirement Specification
328.	Should link RPFC with PF and RPFC return.
Payroll Reports / MIS	
329.	The system should have the mandatory forms and reports like e. IT declaration form a. Earnings/other income outside salary b. PF Form 3A c. Form 6A d. Form 7ps e. Form 8ps f. Payroll Register g. Pay slip (including leave/other payment details, IT deducted) h. Perks calculation i. Leave encashment j. Tax calculation (at any point of time) k. Combined Master Card (Annual/ Abstract) l. Form 16A m. Form 24Q n. Form 12BA
330.	The system should have an online Pay slip
331.	The system should have provision for generating adhoc payroll reports
332.	The system should have provision for generating user defined reports
333.	The system should provide the following current and year-to-date totals on earnings statements: a. Income tax b. Professional tax c. Any standard or user-defined deduction
334.	The system should display vacation status information on earnings statement
335.	The system should display absence status information on earnings statement
336.	Should display last pay certificate on transfer/separation.
337.	Should generate TDS challan at user-defined frequency (quarterly, yearly, etc).
338.	The system should be able to generate the reports for each employee to show individual employee records which regards to leave register/ expenses/ PF details etc.
339.	**Income Tax**
340.	The system should provide the functionality for: Online "savings" detail entry screen a. TDS deposit details and linkage against TDS deduction b. Arrear Calculation module c. Monthly summery

S No	Functional Requirement Specification
	d. Payroll
	e. Deduction schedule
	f. Establishment:- Uniform, lease maintenance, car/ scooter maintenance, etc.
	g. Medical Reimbursement Entertainment Reimbursement
	h. Telephone Reimbursement
	i. TA / DA
	j. Lease Payments
	k. Refreshment Reimbursement
	l. Advance to be dealt
	m. Others like (Residential office maintenance, Briefcase, Raincoat etc.)
341.	Should provide for monitoring the limits of reimbursable element of salary
342.	Should be able to generate CTC report for various level of employees, should also facilitate generation of projected employee costs based on certain estimated hike.
343.	Should be able to integrate with HR module to monitor attendance and leave records and use the data in payroll processing.
344.	Should facilitate employee cost allocation based on pre defined parameters.
345.	Should facilitate auto generation of e-return required u/s 205 of the I T Act.
346.	Should have the facility to adjust excess/ short deduction of TDS,

12. e-file Management

S No	Functional Requirement Specification
	File Management
1.	System should be able to defined key fields which can be changed for every file template and Unique File Numbering
2.	System should be able to support unique file numbering
3.	System should be able to attachment upload into file
4.	System should be able to put numbered documents within file
5.	Attachment upload into file, document versioning within a file and numbered documents within file
6.	Logical foldering for attachments
7.	Save file as a draft
8.	Graphical view of file status and the level where the file is located
9.	Attach the incoming post (Daak) to a file
10.	Attach the file to a file
11.	Attach a purchase order or financial JV etc
12.	Tight Integration with transactional system
13.	Ability to put a file 'on hold'
14.	A digital file cabinet to store files

S No	Functional Requirement Specification
15.	Ability to re-submit the file to in-tray from the file cabinet on a specified date
16.	Print File description and noting with private noting
17.	Print File cover page and workflow
18.	Print File description and noting without private noting
19.	File sent items
20.	Creation of different workflow levels for each file
21.	Factory calendar should be available while assigning the processing days in the workflow
	Work Flow
22.	Association of predefined sequential / parallel workflow to the file
23.	Insertion of ad-hoc workflow while file is in process
24.	Assigning a substitute for a period when approver is not available
25.	Approve (send) the file to next approver
	Noting
26.	Records approvers observation, review, approval and feedback
27.	Generation sequentially Noting numbering
28.	Note summary to view all notings together
29.	Private noting
30.	Provision to integrate digital signature while post the noting
	Incoming Post (Daak/Taapal)
31.	Create dispatch item for scanned documents, email and notification from internal user
32.	Additional customer specific attributes
33.	Attach the Incoming post to a file
34.	Send Incoming post for review
35.	Attach documents to Incoming post
36.	Post Comments(Noting) in the incoming post and track
37.	Automatic Unique Daak numbering for Daak
38.	Daak can be send to more than one user
39.	Graphical representation of the Status and location of the Incoming post
	Internal / External Correspondence
40.	Create correspondence through electronic media to internal or external stake-holders
41.	Attach documents to correspondence
42.	Reply and Forward a correspondence
43.	Attach the correspondence to a file

S No	Functional Requirement Specification
44.	Integrated correspondence inbox for external emails and internal correspondence. User should be able to receive internal and external mails and provision for Sent Item to store all the mails (correspondence) sent.
	Security
45.	Role based access to applications
46.	Provision to implement Notings Digital Signature
47.	Share the file to a Assistant (Steno)
	Framework
48.	Quick creation of file templates
49.	Configurable file key fields for the file templates
50.	Setting up the file numbering format according to the need
	Search
51.	File Search - File Type, File Number, Priority, File short text, Created by, Created on, Planned close Date and should be able to Read from Archive
52.	Document Search (Within the File) - Document number and Keyword
53.	Daak Search - Daak number, Letter Date, Received Date ,created by and Keyword
54.	**Archive**
55.	Archive parameter - File Type, File Status and Age of the File
56.	Archive - File attributes
57.	Archive - File notings
58.	Archive -Workflow
59.	Archive -Documents along with the logical structure
60.	Archive Daak
	In Tray
61.	File In Tray - All, Unread, Overdue, Send To Assistant and From Assistant
62.	File In Tray - Draft, Cabinet and Substitution
63.	Daak In Tray
64.	Correspondence In Tray

13. General Requirements

S No	Functional Requirement Specification
	General system Requirements
1.	The system should support operations/structure with multiple locations
2.	The system should support Hindi
3.	The system should support multiple currency

S No	Functional Requirement Specification
4.	The system modules share the same master data / files
5.	The system should ensure validation of the master file values (e.g. supplier code) in all types of data entry
6.	The system should allow to input all data on-line
7.	The system should have controls to ensure the same transaction is not processed twice? E.g.. Vendor payment transaction.
8.	The system should provide transaction level security based on the user's authorized access profile
9.	The system should provide work flows for the transactions
10.	The system should allow short-name or mnemonics to be used during transaction entry and enquiry
11.	The system should allow users to customize menus and screens without requiring programming changes
12.	The system should allow periodically archive and purge non-essential data
13.	The system should allow user definable retention and archiving of data, i.e. number of years of history to be maintained
14.	The system should provide control mechanism to check if all data processing is happening correctly
15.	The system should aloow the parameter tables user maintainable so that external assistance is not required to update them
16.	The system should allow to export data into standard client software environments (e.g. Excel)
17.	The system should allow to Import data into the system through a Windows PC software environment (e.g. Excel, Word, Text etc)
18.	Documents like purchase order, sales order to be attched to an e-mail with ease
19.	System should support attaching Adobe, Excel, Word and other commonly used file formats to documents like Purchase Order, Sales Order, Process sheet etc with ease (A demo to this effect will be essential)
20.	System should support multiple attachments to one document (Please mention, maximum how many attachments can be made to one document)
Output report	
21.	The system should allow to generate output reports at any time within the accounting period
22.	The system should allow to generate reports: a. in batch b. on-line c. in 'background' mode so that users can continue inquiries and updates d. to preview reports on the screen and output reports to both the printer and to file

S No	Functional Requirement Specification
	e. to output reports both to the printer and to disk
23.	The system should provide a flexible report writer capable of producing ad-hoc listings and reports
24.	Ability to provide the following facilities: a. selection of column fields b. sort routines c. extraction by criteria (including complex Boolean, i.e. AND / OR logic) d. sub-totaling as required e. options for month, year to date, last year for the same period f. listing data in unit of measure and value in the same report g. user defined periods h. average across a period i. ability to round reports to the nearest thousand j. automatic formatting k. on-line preview / view l. variable width m. user defined columns n. user defined rows o. arithmetic calculation facilities p. variable print format (E.g. A3/A4) q. calculation r. exception reporting
25.	Facilities for customizing: a. Standard reports b. inquiry screens so that details from two or more screens can be consolidated onto one c. help messages
Audit Security and access	
26.	The system should provide an audit trail of all input/modified/deleted transactions, which enable identification of the transaction originator, and the time & date of the transaction
27.	The system should produce an audit trail of the details of batch postings
28.	The system should provide an audit trail listing of all master file maintenance activity
29.	The system should produce a report showing the before and after image of the critical fields maintained in master files. Eg price amendments
30.	All input and generated transactions to be listed on transaction reports
31.	The system should provide restricted user access at the following levels: a. module level b. function level c. transaction level

S No	Functional Requirement Specification
	d. field level
32.	System should be able to generate user authorization report
33.	System should support single session login
34.	The system should automatically allocate unique sequential transaction numbers
35.	System should support various series of transaction numbers with a user defined prefix

14. The Technical Requirement Specification

No	The Technical Parameter
1.	The ERP Solution should provide wide range of security features such as single sign-On (SSO), Multiple Authentication, Authorization and Integrated User management
2.	The ERP Solution should provide implementation, administration and operational tools seamlessly integrated with the product.
3.	The ERP Solution should have in built personalization capability
4.	The ERP Solution be available to run on Devanagari/Hindi interface
5.	The ERP solution offered should: Be Uni-code Compliant Support N-tier and Internet architecture Be natively built based on 64 bit operating system
6.	The ERP solution should provide an application architecture which can be integrated with third party/ legacy applications using the built-in integration tools
7. .	The ERP solution should be able to generate report output directly in excel, PDF, text, XML, HTML or such other file types.
8.	The ERP solution should have single sign-on access across applications and should be intuitive, with easy-to-use user interface that can be accessed via the web interface.
9.	The ERP solution shall have a built in software to manage application software backups and restore with Source Control and the solution shall have a built in software to manage automated database backups and restore
10.	The ERP solution should have the ability to provide Real-time Transaction update and masters update
11.	The ERP solution should include tools/ mechanism for System, Database and performance measurement activities
12.	The ERP solution should have ability to: Support configurable Password policies

	Support TCP/IP, HTTPS, HTTP
	Provide automatic time out for entry transaction
	Configure the number of permissible application log-in attempts
	Support role based access control

13.	The ERP solution should have tools for administration of
	    Configuration management
	    Performance tuning
	    System diagnostics
	    Capacity planning

14.	The ERP solution should support standard interfaces such as adapters, APIs to interface with standard application and legacy applications and support user exits.
15.	The ERP solution should support failover to other server in case of server failure.
16.	The ERP solution should provide context based help facilities and also on-line help at functions, screen and field level that can be tailored to suit customer requirement.
17.	The ERP solution should support handling of errors by Error logging.
18.	The ERP solution should support e-mail and SMS integration.
19.	The ERP solution should support imaging and archiving.

20.	To ERP solution should support the following Information system security policy and processes
	    Identification – the process of distinguishing one user from all others.
	    Authentication – the process of identifying the identity of the user.
	    Authorization and Access control: the means of establishing and enforcing user rights and privileges.
	    Audit – the process of reviewing and monitoring activities that enables the reconstruction and examination of events to determine if proper procedures have been followed for all of the above.
	    Administration – the functions required to establish, manage and maintain security.

21.	The ERP solution / system should support Single/batch printing facility
22.	The ERP solution should have Provision for customization of screens and report
23.	The ERP solution should have menu driven user friendly GUI
24.	The ERP solution should provide performance statistics for the CPU/ Memory, database, Application servers
25.	The ERP system should support multiple levels of reporting including transactional reporting, analytical reporting etc.
26.	The ERP system should provide application development tools to support the continuous development/refinement of application
27.	The ERP system should utilize modern workflow capabilities in streamlining interactions among functional processes

28.	The Entire ERP Solution Software should be IPV6 compliant.
29.	The ERP solution software should be accessible through leading web browsers like Internet Explorer, Firefox, and Chrome & Safari.
30.	The ERP solution should be accessible through various channels like mobile, Thin clients & Tablets.

ANNEXURE A3 – FORMS USED BY **ALIMCO**

No.	Form No	Title
1.	EP 57	Incoming Material Inspection Report
2.	ER 12	Cash Purchase Pro forma
3.	ER 13	Comparative Statement of Quotation
4.	ER 16	Purchase Order
5.	ER 51	Store Credit Note
6.	ER 52	Inspection Sheet
7.	ER 62	Job card
8.	ES 08	Good Receipt note
9.	ES 09	Purchase indent
10.	ES 18	Material issue note
11.	ES 46	Maintenance Work order
12.	ES 53	Work order form
13.	ES 64	Process Sheet
14.	ET 42	Manufacturing plan and product/component store crediting status
15.	EU 06	Material Requisition (Production)
16.	EU 22	Component Position Schedule
17.	EU 24	Material Planning card
18.	EU 40	Month wise plan
19.	EU 51	Standard Time Sheet
20.		ADIP Registration Form
21.		ADIP – SSA Registration Form
22.		ADIP – Assessment report
23.		Reporting the list of beneficiaries
24.		Challan for material issue to customer
25.		A sample inspection report for offloaded work
26.		A sample process sheet
27.		A sample Bill of Materials
28.		A sample Daily production report

1. EP 57   Incoming Material Inspection Report

भारतीय कृत्रिम अंग निर्माण निगम
(भारत सरकार का उपक्रम)
आई एस ओ 9001:2008 प्रतिष्ठान
जी0 टी0 रोड, कानपुर – 209217

ARTIFICIAL LIMBS MANUFACTURING CORPORATION OF INDIA
(A GOVERNMENT OF INDIA UNDERTAKING)
AN ISO 9001:2008 COMPANY
G. T. ROAD, KANPUR - 209217

रिपोर्ट सं.
Report No.............................

गुण नियन्त्रण / QUALITY CONTROL

आगत माल निरीक्षण रिपोर्ट
(तैयार और कच्चा माल)

INCOMING MATERIAL INSPECTION REPORT
(BOUGHT OUT & RAW MATERIALS)

क्रयादेश एवं दिनांक
P. O. No. & Date.................................

जी आर एन सं. व दिनांक
GRN No. & Date.............................

नाम
Nomenclature...............................

प्राप्त मात्रा
Qty. Received............................

आपूर्तिकर्ता
Supplier.....................................

निरीक्षण की गई मात्रा
Qty. Inspected...........................

भारतीय मानक
IS ....

अ. परिणाम निरीक्षण :
A. DIMENSIONAL CHEQUE :

क्रमांक Sl. No.	निरीक्षण का विवरण INSPECTION DETAILS	परिमाप (मि.मी.) DIMENSIONS (mm)		टिप्पणी REMARKS
		प्रदत्त (टालरेंस सहित) Specified (with Tolerance)	वास्तविक Actual	
1				
2				
3				
4				
5				
6				
7				
8				
9				

व. परीक्षण परिणाम :
B. TEST RESULTS :

परीक्षण का प्रकार Type of Test	प्रदत्त Specified	वास्तविक Actual	टिप्पणी Remarks
सामग्री Material			
कठोरता Hardness			

स. सामान्य अवलोकन :
C. GENERAL OBSERVATIONS :

द. स्तर :
D. STATUS :...

.... परीक्षा करने वाले के हस्ताक्षर
QC Asstt. Signature

.... पर्यवेक्षक के हस्ताक्षर
Supervisor's Signature

2. Cash Purchase Pro forma

भारतीय कृत्रिम अंग निर्माण निगम, जी० टी० रोड, कानपुर
ARTIFICIAL LIMBS MANUFACTURING CORPORATION OF INDIA, G. T. ROAD, KANPUR

नकद क्रयप्रपत्र / CASH PURCHASE PROFORMA

मॉगपत्र सं०
Indent No...............................

कोड सं०
Code No...............................

सी पी पी सं०
CPP No...............................

यूनिट
Unit...............................

मात्रा
Quantity...............................

तिथि
Date...............................

नामावली
Nomenclature...............................

क.सं. S.No.	पार्टी का नाम और पता Name & Address of the Party	कीमत/यूनिट Price/Unit	अभ्युक्तियाँ Remarks
1.	मैसर्स M/s	की दर पर @	
2.	मैसर्स M/s	की दर पर @	
3.	मैसर्स M/s	की दर पर @	

माल सं. .... की पार्टी से क्रय किया गया था । .... रुपये (रुपये ....
की दिनांक .... की कैश मेमो/चालान सं. .... संलग्न है । क्रम सं. .... की पार्टी की
निम्नतम दरें इसके पीछे दिये गये कारणों से स्वीकार नहीं की गयी ।
The material was purchased from the Party at S.No....................Cash Memo/Challan No...................
dated...................for Rs...................(Rupees...................) is
attached. The lowest offer of the party at S. No...................was not accepted for reasons given overleaf.

माल प्राप्त हुआ तथा इन्दराज तिथि
Stores received and posting date.

....
हस्ताक्षर और तिथि (भण्डारी)   हस्ताक्षर और तिथि (क्यू सी प्रतिनिधि)   हस्ताक्षर और तिथि (क्रेता प्रतिनिधि)
Sign & Date (Storekeeper)   Sign & Date (Rep. QC)   Sign & Date (Purchaser)

P.S. : (a) The above amount has been paid from C.P. Imprest of the Department which may please be recouped
          after adjustment in the name of Mr...................
       (b) The bill of the Party is enclosed/shall follow. The payment may please be made immediately by Cheque.

FA   - White
Purchaser   - Pink
Store   - Blue
Control Point   - Yellow
Quality Control - Green

ALIMCO FORM No. E R 12   Officer Incharge

3. ER 13   Comparative Statement of Quotation

क्रम सं० Sl. No.	कोड सं० CODE NO.	सामग्री विवरण ITEMS DESCRIPTION	युनिट/Unit मात्रा/Qty.	(1)		(2)	
1							
2							
			पूर्ण योग Sub Total				
				%	रु० Rs.	%	रु० Rs.
उत्पाद शुल्क % और रु० में Excise Duty in % and Rupees							
बट्टा % और रु० में Discount in % and Rupees							
बिक्री कर % और रु० में Sales Tax in % and Rupees							
पैंकिग/प्रेषण व्यय % और रु० में Packing/Forwarding Charges in % and Rupees							
माल भाड़ा % और रु० में Freight in % and Rupees							
कुल कीमत एफ ओ आर कानपुर या फैक्ट्री में सुपुर्दगी Total Price F. O. R. Kanpur or Factory Delivery							
सुपुर्दगी की शर्तें Delivery Terms							
सुपुर्दगी की अवधि Delivery Period							
भुगतान की शर्तें Payment Terms							
निरीक्षण की शर्तें Inspection Terms							
प्रत्याभूति Guarantee							
वर्तमान मान्यता Validity Till							

भारतीय कृत्रिम अंग निग
Artificial Limbs Manufacturing
दरों का तुल
COMPARATIVE STATI

Tender No./Date
Opened on
Indent No./Date/Priority

(फार्म सं० ई आर 13 Form No. E R 13)

ग निगम, कानपुर – 208016
rporation of India, Kanpur - 208016

ात्मक विवरण
ENT OF QUOTATIONS

निविदा भेजा गया Enquiry sent to................	आपूर्तिकर्ताओं का ....Parties
प्रतिवेदन प्राप्त हुआ Response Received from................	आपूर्तिकर्ताओं से ....Parties
प्रस्ताव प्राप्त हुआ Offers Received from................	आपूर्तिकर्ताओं से ....Parties

QUOTATIONS OF PARTIES						पूर्व क्रय LAST PURCHASE		वर्तमान क्रय Present Purchase
(3)		(4)		(5)				
						क्र. आ./सीपीपीसं. PO/CPP No.		प्रस्तावित आपूर्तिकर्ता Recommended Party
						दिनांक/Date		
						आपूर्तिकर्ता Party		
						इकाई दर Unit Price		इकाई दर Unit Price
						क्र.आ./सीपीपीसं. PO/CPP No.		प्रस्तावित आपूर्तिकर्ता Recommended Party
						दिनांक/Date		
						आपूर्तिकर्ता Party		
						इकाई दर Unit Price		इकाई दर Unit Price
%	रु० Rs.	%	रु० Rs.	%	रु० Rs.	तैयारकर्ता Prepared by	जाँचकर्ता Checked by	

संस्तुतियाँ/RECOMMENDATIONS :

....

....

....

....

....

....

....

....

एम एम 1   संस्तुतिकर्ता/Recommended by
MM 1

वित्त (पू०अं०)/टी०आर०सी०
FA (P. A.)/T. R. C.

एम०एम० 1
MM 1

म०प्र० (ब०)/अ० एवं प्र०नि०
GM (WM)/CMD

4. ER 16   Purchase Order

Email   alimco_hq@vsnl.net   रजिस्ट्री रसीदी डाक   यू पी ए स वा स. क आर
Website www.artlimbs.com   REGISTERED A.D.   U P S T No. KR   :   0027165

भारतीय कृत्रिम अंग निर्माण निगम
(भारत सरकार का उपक्रम)
आई एस ओ ९००१·२००८ प्रतिष्ठान
जी॰ टी॰ रोड, कानपुर - २०८०१६

ARTIFICIAL LIMBS MANUFACTURING CORPORATION OF INDIA
(A GOVERNMENT OF INDIA UNDERTAKING)
AN ISO 9001 - 2008 COMPANY
G. T. ROAD, KANPUR - 208016

मेसर्स
M/s ....

| क्रयादेश सं. |
| P. O. No. |
| दिनॉक |
| Date.......................... |
| सभी पत्र व्यवहार में उद्धृत करें |
| Should be quoted in |
| all correspondance |

क.   हमारा निविदा सं.
A.   Our Tender No.
ख.   आपकी कोटेशन सं.
B.   Your Quotation No.

प्रिय महोदय,

     कृपया इसमें और पिछले पृष्ठ पर उल्लिखित शर्तों और निबन्धों के अनुसार निम्नलिखित सामग्री सप्लाई करें :-

Dear Sirs,

     Please supply the following material as per terms and conditions mentioned herein and overleaf : -

क्रम सं. Sl. No.	कोड सं. Code No.	सामग्री विवरण Material Description	इकाई Unit	मात्रा Qty.	दर/Rate Rs.	राशि/Amt. Rs.

		योग रु./Total Rs.

योग (शब्दों में) रुपए / Total (in words) Rupees ....
गोदाम पर/रेलपर्यन्त नि:शुल्क.. / हमारे स्टोर पर सामग्री की सुपुर्दगी नि:शुल्क
Ex-GODOWN/F.O.R.../ FREE DELIVERY AT OUR STORES

1.   उत्पाद शुल्क : दरों में शामिल/देय नहीं/अतिरिक्त जैसा लागू हो ।
     Excise Duty : Included in the Rates/Not Payable/Extra at Applicable.
2.   बिक्री कर : दरों में शामिल/अतिरिक्त जैसा लागू हो । तदनुसार रियायती ''सी''/III डी फार्म उपलब्ध कराया जा सकता है ।
     Sale Tax : Included in the Rates/Extra as Applicable. From III-D/From -C shall be provided.
3.1   ....से पहले...........फ्री सैम्पल नि:शुल्क भेजे जायें/.............Nos. Free samples shall be supplied before.............free of cost.
3.2   माल की डिलीवरी दिनॉक ....से पहले पूरी की जाये/Delivery shall be completed before...........
4.   बीमे की व्यवस्था आपको अपने खर्चे पर करनी होगी/हम व्यवस्था करेंगे । प्रेषण का ब्यौरा तार/फैक्स से सूचित करें ।
     Insurance to be arranged by you at your own cost/to be arranged by us. Please inform despatch details telegraphically/on FAX.
5.   सभी बैंक प्रभार आप/हम करेंगे । एलिम्को सिर्फ अपने बैंक का प्रभार वहन करेगी ।
     All bank charges shall be borne by you / ALIMCO. ALIMCO shall bear only its own bank charges.
6.   माल आपसे सूचना प्राप्त होने पर हम उठा लेंगे/आप माल/यात्री गाड़ी से कानपुर सेन्ट्रल स्टेशन के लिए भेज दें/माल सड़क द्वारा या किसी प्रतिष्ठित/हमारे प्राधिकृत ट्रान्सपोर्टर के माध्यम से भेजा जाए फार्म ३१ संलग्न है/बाद में भेजा जायेगा जो ट्रान्सपोर्टर को दें ।
     Goods to be collected by us on receipt of your advice/despatched by goods/Passenger Rail.Consigned to "KANPUR CENTRAL".
     Railway Station/by Road through any reputed/our authorised Transport Contractors...............From 31 is enclosed shall be sup-
     plied later on which should be delivered to the transporters.
7.   भुगतान की शर्तें :
     Payment Terms :

भवदीय
Yours faithfully

प्रतिलिपि : एम एम २ (सी पीटी) आई टी......(बी.सी.....)
c.c. to   :   MM 2 (C.Pt.) IT..........(VC........)
     एफ ए ३.१ बी. एच. ....; क्यू सी र २, शीपिंग
     FA 3.1-B.H.............; Qc2, Shipping

कृते भारतीय कृत्रिम अंग निर्माण निगम
For Artificial Limbs Mfg. Corporation of India

5. ER 51   Store Credit Note

6. ER 52 Inspection Sheet

7. ER 62 Job card

ARTIFICIAL LIMBS MANUFACTURING CORPORATION OF INDIA, G. T. ROAD, KANPUR
(A GOVERNMENT OF INDIA UNDERTAKING)
AN ISO 9001 : 2008 COMPANY
JOB CARD

P. No.......................... Name...Section............................

Date	JOB DETAILS	Qty. Allotted	Qty. Completed	Sig. of Worker	Sig. of Foreman/ Supervisor

Remarks/Assesment of Manager (Production)...

Form No. E R 62

8. ES 08   Good Receipt note

9.   ES 09   Purchase indent

10. ES 18   Material issue note

11. ES 46　Maintenance Work order

12. ES 53   Work order form

13. ES 64   Process Sheet

14. ET 42   Manufacturing plan and product/component store crediting status

उत्पाद/अवयव उत्पादन योजना एवं स्टोर क्रेडिटिंग स्थिति
MFG. PLAN AND PRODUCT/COMPONENT STORE CREDITING STATUS

सं. No.	कार्यबोध सं० W. O. No.	भाग सं० PART No.	माला Qty.																		

15. EU 06   Material Requisition (Production)

16. EU 22   Component Position Schedule

17. EU 24   Material Planning card

MATERIAL PLANNING CARD

YEAR	NOMENCLATURE											A/c UNIT		MATERIAL CODE

Product Code	Target	Requirement	Sl. No.	Product Code	Target	Requirement	Sl. No.	Product Code	Target	Requirement	Indent No.	O/s Qty.	Indent No.	Revision For	Re
			14				27								
			15				28								
			16				29								
			17				30								
			18				31								
			19				32								
			20				33								
		*	21				34								
			22				35								
			23				36								
			24				37								
			25				38								
			26				39								
	TOTAL				TOTAL				TOTAL		31/3/	STOCK AS ON			

REMARKS		INDENT No.	DATE		

CO Form No. E U 24   CONVERSION

18. EU 40   Month wise plan

भारतीय कृत्रिम अंग निर्माण निगम
ARTIFICIAL LIMBS MANUFACTURING CORPORATION OF INDIA
उत्पादन   योजना   (माहवार)
PRODUCTION   PLAN   (MONTHWISE)

क्र.सं. S.No.	PRODUCT No.	1	2	3	4	5	6	7	8	9	10	11	12	13	

प्रपत्र सं0 ई यू 40
Form No. E U 40

पृष्ठ सं0
Sheet No.

19. Standard Time sheet

Components/Sub. Assy./ Product No.		Details of Revisions	Cycle Time	No. off	Turning					Milling						Shearing
					C/Lathe	Capstan	G.D. Weiler	Auto Traub	Lathe Adda	H. Milling	V. Milling	Copy Milling	Grinding	Tapping	Th. Rolling	
2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
	FMP															
	BOP															
	FMP															
	BOP															
	FMP															
	BOP															
	FMP															
	BOP															

19. Standard Time sheet

ME SHEET

OPERATION TIME IN MINUTES

Press					Fitting				Welding			Forge & Foundry		Wheel Chair Assy.		Wood Working		Joint Assy.		Metal Assy.			
63/40 T Press	10 T Press	Fly Press	Metal Sawing	Pipe Bending	Piller Drilling	Bench Drilling	M/c Deburring	Manual Fitting	Gas Welding	Elec. Welding	Spot Welding	Foundry	Forging	Drilling	Fitting	Drilling	Wood Working	Drilling	Fitting	Drilling	Fitting	Fabric Work	Remarks
20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43

20. ADIP Registration Form

KUSHABHAU THAKRE SCHEME FOR ASSISTANCE TO DISABLED PERSONS

भारतीय कृत्रिम अंग निर्माण निगम
(भारत सरकार का उपक्रम)
जी० टी० रोड, कानपुर - २०८०१६
आई एस ओ ९००९ : २० ०० प्रतिष्ठान

ARTIFICIAL LIMBS MANUEACTURING CORPORATION OF INDIA
(A GOVERNMENT OF INDIA UNDERTAKING)
G. T. ROAD, KANPUR - 208016
AN ISO 9001 : 2000 COMPANY

विकलांगता के साथ
लाभार्थी का फोटोग्राफ
Photograph of
Beneficiary with
Disability

(पी.एम.ओ. द्वारा सत्यापित)
(Duly attested by P.M.O.)

विकलांग व्यक्तियों के लिए सहायता - १९८१ (एडिप/अ/ब/स/द)
ASSISTANCE TO DISABLED PERSONS - 1981 (ADIP/A/B/C/D)
(जो लागू न हो उसे काट दें Please delete schemes not applicable)

भाग Part 1 (स्पष्ट प्रतिष्टियों भरें / Please To be filled in Block letters)

1.	लाभार्थी का नाम (स्पष्ट शब्दों में) Name of the Beneficiary (In Capital Letters)				
	आयु Age	लिंग Sex	पुरुष Male ☐		स्त्री Female ☐
2.	पिता/पति का नाम (स्पष्ट शब्दों में). Father's/Husband's Name (In Capital Letters)				
3.	पूरा पता (स्पष्ट शब्दों में) Full Postal Address (In Capital Letters)				
4.	क्या अनु० जाति/जनजाति का है Whether SC/ST	अनुसूचित जाति SC ☐	अनुसूचित जनजाति ST ☐		कोई नहीं None ☐
5.	पंजीकरण सं.एवं तिथि Regn. No. & Dt.				
	देने की तिथि Delivery Dt.	मोहर एवं हस्ताक्षर - सहयोगी संस्था/जिला अधिकृत अधिकारी/एलिम्को प्रतिनिधि Stamp & Signature - Collaborative Agency/Dist.Auth./ALIMCO Rep.			

भाग Part II   निर्धारित सहायक साधन PRESCRIPTION OF APPLIANCES

6.	विकलांगता की किस्म Type of Disability	
7.	निर्धारित उपकरण Appliances Prescribed	
		निर्धारक चिकित्सा अधिकारी/पुनर्वास विशेषज्ञ के हस्ताक्षर Signature of Medical Officer/Rehab. Expert

8.   प्रमाणित किया जाता है कि मेरी व्यक्तिगत जानकारी के अनुसार लाभार्थी/उसके पिता/उसके संरक्षक की मासिक आय
रु०.....................(शब्दों में...मात्र) है ।
Certified that to the best of my knowledge, the monthly income of the beneficiary /father/guardian
of the patient is Rs.....................(Rupees...only).

हस्ताक्षर - सहयोगी संस्था/जिला अधिकृत अधिकारी   निर्धारक प्रधानाचार्य/हेड मास्टर/एस.एस.ए प्रतिनिधि के हस्ताक्षर एवं मोहर
Counter Sig.by-Collaborative Agency/Dist. Authority   Signature & Stamp of the Principal/Head Master/SSA Rep.

भाग Part III   उपकरण पावती   RECEIPT OF APPLIANCE

9.   प्रमाणित किया जाता है कि मैंने उपरोक्त सहायक उपकरण की प्राप्ति के लिए रु०.....................(रुपये.....................
.....................मात्र) भुगतान किया है तथा उपकरण अच्छी हालत में प्राप्त किया है । मैं यह भी
प्रमाणित करता हूँ कि मैंने पिछले तीन वर्षों (बच्चों की स्थिति में कैलीपर्स/कृत्रिम अंग एक वर्ष)में भारत सरकार की एडिप
योजना के अन्तर्गत कोई उपकरण किसी अन्य स्रोत से नहीं प्राप्त किया है ।
Certified that I have actually paid a sum of Rs.....................(Rupees.....................
.....................only) towards the cost of the aid mentioned above and I have received the
appliance in good working condition. Certified that I have not received such appliance since last three
years (one year in case of Caliper/Artificial Limb for Children) under ADIP Scheme of Govt. of India or
from any other source.

हस्ताक्षर - जिला अधिकृत अधिकारी/एलिम्को प्रतिनिधि   लाभार्थी/संरक्षक के हस्ताक्षर/अँगूठा निशानी (अवयस्क के लिए)
Counter Signed by - Dist Authority/ALIMCO Rep.   Signature/Thumb Impression of the
                                                         Beneficiary/Guardian (In case of minor)

10.   मेरे द्वारा विकलांग को दिया गया उपरोक्त निर्धारित उपकरण जाँच कर दिया गया है । मैं पूर्णरूप से इसके फिटमेन्ट
के लिए संतुष्ट हूँ एवं इन्होंने मेरे सामने हस्ताक्षर/अँगूठा निशानी (भाग III पर) किये हैं ।
I have checked the appliance given to the disabled as per prescription given above and I fully
satisfied with its fitment and the signature/thumb impression (in part III above)done in my presence.

दिनांक :   निर्धारित चिकित्सा अधिकारी/पुनर्वास विशेषज्ञ
Dated :   Prescribing Medical Officer/Rehab Expert

21. ADIP SSA Registration Form

SCHEME FOR ASSISTANCE TO DISABLED PERSONS SSA

भारतीय कृत्रिम अंग निर्माण निगम
(भारत सरकार का उपक्रम)
जी० टी० रोड, कानपुर - २०८०१६
आई एस ओ ९००१ : २००० प्रतिष्ठान

ARTIFICIAL LIMBS MANUFACTURING CORPORATION OF INDIA
(A GOVERNMENT OF INDIA UNDERTAKING)
G. T. ROAD, KANPUR - 208016
AN ISO 9001 : 2000 COMPANY

ASSISTANCE TO DISABLED PERSONS
(UNDER SSA FOR CHILDREN IN THE AGE GROUP OF 6-14 YEARS)
विकलांग व्यक्तियों के लिए सहायता
एस.एस.ए अभियान के अन्तर्गत ६-१४ वर्ष के बच्चों के लिए

विकलांगता के साथ लाभार्थी का फोटोग्राफ
Photograph of Beneficiary with Disability

भाग Part I (स्पष्ट प्रतिष्टियाँ भरें Please To be filled in Block letters)

1.	लाभार्थी का नाम (स्पष्ट शब्दों में) Name of the Beneficiary (In Capital Letters)			
	आयु Age	लिंग Sex	पुरुष Male ☐	स्त्री Female ☐
2.	पिता/पति का नाम (स्पष्ट शब्दों में) Father's/Husband's Name (In Capital Letters)			
3.	पूरा पता (स्पष्ट शब्दों में) Full Postal Address (In Capital Letters)			
4.	स्कूल का नाम व पता जिसमें सी.डब्लू.एस.एन. पढ़ रहा है Name of the School in which CWSN is studying with address			
5.	क्या अनु० जाति/जनजाति का है Whether SC/ST	अनुसूचित जाति SC ☐	अनुसूचित जनजाति ST ☐	कोई नहीं None ☐
6.	पंजीकरण सं०/तिथि Regn. No. & Date			
	देने की तिथि Delivery Date			
7.	अभिभावक की मासिक अनुमानित परिवारिक कमाई Assessed Monthly Family Income of Parents		एस० एस० ए० अधिकारी की मोहर एवं हस्ताक्षर Stamp & Signature of SSA Authorities	

भाग Part II   निर्धारित सहायक साधन **PRESCRIPTION OF APPLIANCES**

8.	विकलांगता की किस्म Type of Disability		उत्पाद कोड सं. Product Code No.	
9.	निर्धारित उपकरण Appliances Prescribed		उत्पाद का मूल्य Cost of Product	

एलिम्को प्रतिनिधि के हस्ताक्षर
Signature of ALIMCO Rep.

निर्धारक चिकित्सा अधिकारी/पुनर्वास विशेषज्ञ के हस्ताक्षर एवं मोहर
Stamp & Signature of Medical Officer/Rehab. Professional

भाग Part III   उपकरण पावती   **RECEIPT OF APPLIANCE**

10. प्रमाणित किया जाता है कि मैंने उपरोक्त सहायक उपकरण की प्राप्ति के लिए रु०.....................(रुपये..............................मात्र) भुगतान किया है तथा उपकरण अच्छी हालत में प्राप्त किया है। मैं यह भी प्रमाणित करता हूँ कि मैंने पिछले तीन वर्षों (बच्चों की स्थिति में कैलीपर्स/कृत्रिम अंग एक वर्ष)में भारत सरकार की एडिप योजना के अन्तर्गत कोई उपकरण किसी अन्य स्रोत से नहीं प्राप्त किया है।

Certified that I have actually paid a sum of Rs......................(Rupees......................only) towards the cost of the aid mentioned above and I have received the appliance in good working condition. Certified that I have not received such appliance since last three years (one year in case of Caliper/Artificial Limb for Children) under ADIP Scheme of Govt. of India or from any other source.

हस्ताक्षर - एस.एस.ए. अधिकारी/एलिम्को प्रतिनिधि
Signature - Dist Authority/ALIMCO Rep.

लाभार्थी/संरक्षक के हस्ताक्षर/अँगूठा निशानी (अवयस्क के लिए)
Signature/Thumb Impression of the Beneficiary/Guardian (In case of minor)

11. मेरे द्वारा विकलांग को दिया गया उपरोक्त निर्धारित उपकरण जाँच कर दिया गया है। मैं पूर्णरूप से इसके फिटमेन्ट के लिए संतुष्ट हूँ एवं इन्होंने मेरे सामने हस्ताक्षर/अँगूठा निशानी (भाग III पर) किये है।
I have checked the appliance given to the disabled as per prescription given above and I fully satisfied with its fitment.

दिनांक :

एस.एस.ए. अधिकारी निर्धारित चिकित्सा अधिकारी एवं पुनर्वास विशेषज्ञ
SSA Authority/Prescribing Medical Officer/Rehab. Professional

22. ADIP assessment/test report

जॉच रिर्पोट

भारत सरकार के विकलांगता कार्य विभाग, सामाजिक न्याय एव अधिकारिता मंत्रालय द्वारा जारी विकलांग व्यक्तियों के लिए सशोधित योजना (एडिप योजना) के प्रस्तर 12 **(vii)** के अनुपालन में जो 01 / 04 / 2014 से प्रभावी है ।)

में..(नाम एव पदनाम) एतद्द्वारा यह प्रमाणित करता हूँ कि .... में सहायक उपकरणों के वितरण के लिए (एडिप / एडिप –एसएसए / सीएसआर) योजना के अन्तर्गत .... रलिम्को द्वारा शिविर आयोजित किया गया ।

में यह भी प्रमाणित करता हूँ कि निम्नानुसार दर्शाए गए विकलांग व्यक्तियों (व्यक्तियों की कुल संख्या) का मेरी उपस्थित में उपकरण प्रदान किये गयें ।

＊लाभार्थियों की कुल संख्या   (पुरूष.......महिलाए.......)

मैंने .... (सकल लाभार्थियों में 5/10%) लाभार्थियों की स्वतः जाँच की जिन्हे मेरी उपस्थिति में उपकरण प्रदान किये गए हैं और मै प्रमाणित करता हूँ कि दिए गए उपकरणों की गुणवत्ता उत्तम है ।

जारी करने वाले अधिकारी के हस्ताक्षर मुहर सहित

रलिम्को प्रतिनिधि का नाम एवं हस्ताक्षर

स्थान :
दिनाक :
सलग्नक : (जॉच किए गए लाभार्थियों की सूची)

TEST REPORT

(In compliance with Para 12 (vii) of Revised Scheme for Assistance to Disabled Persons (ADIP) issued by Department of Disability Affairs, Ministry of Social Justice & Empowerment, Govt. of India, effective from 01.04.2014.)

I...(name & designation) hereby certify that a camp for distribution of aids and appliances under the...........................(name of the scheme, ADIP/ADIP-SSA/CSR) has been conducted by ALIMCO at........................(location)

I further certify that the Persons with Disability given herein as under (total number of persons) have been provided with aids and appliances in my presence.

(Male............Female............)

＊Number of Beneficiaries

I have physically checked ....persons (10%/5% of total NoB) to whom the aids and Assistive devices have been handed over in my presence and I certify that the quality of devices given is good.

Signature and seal of the officer Issuing authority

Name & Signature of the ALIMCO representative

Place :
Date :
Enclosure : (List of Beneficiaries Physically checked)

23. The list of beneficiaries served

जॉंच रिपोर्ट में वर्णित विकलांग लाभार्थियों की सूची
List of Disabled Beneficiaries included in test report

क0 सं0 St. No.	लाभार्थी का नाम Name of Beneficiary	जन्म तिथि/उम्र DOB / Age	लिंग/Sex पु0/म0 (M / F)	पिता/पति का नाम Father/Husband Name	पता Address	दिए गए उपकरण का विवरण Details of equipment given

Date :
Place :

Enclosure
संलग्नक

हस्ताक्षर एवं कार्यालय की मुहर
Signature Seal of officer

24. Challan to issue materials to customers

CHALLAN

n. : (0674) 2586881
2587516

AUXILLARY PRODUCTION CENTRE

ARTIFICIAL LIMBS MANUFACTURING CORPORATION OF INDIA
(A Government of India Undertaking)
S-3/66 & 14-C, MANCHESWAR INDUSTRIAL ESTATE, BHUBANESWAR - 751 010, ORISSA.

No. APC/CH

Date : ....

Name : ....
....
....

Sl. No.	Code No.	NOMENCLATURE	QTY.	RATE Rs.	P.	AMOUNT Rs.	P.

CST No. KR 19305
TIN - 21151106686

E. & O.E.

Total Amount Rs. ....
Sales Tax Rs. ....
Grand Total Rs. ....

Customer's Signature

For **APC ALIMCO**

25. Sample inspection report for offloaded work

ARTIFICIAL LIMBS MANUFACTURING CORPORATION OF INDIA   APC BBSR
INSPECTION SHEET
QUALITY CONTROL

Job Part No.   :   TD2C51Z00   Welding of Wheel Chair S-II

OPERATION...........WELDING / DRESSING

Job Work Order No. :   OT/APC/04/AR   Dt. 29.04.2014

Part'y Name   :   **Anil Security Service**

S.N.	PART.NO.	Qty Per Piece	Qty Offered Sign/date	Pass Sign/date	Qty Offered Sign/date	Pass Sign/date	Qty Offered Sign/date	Pass Sign/date	Qty Offered Sign/date	Pass Sign/date	Total Qty Pass	Sign. Sign of QC
1	TD2C51A00	1										
2	TD2C51B00	1										
3	TD2A07D00	1										
4	TD2A07E00	1										
5	TD2A07VB0	2										
6	TD2A07N00	2										

26. A sample process sheet

PROCESS SHEET

ARTIFICIAL LIMBS MANUFACTURING CORPN. OF INDIA, KANPUR (U. P.)

PART No. TD 2C 95 A 13

NOMENCLATURE Bed Rest

DRAWING DATE 18.5.99

PROCESS ISSUE No.

MATL. SPEC. Sheet M.S. GRA Gd. 'O' IS 513

MATL. SIZE 1.0 Thick

MATL. CODE AA 22

ECONOMIC BATCH SIZE 750

GROSS WT/ 100 PIECES

NET WT/ 100 PIECES

COMPLETE CYCLE TIME 5.79 mins

OPN. No.	OPERATION	SHOP CODE	MACHINE/EQUIPMENT NOM.	CODE	OPERATIONAL PARAMETERS	SP. TOOLS NOM. & No.	INSP. GAUGES NOM. & No.	OPN. TIME PER SET UP
10.	Shear sheet into strips of size 410mm wideX2000mm length.	2.14	Shearing M/C	MYK40	–	–	–	9
20	Cut into pieces of size 410X500mm	2.14	Shearing M/C	MYK40	–	–	–	15
30.	Planish the pieces(if reqd.)	2.14	Sheet rolling M/C	MTS 64/01	–	–	–	15
40.	Remove sharp edges.	2.13	B & D Sander	MTM62	–	–	–	
50.	Inspect	–	Inspection	–	–	–	–	
60.	Load to cropping tool. Crop two diagonally opposite corners(one by one)maintaining dimension 445mm,2mm and angle 25° TIP as per drg.Reverse and crop two other corners similarly.	2.14	40 Ton press	MYK20	–	Cropping tool TD 2A02 A 10/01	–	45
70.	Inspect	–	Inspection	–				
80.	Feed one side of 500mm long in hemming tool, Form the edge in 'V' shape at Ist stage and flatten'V' shape in 2nd stage. Reverse and repeat as above.	2.14	40Ton Press	MYK20	–	Hemming tool TD 2 A 02 A10/ 02	–	45

PLANNED BY

TIME FIXED BY

CHECKED BY

TYPED BY

APPROVED BY

MASTER LOCA

SIG.

DATE

FORM No. ES 64

PROCESS SHEET (CONTINUATION SHEET)

SHEET 2

PART No. TD .G 95 A 13

NOMENCLAT... Back Rest

MASTER LOCAT...

1	2	3	4	5	6	7	8	9
	Contd...60							
	(Note see drg. for details)maintaining dimensions 400mm and 5mm (TYP) as per drg.							
90.	Inspect	-	Inspection				-	
100	Load to notching tool, cut 'U' notch at radius R12.7 maintaining dimension 165mm from one end as shown in the drg.	2.14	10ton press	MIK21	-	'U' Notch tool TD 2 A02A 10/03	-	45
110	Deburr complete.	2.13	H.D Sander	MIK 62	-	-		-
120	Inspect	-	Inspection	-	-	-		-
130	Feed in sheet rolling M/C Bend at radius R 950(Ref.).	2.14	Sheet rolling M/c	MIK 64	-	Radius Gauge TD 2 A 02A10/70	-	30
140	Load to seat forming tool. Form radius R 12 .7(TYP) at both the side of 400 mm.	2.14	Fly press	MIK 61	-	Seat forming tool TD 2 A 02A05/02	-	30
150	Inspect	-	Inspection					
150	Inspect	-	Inspection					
160	Identify Pack and despatch to store	2.14	Bench					

PLANNED BY

TYPED BY

SIG.

DATE

FORM No. E S 65

27. A sample bill of material

Bill of Material
TD2C98000 - Conventional Tricycle

S. No.	Component/Sub Assy/B.O.Code No.	No. Off	Nomenclature	R.M.Code	Qty. Reqd	Remark
01-	TD2C98B00	01	Back Rest Assy.	---	01	B/O
02-	TD2C98C00	01	Seat Assy.	---	01	B/O
03-	TD2C98J00	01	Frame Assy.	---	01	OMC / B/O
A-	TD2C98JA0	01	Frame Assy.	---	01	OMC
a-	TD2C98JB0	01	Seat Base Support Assy	---	01	OMC
	TD2C98JB1	01	Seat Base Support	AD 39/AG 03	0.60 Mt	OMC
	TD2C98A03	01	Seat Support	AD 39/AG 02	1.55 Mt	OMC
b-	TD2C98J01	01	Rear Loop	AF 60	2.43 Mt	OMC
c-	TD2C98J02	02	Vertical Support	AF 60	1.06 Mt	OMC
d-	TD2C98J03	01	Foot Rest Tube	AF 60	2.55 Mt	OMC
e-	TD2C98J04	01	Centre Support Tube	AF 60	1.12 Mt	OMC
f-	TD2C98J05	02	Loop Support Tube	AF 60	0.9 Mt	OMC
g-	TD2C98J06	02	Side Support Tube	AF 60	1.1 Mt	OMC
h-	TD2C98J07	01	Rear Cross Member	AF 60	0.6 Mt	OMC
i-	TD2C98J08	02	Rear Loop Member	AF 60	1.8 Mt	OMC
j-	TD2C98J09	02	Seat Stiffner	AF 60	0.32 Mt	OMC
k-	TD2C98J10	01	Vertical Stiffner	AF 60	0.063 Mt	OMC
l-	TD2C98J12	01	Side Frame Support Tube	AF 60	0.49 Mt	OMC
m-	TD2C98J13	02	Stiffner	AF 60 Scrap	End Piece	OMC
n-	TD2C98J19	01	Foot Rest	AG 08	01	B/O
o-	TD2C98A02	01	Back Rest Support	AD 39/AG 03	1.615 Mt	OMC
p-	TD2C98A09	01	Side Grand (Right)	AA 22	0.039 SM	OMC
q-	TD2C98A10	01	Side Grand (Left)	AA 22	0.039 SM	OMC
r-	TD2C98A13	02	Bracket (Right)	---	02	B/O
s-	TD2C98A14	02	Bracket (Left)	---	02	B/O
t-	TD2C98A21	04	Back Rest Stiffner	AA 27	0.0012 SM	OMC
u-	LB 86	01	Head Head Tube (Face Pipe)	---	01	B/O
v-	LB 89	02	Bicycle Top Lug	---	02	B/O
w-	LB 99	02	Bicycle Bottom Bracket	---	02	B/O
B-	TD2C98AA0	01	Handle Tube Assy.	---	01	OMC
a-	TD2C98AA1	01	Handle Tube	AF 13	0.345 Mt	OMC
b-	TD2C98AA2	01	U' Clamp	AA 05 / AA27	0.001 SM	OMC
C-	TD2C98AB0	01	Centre Tube Assy.	---	01	---
a-	TD2C98AB1	01	Centre Tube	AF 13	0.185 Mt	OMC
b-	TD2C98AB2	01	Bracket	AA 25	0.008 SM	OMC
c-	TD2C98AB3	01	Bush	AB 05	0.0045 Mt	OMC & B/O
D-	TD2C98A23	01	Lamp Bracket	AA 27	0.003 SM	OMC
E-	TD2C98002	01	Lable	---	01	B/O
F-	BA 03	01	Hex. Nut M10	---	01	B/O
G-	BB 21	01	Hex, Bolt M10x60	---	01	B/O

Bill of Material
TD2C98000 - Conventional Tricycle

S. No.	Component/Sub Assy/B.O.Code No.	No. Off	Nomenclature	R.M.Code	Qty. Reqd	Remark
H-	BR 71	04	Pop Rivet Φ 4x6mm	---	04	B/O
I-	BS 55	01	Spring Washer 10mm	---	01	B/O
J-	LA 66	01 Set	Bicycle Bottom & Top Head Ball Race 1/8" (A Set of Two)	---	01 Set	B/O
K-	LB 52	01 Set	Bicycle Crown Ball Racer (A Set of 3)	---	01 Set	B/O
L-	LB 56	01	Bicycle Top Head Screwed Racer	---	01	B/O
M-	LB 57	01	Bicycle Top Head Lock Nut	---	01	B/O
N-	LB 87	01	Bicycle Front Fork 28"x1½" Wheel	---	01	B/O
O-	LB 97	01	Handle Tightner Assy.	---	01	B/O
P-	LB 98	02	Bottom Axle Assy.	---	02	B/O
Q-	LC 96	02	Brake Clip (Rt./Lt.)	---	02	B/O
R-	LD 95	02	ALIMCO Sticker Multicolour With Paper Backing	---	02	B/O
S-	LD 97	01	Label	---	01	B/O
T-	HK 02	62	Steel Ball 1/8"	---	62	B/O
U-	HK 06	44	Steel Ball Φ 6.35mm	---	44	B/O
04-	TD2C98004	02	Plug	---	02	B/O
05-	TD2C98006	01	Box (Size-590x180x195mm) Optional	---	01	B/O
06-	LC 82	01	Front Wheel Assy. Size - 28"x1½" With 32 Holes	---	01	---
a-	LA 37	32	Nipple For Bicycle Spoke Φ 2mm Brass, Ni-Cr Plated As per IS:630	(LF 14)	32	B/O
b-	LA 38	32	Bicycle Spoke Washer Φ 2mm Galvanised As per IS:630	(LF 14)	32	B/O
c-	LC 51	01	Standard Bicycle Hub Axle Assy. Front Wheel (28"x1½") With 16 Holes In Each Flange Ni-Cr Plated IS:629	---	01	B/O
d-	LC 52	01	Tyre 28"x1½" Wheel, 4 Ply IS:2414 ISI Marked	---	01	B/O
e-	LC 53	01	Tube Bicycle 28"x1½" Wheel ISI Marked, IS:2415	---	01	B/O
f-	LC 54	01	Rim Bicycle Type A 28"x1½" With 32 Holes For Spokes,Ni-Cr Plated IS:624	---	01	B/O
g-	LC 55	32	Spoke Bicycle For 28" Wheel Φ 2mm Zinc Plated, Blue Passivation IS:630	(LF 14)	32	B/O
h-	HK 20	01	Rim Tape Cotton With Buckle	---	01	B/O
07-	LC 83	01	Rear Wheel Assy. Right Size - 28"x1½" With 40 Holes	---	01	B/O
a-	LA 37	40	Nipple For Bicycle Spoke Φ 2mm Brass, Ni-Cr Plated As per IS:630	(LF 14)	40	B/O
b-	LA 38	40	Bicycle Spoke Washer Φ 2mm Galvanised As per IS:630	(LF 14)	40	B/O

pg 02

Bill of Material

TD2C98000 - Conventional Tricycle

S. No.	Component/Sub Assy/B.O.Code No.	No. Off	Nomenclature	R.M.Code	Qty. Reqd	Remark
c-	LC 52	01	Tyre 28"x1½" Wheel, 4 Ply IS:2414 ISI Marked	---	01	B/O
d-	LC 53	01	Tube Bicycle 28"x1½" Wheel ISI Marked, IS:2415	---	01	B/O
e-	LC 55	40	Spoke Bicycle For 28" Wheel Φ 2mm Zinc Plated, Blue Passivation IS:630	(LF 14)	40	B/O
f-	LC 56	01	Standard Bicycle Hub Axle Assy. Front Wheel (28"x1½") With 20 Holes In Each Flange Ni-Cr Plated IS:629	---	01	B/O
g-	LC 68	01	Rim Bicycle Type A 28"x1½" With 40 Holes For Spokes,Ni-Cr Plated IS:624	---	01	B/O
h-	HK 20	01	Rim Tape Cotton With Buckle	---	01	B/O
i-	LC 46	01	Bicycle Free Wheel 18 Teeth, Half Ball Hardness - 55 HRC Min, IS : 1283	Use with LC 83 / LC 84 (One Each)	01	B/O
08-	LC 84	01	Rear Wheel Assy. Left Size- 28"x1½" With 40 Holes	---	01	B/O
a-	LA 37	40	Nipple For Bicycle Spoke Φ 2mm Brass, Ni-Cr Plated As per IS:630	(LF 14)	40	B/O
b-	LA 38	40	Bicycle Spoke Washer Φ 2mm Galvanised As per IS:630	(LF 14)	40	B/O
c-	LC 52	01	Tyre 28"x1½" Wheel, 4 Ply IS:2414 ISI Marked	---	01	B/O
d-	LC 53	01	Tube Bicycle 28"x1½" Wheel ISI Marked, IS:2415	---	01	B/O
e-	LC 55	40	Spoke Bicycle For 28" Wheel Φ 2mm Zinc Plated, Blue Passivation IS:630	(LF 14)	40	B/O
f-	LC 56	01	Standard Bicycle Hub Axle Assy. Front Wheel (28"x1½") With 20 Holes In Each Flange Ni-Cr Plated IS:629	---	01	B/O
g-	LC 68	01	Rim Bicycle Type A 28"x1½" With 40 Holes For Spokes,Ni-Cr Plated IS:624	---	01	B/O
h-	HK 20	01	Rim Tape Cotton With Buckle	---	01	B/O
i-	LC 46	01	Bicycle Free Wheel 18 Teeth, Half Ball Hardness - 55 HRC Min, IS : 1283	Use with LC 83 / LC 84 (One Each)	01	B/O
09-	LC 58 OR LF 74	01	Mudguard Front Wheel for 28" Wheel With Side Bar Fittings, IS:6218	---	01	B/O
10-	LC 59 OF LF 76	02	Mudguard Rear Wheel for 28" Wheel With Side Bar Fittings, IS:6218	---	02	B/O
11-	LC 08	04	Cotter Pin With Nut & Washer IS:1282	---	04	B/O

pg 03

Bill of Material
TD2C98000 - Conventional Tricycle

S. No.	Component/Sub Assy/B.O.Code No.	No. Off	Nomenclature	R.M.Code	Qty. Reqd	Remark
12-	LC 24	01 Pair	Brake Rubber Holder (Rt & Lt)	Not Req. LA 61 Used	02	B/O
13-	LC 25	02	Brake Rubber		02	B/O
14-	BP 81	06	Wood Screw No.10x20mm IS:6760, St.	---	06	B/O
15-	LA 24	03	Hand Grip ID 22mm	---	03	B/O
16-	BS 28	10	Punched Washer B5.5, MS, IS:2016	---	10	B/O
17-	LC 70	02	Draw Bolt With Nut & Washer	---	02	B/O
18-	LC 67	04	Chain Adjuster Assy.	---	04	B/O
19-	LC 13	02	Reflector	---	02	B/O
20-	LA 81	01	Tension Spring	---	01	B/O
21-	BA 54	01	Hex. Lock Nut M4, IS:2389-4	---	01	B/O
22-	LC 75	02	Paddle Crank Assy. 8"	---	02	---
a-	LC 61	02	Paddle Crank	---	02	B/O
b-	LC 63	02	Axle Paddle With Cone & Nut	---	02	B/O
c-	LC 64	02	Paddle Tube Bicycle	---	02	B/O
d-	LC 65	04	Paddle Cup Set	---	04	B/O
e-	HK 03	44	Free Ball Φ 5/32"	---	44	B/O
23-	LC 86	01	Brake Chimiti For Front Wheel	---	01	B/O
24-	LC 89	01	Brake Rod 7" Long	---	01	B/O
25-	BF 77	06	Sloted CSK Head Screw B M5x40 IS : 1365-6.6	---	06	B/O
26-	BQ 74	06	Tapping Screw AB 10x19, IS:7173	---	06	B/O
27-	BA 08	06	Hex. Nut M5, IS : 1363	---	06	B/O
28-	LC 09 OR LB 67 OR LD 25	02	Chain Bicycle-67 Pairs of Links 1.69 Meter Long, Bicycle Chain 1/2"x1/8" 134 Links 1.69 Mtr Long With Lock	---	02	B/O
29-	LA 58	02 Set	Connecting Link Lock for Bicycle Chain 1/2"x1/8"	Req. With LC 09 / LB 67	02 Set Of 03 Not Req. With LD 25	B/O
30-	BQ 32	01	Pan Head Screw A M4x12, IS:6101-4.8	---	01	B/O
31-	LA 67	02	Sprocket 22 Teeth	---	02	B/O
32-	LA 61	01 Pair	Bicycle Brake Shoe (Rt./Lt.) With Holder & Rubber	---	02	B/O
33-	LD 44	01	Bicycle Bell	---	01	B/O

28. A sample daily report

Balance orders 0n hand Rs.62.58 lakhs

→ Production Status:

PRODUCT	TARGET FOR THE YEAR		ACTUAL PRODUCTION				BALANCE TO BE PRODUCE	
	Qty.	Value	For the Day		Cumulative as on date		Qty.	Value
			Qty.	Value	Qty.	Value		
TD 2C 98	12480	74880000	30	180000	2915	17490000	9565	57390000
TD 2C 95/96	0	0	0	0	-	-	0	0
TD 2C 51	6600	39600000	0	0	1692	10152000	4908	29448000
TD 2A 06	1920	11520000	0	0	397	2382000	1523	9138000
TOTAL		126000000		180000		30024000		95976000

→ SALES STATUS   DATE:28.07.14

PRODUCT	TARGET FOR THE YEAR		ACTUAL SALE				BALANCE TO BE SOLD	
	Oty.	Value	For the Day		Cumulative as on date		Qty.	Value
			Qty.	Value	Qty.	Value		
TD 2C 98	11000	6,60,00,000	0	0	2027	1,23,24,000	8973	5,38,38,000
TD 2C 95			0	0	0	-		
TD 2C 51	6000	3,60,00,000	0	0	2954	1,75,73,400	3046	1,82,76,000
TD 2A 06	1500	90,00,000	0	0	515	30,49,200	985	59,10,000
Others		6,90,00,000	1	122	0	82,27,668		6,07,72,332
TOTAL		18,00,00,000		122		4,11,74,268		13,87,96,332

DATE:28.07.14

→ STOCK STATUS

PRODUCT	Opening Balance		Production/S.T Hqr.		Sale / Stock Transfer		Closing Stock	
	Qty.	Value	Qty.	Value	Qty.	Value	Qty.	Value
TD 2C 98	1557	9342000.00	30	180000	0	0	1587	9522000.00
TD 2C 95	27	162000.00	0	0	0	0	27	162000.00
TD 2C 51	183	1098000.00	0	0	0	0	183	1098000.00
TD 2A 06	181	1086000.00	0	0	0	0	181	1086000.00
Others	0	-	0	0	1	122	0	
TOTAL		11688000.00		180000		122		11868000.00

→ U C STATUS

Scheme	Opening balance of pending Ucs		U Cs sent today		Balance UCs Pending	
	No. of Beneficiaries	Value In lakhs	No. of Beneficiaries	(100% Value) In lakhs	No. of Beneficiaries	Value In Rupees
ADIP	2146	10017788	0	0	2146	10017788
ADIP SSA	5741	7077646	0	0	5741	15059685
TOTAL	7887	17095434			7887	25077473

Current Month Status

Production		Cumulative Qty. (Nos.)	Cumulative Value	
				Rs. 6240000
	TD2C98	610	3660000	62.40 lacs
	TD2C51	230	1380000	
	TD2A06	200	1200000	
Sale	...	...	8050516	80.50 lacs

Artificial Limbs Manufacturing Corporation of India (ALIMCO) Ministry of Social Justice and Empowerment

Government of India

The Draft Contract

Supply and Implementation of ERP Solution on a turnkey basis

Artificial Limbs Manufacturing corporation of India

G.T.Road, Kanpur - 209217

AGREEMENT

Provision of Project Services for supply and Implementation of ERP at ALIMCO

This AGREEMENT (hereinafter called the "**Agreement**") is made on the _____day of the month of February 2020, between, on the one hand, the Artificial Limbs Manufacturing Corporation of India (hereinafter called the "**ALIMCO**" or **PURCHASER** which expression shall include their respective successors and permitted assigns, unless the context otherwise requires) and, on the other hand,_____(hereinafter called the "**System Integrator**" or **SI** or **SUPPLIER** which expression shall include their respective successors and permitted assigns).

WHEREAS

A.   The ALIMCO has invited offers (RFP No.----------) for appointment of System Integrator (hereinafter called the "**SI**") for Supply and Implementation of ERP Solution at Artificial Limbs Manufacturing Corporation of India (hereinafter called the "**Project**");

B.   The System Integrator submitted its offer for the aforesaid Project, whereby the System Integrator represented to the ALIMCO that it had the required professional skills, and in the said offer the System Integrator also agreed to provide the Services to the ALIMCO on the terms and conditions as set forth in the RFP and this Agreement; and

C.   The ALIMCO, on acceptance of the aforesaid proposals of the System Integrator, awarded the Project to the System Integrator vide its Letter of Award dated _____(the "**LOA**"); and

D.   In pursuance of the LOA, the parties have agreed to enter into this Agreement.

NOW, THEREFORE, the parties hereto hereby agree as follows:

1.   GENERAL

Definitions and Interpretation

The words and expressions beginning with capital letters and defined in this Agreement shall, unless the context otherwise requires, have the meaning hereinafter respectively assigned to them:

(a)   "Additional Costs" shall have the meaning set forth in Clause 6.1.2;

(b)   "Agreement" means this Agreement, together with all the Annexes;

(c)   "Agreement Value" shall have the meaning set forth in Clause 6.1.2;

(d)   "Applicable Laws" means the laws and any other instruments having the force of law in India as they may be issued and in force from time to time;

(e)   "Confidential Information" shall have the meaning set forth in Clause 3.3;

(f)   "Conflict of Interest" shall have the meaning set forth in Clause 3.2 read with the provisions of RFP;

(g)   "Dispute" shall have the meaning set forth in Clause 9.2.1;

(h)   "Effective Date" means the date on which this Agreement comes into force and effect pursuant to Clause 2.1;

(i)   "Expatriate Personnel" means such persons who at the time of being so hired had their domicile outside India;

(j)   "INR, Re. or Rs." means Indian Rupees;

(k)   "Member", in case the System Integrator consists of a consortium of more than one entity, means any of these entities, and "Members" means all of these entities;

(l)   "Party" means the ALIMCO or the System Integrator, as the case may be, and Parties means both of them;

(m)   "Personnel" means persons hired by the System Integrator or by any Sub-Contractors of the System integrator, as employees or retainers and assigned to the performance of the Services the Project or any part thereof;

(n)   "RFP" means the Request for Proposal document in response to which the System Integrator's proposal for providing Services was accepted;

(o)   "Services" means the work to be performed by the System Integrator pursuant to this Agreement, as described in the RFP and the Schedule 1 hereto;

(p)   "Third Party" means any person or entity other than the Government, the ALIMCO, the System Integrator.

(q)   All terms and words not defined herein shall, unless the context otherwise requires, have the meaning assigned to them in the RFP.

The following documents along with all addenda issued thereto shall be deemed to form and be read and construed as integral part of this Agreement and in case of any contradiction between or among them the priority in which a document would prevail over another would be as laid down below beginning from the highest priority to the lowest priority:

(a)   Agreement

(b)   Schedules of Agreement

(c)   Request for proposal

(d)   The responses or proposal submitted by the SI

(e)   Letter of Award

All documents forming part of the Agreement are to be taken as mutually explanatory of one another. In the event of any conflict, the terms of the Agreement (including the Schedules and appendices) shall prevail over any other document. In case of conflict between RFP (as may be amended) and the Proposal by the SI, the provisions mentioned in the RFP (including its annexures, addenda and pre-bid clarifications issued for the RFP) shall prevail over the Proposal.

Relation between the Parties

Nothing contained herein shall be construed as establishing a relation of master and servant or of agent and principal as between the ALIMCO and the System Integrator. The System Integrator shall, subject to this Agreement, have complete charge of Personnel performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.

Rights and obligations

The mutual rights and obligations of the ALIMCO and the System Integrator shall be as set forth in the Agreement, in particular:

(a)   The System Integrator shall carry out the Services or the Project in accordance with the provisions of the Agreement; and

(b)   The ALIMCO shall make payments to the System Integrator in accordance with the provisions of the Agreement.

Governing law and jurisdiction

This Agreement shall be construed and interpreted in accordance with and governed by the laws of India, and the courts at Kanpur shall have exclusive jurisdiction over matters arising out of or relating to this Agreement.

Language

All notices required to be given by one Party to the other Party and all other communications, documentation and proceedings which are in any way relevant to this Agreement shall be in writing and in English language.

Table of contents and headings

The table of contents, headings or sub-headings in this Agreement are for convenience of reference only and shall not be used in, and shall not affect, the construction or interpretation of this Agreement.

Notices

Any notice or other communication to be given by any Party to the other Party under or in connection with the matters contemplated by this Agreement shall be in writing and shall:

(a)   In the case of the System Integrator, be given by facsimile or e-mail and by letter delivered by hand to the address given and marked for attention of the System Integrator's Representative set out below in Clause 1.10 or to such other person as the System Integrator may from time to time designate by notice to the ALIMCO; provided that notices or other communications to be given to an address outside Kanpur may, if they are subsequently confirmed by sending a copy thereof by registered acknowledgement due, speed post or by courier, be

sent by facsimile or e-mail to the number/address as the System Integrator may from time to time specify by notice to the ALIMCO;

(b)   In the case of the ALIMCO, be given by facsimile or e-mail and by letter delivered by hand and be addressed to the ALIMCO with a copy delivered to the ALIMCO Representative set out below in Clause 1.10 or to such other person as the ALIMCO may from time to time designate by notice to the System Integrator; provided that if the System Integrator does not have an office in Kanpur it may send such notice by facsimile or e-mail and by registered acknowledgement due, air mail or by courier; and

(c)   Any notice or communication by a Party to the other Party, given in accordance herewith, shall be deemed to have been delivered when in the normal course of post it ought to have been delivered and in all other cases, it shall be deemed to have been delivered on the actual date and time of delivery; provided that in the case of facsimile or email, it shall be deemed to have been delivered on the working days following the date of its delivery.

Location

The Services or the Project shall be performed at the offices of the ALIMCO in accordance with the provisions of RFP and at such locations as are incidental thereto, including the offices of the System Integrator.

The ALIMCO may require the personnel to spend the effort and time at the offices of the ALIMCO and the System Integrator agrees and undertakes to provide such services on a best effort basis and without any unreasonable delay.

Authorised Representatives

Any action required or permitted to be taken, and any document required or permitted to be executed, under this Agreement by the ALIMCO or the System Integrator, as the case may be, may be taken or executed by the officials specified in this Clause 1.9.2 and 1.9.3.

The ALIMCO may, from time to time, designate one of its officials as the ALIMCO Representative. Unless otherwise notified, the ALIMCO Representative shall be:

****

****

****

****

Tel: ******** Fax: ********* email: *********

     The System Integrator may designate one of its employees as System Integrator's Representative. Unless otherwise notified, the System Integrator's Representative shall be:

Tel: ------------------

Mobile: --------------

Fax: ------------------

E-mail: --------------

Taxes and duties

Unless otherwise specified in the Agreement, the System Integrator shall pay all such taxes, duties, fees and other impositions as may be levied under the Applicable Laws and the ALIMCO shall perform such duties in regard to the deduction of such taxes as may be lawfully imposed on it.

2.   COMMENCEMENT, COMPLETION AND TERMINATION OF AGREEMENT

Effectiveness of Agreement

This Agreement shall come into force and effect on the date of this Agreement (the "**Effective Date**").

Commencement of Services

The System Integrator shall commence the Services or the Project within a period of 15 (Fifteen) days from the Effective Date, unless otherwise agreed by the Parties.

Termination of Agreement for failure to commence Services

If the System Integrator does not commence the Services within the period specified in Clause 2.2 above, the ALIMCO may, by not less than 1 (one) weeks' notice to the System Integrator, declare this Agreement to be null and void, and in the event of such a declaration, this Agreement shall stand terminated and the System Integrator shall be deemed to have accepted such termination and liable for all consequences.

Expiration of Agreement

Unless terminated earlier pursuant to Clauses 2.3 or 2.9 hereof, this Agreement shall, unless extended by the Parties by mutual consent, expire upon (i) expiry of a period of 120 (One Hundred and Twenty) days after the completion of the support and maintenance services as per this agreement/RFP; (ii) the expiry of 4 (four) years from the Effective Date, whichever is earlier. Upon Expiration/Termination, the ALIMCO shall make payments of all amounts due to the System Integrator hereunder

Entire Agreement

This Agreement and the Annexes together constitute a complete and exclusive statement of the terms of the agreement between the Parties on the subject hereof, and no amendment or modification hereto shall be valid and effective unless such modification or amendment is agreed to in writing by the Parties and duly executed by persons especially empowered in this behalf by the respective Parties. All prior written or oral understandings, offers or other communications of every kind pertaining to this Agreement are abrogated and withdrawn; provided, however, that the obligations of the System Integrator arising out of the provisions of the RFP shall continue to subsist and shall be deemed to form part of this Agreement.

Without prejudice to the generality of the provisions of Clause 2.5.1, on matters not covered by this Agreement, the provisions of RFP shall apply.

Modification of Agreement

Modification of the terms and conditions of this Agreement, including any modification of the scope of the Services, may only be made by written agreement between the Parties.

Force Majeure

Definition

(a)   For the purposes of this Agreement, "Force Majeure" means an event which is beyond the reasonable control of a Party, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by government agencies.

(b)   Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or such Party's Sub-Contractor or agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected to both (A) take into account at the time of the conclusion of this Agreement, and (B) avoid or overcome in the carrying out of its obligations hereunder.

(c)   Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder.

No breach of Agreement

The failure of a Party to fulfil any of its obligations hereunder shall not be considered to be a breach of, or default under, this Agreement insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Agreement.

Measures to be taken

(a)   A Party affected by an event of Force Majeure shall take all reasonable measures to remove such Party's inability to fulfil its obligations hereunder with a minimum of delay.

(b)   A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any event not later than 14 (fourteen) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give notice of the restoration of normal conditions as soon as possible.

(c)   The Parties shall take all reasonable measures to minimise the   consequences of any event of Force Majeure.

Extension of time

Any period within which a Party shall, pursuant to this Agreement, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

Payments

During the period of its inability to perform the Services as a result of an event of Force Majeure, the System Integrator shall be entitled to be reimbursed for additional costs reasonably and necessarily incurred by it during such period for the purposes of the Services and in reactivating the Services after the end of such period.

Consultation

Not later than 30 (thirty) days after the System Integrator has, as the result of an event of Force Majeure, become unable to perform a material portion of the Services, the Parties shall consult with each other with a view to agreeing on appropriate measures to be taken in the circumstances.

Suspension of Agreement

The ALIMCO may, by written notice of suspension to the System Integrator, suspend all payments to the System Integrator hereunder if the System Integrator shall be in breach of this Agreement or shall fail to perform any of its obligations under this Agreement, including the carrying out of the Services; provided that such notice of suspension (i) shall specify the nature of the breach or failure, and (ii) shall provide an opportunity to the System Integrator to remedy such breach or failure within a period not exceeding 15 (fifteen) days after receipt by the System Integrator of such notice of suspension.

Termination of Agreement

By the ALIMCO

The ALIMCO may, by not less than 15 (fifteen) days' written notice of termination to the System Integrator, such notice to be given after the occurrence of any of the events specified in this Clause 2.9.1, terminate this Agreement if:

(a)   The System Integrator fails to remedy any breach hereof or any failure in the performance of its obligations hereunder, as specified in a notice of suspension pursuant to Clause 2.8 hereinabove, within 15 (fifteen) days of receipt of such notice of suspension or within such further period as the ALIMCO may have subsequently granted in writing;

(b)   The System Integrator becomes insolvent or bankrupt or enters into any agreement with its creditors for relief of debt or take advantage of any law for the benefit of debtors or goes into liquidation or receivership whether compulsory or voluntary;

(c)   The System Integrator fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause 9 hereof;

(d)   The System Integrator submits to the ALIMCO a statement which has a material effect on the rights, obligations or interests of the ALIMCO and which the System Integrator knows to be false;

(e)   Any document, information, data or statement submitted by the System Integrator in its Proposals, based on which the System Integrator was considered eligible or successful, is found to be false, incorrect or misleading;

(f)   As the result of Force Majeure, the System Integrator is unable to perform a material portion of the Services for a period of not less than 60 (sixty) days; or

By the System Integrator

The System Integrator may, by not less than 30 (thirty) days' written notice to the ALIMCO, such notice to be given after the occurrence of any of the events specified in this Clause 2.9.2, terminate this Agreement if:

(a)   The ALIMCO is in material breach of its obligations pursuant to this Agreement and has not remedied the same within 45 (forty-five) days (or such longer period as the System Integrator may have subsequently granted in writing) following the receipt by the ALIMCO of the System Integrator's notice specifying such breach;

(b)   As the result of Force Majeure, the System Integrator is unable to perform a material portion of the Services for a period of not less than 60 (sixty) days; or

(c)   The ALIMCO fails to comply with any final decision reached as a result of arbitration pursuant to Clause 9 hereof.

Cessation of rights and obligations

Upon termination of this Agreement pursuant to Clauses 2.3 or 2.9 hereof, or upon expiration of this Agreement pursuant to Clause 2.4 hereof, all rights and obligations of the Parties hereunder shall cease, except (i) such rights and obligations as may have accrued on the date of termination or expiration, or which expressly survives such Termination; (ii) the obligation of confidentiality set forth in Clause 3.3 hereof; (iii) the System Integrator's obligation to permit inspection, copying and auditing of such of its accounts and records set forth in Clause 3.5, as relate to the System Integrator's Services provided under this Agreement, and (iv) any right or remedy which a Party may have under this Agreement or the Applicable Laws.

Cessation of Services

Upon termination of this Agreement by notice of either Party to the other pursuant to Clauses 2.9.1 or 2.9.2 hereof, the System Integrator shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close after providing all information to ALIMCO as deemed essential by ALIMCO in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum. With respect to documents prepared by the System Integrator and materials furnished by the ALIMCO, the System Integrator shall proceed as provided respectively by Clauses 3.8 or 3.9 hereof.

Payment upon Termination

Upon termination of this Agreement pursuant to Clauses 2.9.1 or 2.9.2 hereof, the ALIMCO shall make the following payments to the System Integrator (after offsetting against these payments any amount that may be due from the System Integrator to the ALIMCO):

(a)   Remuneration pursuant to Clause 6 hereof for Services satisfactorily performed prior to the date of termination;

(b) Remuneration pursuant to clause 6 thereof for supply of licenses software/tools/solutions if already supplied and if ALIMCO intends to use them post the termination

Disputes about Events of Termination

If either Party disputes whether an event specified in Clause 2.9.1 or in Clause 2.9.2 hereof has occurred, such Party may, within 30 (thirty) days after receipt of notice of termination from the other Party, refer the matter to arbitration pursuant to Clause 9 hereof, and this Agreement shall not be terminated on account of such event except in accordance with the terms of any resulting arbitral award. The agreement for the purpose of arbitration shall not be deemed to be terminated.

3. OBLIGATIONS OF THE SYSTEM INTEGRATOR

General

Standards of Performance

The System Integrator shall perform the Services and carry out its obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe and effective equipment, machinery, materials and methods. The System Integrator shall always act, in respect of any matter relating to this Agreement or to the Services, as a faithful adviser to the ALIMCO, and shall at all times support and safeguard the ALIMCO's legitimate interests in any dealings with Sub-Contractor or Third Parties.

Terms of Reference or scope of work

The scope of Services or work to be performed by the System Integrator is specified in the Terms of Scope of supply and work, Reference (the "**Scope of project**") at Schedule 1 of this Agreement. The System Integrator shall provide the Deliverables specified therein in conformity with the time schedule stated therein.

Conflict of Interest

The System Integrator shall not have a Conflict of Interest and any breach hereof shall constitute a breach of the Agreement.

System Integrator not to benefit from commissions discounts, etc.

The remuneration of the System Integrator pursuant to Clause 6 hereof shall constitute the System Integrator's sole remuneration in connection with this Agreement or the Services and the System Integrator shall not accept for its own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Agreement or to the Services or in the discharge of its obligations hereunder, and the System Integrator shall use its best efforts to ensure that any Sub-Contractor, as well as the Personnel and agents of either of them, similarly shall not receive any such additional remuneration.

The System Integrator and its Personnel shall observe the highest standards of ethics and not have engaged in and shall not hereafter engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the **"Prohibited Practices").** Notwithstanding anything to the contrary contained in this Agreement, the ALIMCO shall be entitled to terminate this Agreement forthwith by a communication in writing to the System Integrator, without being liable in any manner whatsoever to the System Integrator, if it determines that the System Integrator has, directly or indirectly or through an agent, engaged in any Prohibited Practices in the Selection Process or before or after entering into of this Agreement. In such an event, the ALIMCO shall forfeit and appropriate the Performance Security, if any, as mutually agreed genuine pre-estimated compensation and damages payable to the ALIMCO towards, *inter alia*, time, cost and effort of the ALIMCO, without prejudice to the ALIMCO's any other rights or remedy hereunder or in law.

Without prejudice to the rights of the ALIMCO under Clause 3.2.3 above and the other rights and remedies which the ALIMCO may have under this Agreement, if the System Integrator is found by the ALIMCO to have directly or indirectly or through an agent, engaged or indulged in any Prohibited Practices, during the Selection Process or before or after the execution of this Agreement, the System Integrator shall not be eligible to participate in any tender or RFP issued during a period of 2 (two) years from the date the System Integrator is found by the ALIMCO to have directly or indirectly or through an agent, engaged or indulged in any Prohibited Practices.

For the purposes of Clauses 3.2.3 and 3.2.4, the following terms shall have the meaning hereinafter respectively assigned to them:

(a) "*corrupt practice*" means the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Selection Process (for removal of doubt, offering of employment or employing or engaging in any manner whatsoever, directly or indirectly, any official of the ALIMCO who is or has been associated in any manner, directly or indirectly with Selection Process or LOA or dealing with matters concerning the Agreement before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the ALIMCO, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) engaging in any manner whatsoever, whether during the Selection Process or after the issue of LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical adviser the ALIMCO in relation to any matter concerning the Project;

(b) "**fraudulent practice**" means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Selection Process;

(c) "**coercive practice**" means impairing or harming, or threatening to impair or harm, directly or indirectly, any person or property to influence any person's participation or action in the Selection Process or the exercise of its rights or performance of its obligations by the ALIMCO under this Agreement;

(d) "**undesirable practice**" means (i) establishing contact with any person connected with or employed or engaged by the ALIMCO with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and

(e) "**restrictive practice**" means forming a cartel or arriving at any understanding or arrangement among Applicants with the objective of restricting or manipulating a full and fair competition in the Selection Process.

Confidentiality

The System Integrator, its Sub Contractor and the Personnel of either of them shall not, either during the term or within Three years after the expiration or termination of this Agreement disclose any proprietary information, including information relating to

reports, data, drawings, design software or other material, whether written or oral, in electronic or magnetic format, and the contents thereof; and any reports, digests or summaries created or derived from any of the foregoing that is provided by the ALIMCO to the System Integrator, its Sub-Contractor and the Personnel; any information provided by or relating to the ALIMCO, its technology, technical processes, business affairs or finances or any information relating to the ALIMCO's employees, officers or other professionals or suppliers, customers, or contractors of the ALIMCO; and any other information which the System Integrator is under an obligation to keep confidential in relation to the Project, the Services or this Agreement ("**Confidential Information**"), without the prior written consent of the ALIMCO.

Notwithstanding the aforesaid, the System Integrator, its Sub-Contractor and the Personnel of either of them may disclose Confidential Information to the extent that such Confidential Information:

(a)   was in the public domain prior to its delivery to the System Integrator, its Sub-Contractor and the Personnel of either of them or becomes a part of the public knowledge from a source other than the System Integrator, its Sub-Contractor and the Personnel of either of them;

(b)   was obtained from a third party with no known duty to maintain its confidentiality;

(c)   is required to be disclosed by Applicable Laws or judicial or administrative or arbitral process or by any governmental instrumentalities, provided that for any such disclosure, the System Integrator, its Sub-Constractor and the Personnel of either of them shall give the ALIMCO, prompt, prior written notice to enable the ALIMCO to obtain an injunction against such disclosure, and use reasonable efforts to ensure that such disclosure is accorded confidential treatment; and

(d)   is provided to the professional advisers, agents, auditors or representatives of the System Integrator or its Sub-Contractor or Personnel of either of them, as is reasonable under the circumstances; provided, however, that the System Integrator or its Sub-Contractors or Personnel of either of them, as the case may be, shall require their professional advisers, agents, auditors or its representatives, to undertake in writing to keep such Confidential Information, confidential and shall use its best efforts to ensure compliance with such undertaking.

Liability of the System Integrator

Neither party shall be liable to the other for any special, indirect, incidental, consequential, exemplary or punitive damages whether in contract, tort or other theories of law, even if the party has been advised of the possibility of such damages. Other suggestion may not be accepted, however finance may decide.

The System Integrator shall, subject to the limitation specified in Clause 3.4.3, be liable to the ALIMCO for any direct loss or damage accrued or likely to accrue due to deficiency in Services rendered by it.

The Parties hereto agree that in case of negligence or wilful misconduct on the part of the System Integrator or on the part of any person or firm acting on behalf of the System Integrator in carrying out the Services,The Project, the System Integrator, with respect to damage caused to the ALIMCO's property, shall not be liable to the ALIMCO:

i. For any indirect or consequential loss or damage; and
ii. For any direct loss or damage that exceeds the Agreement Value set forth in Clause 6.1.2 of this Agreement

System Integrator's actions requiring the ALIMCO's prior approval

The System Integrator shall obtain the ALIMCO's prior approval in writing before taking any of the following actions:

(a) Appointing such members of the key personnel as are not listed in Schedule 2;

(b) Changing, replacing or removing the key personnel of the project as listed in Schedule 2

(c) Any other action that is specified in this Agreement.

Reporting obligations

The System Integrator shall submit to the ALIMCO the reports and documents specified in the Agreement, in the form, in the numbers and within the time periods set forth therein.

Documents and project artifacts prepared by the System Integrator to be property of the ALIMCO

All reports, documents and project artifacts like software code (collectively referred to as "**Project Documents**") prepared by the System in performing the Services shall become and remain the property of the ALIMCO, and all intellectual property rights in such Project Documents shall vest with the ALIMCO. Any Project Document, of which the ownership or the intellectual property rights do not vest with the ALIMCO under law, shall automatically stand assigned to the ALIMCO as and when such project Document is created and the System Integrator agrees to execute all papers and to perform such other acts as the ALIMCO may deem necessary to secure its rights herein assigned by the System Integrator.

The System Integrator shall, not later than termination or expiration of this Agreement, deliver all Project Documents to the ALIMCO, together with a detailed inventory thereof. The System Integrator shall not retain any of such Project Documents. The System Integrator, its Sub-Contractor or a Third Party shall not use these Project Documents for purposes unrelated to this Agreement without the prior written approval of the ALIMCO. The System integrator shall be entitled to retain its working papers

The System Integrator shall hold the ALIMCO harmless and indemnified for any losses, claims, damages, expenses (including all legal expenses), awards, penalties or injuries (collectively referred to as "**Claims**") which may arise from or due to any unauthorised use of such Project Documents, or due to any breach or failure on part of the System Integrator or its Sub-Contractor or a Third Party to perform any of its duties or obligations in relation to securing the aforementioned rights of the ALIMCO.

Materials furnished by the ALIMCO

Materials made available to the System Integrator by the ALIMCO shall be the property of the ALIMCO and shall be marked accordingly. Upon termination or expiration of this Agreement, the System Integrator shall furnish forthwith to the ALIMCO, an inventory of such materials and shall dispose of such materials in accordance with the instructions of the ALIMCO. ALIMCO will defend, indemnify and hold harmless the System Integrator, applicable System Integrator affiliates and System Integrator personnel ("System Integrator Indemnified Party") from and against any third party suit, proceedings damages, judgments, cost and expenses (including reasonable attorney fees) relating to any infringement claim by a third party to the extent based on any content or other materials provided to System Integrator by or on behalf of ALIMCO or the access and use by System Integrator of any ALIMCO provided software or material

in connection with System Integrator's performance of Services hereunder without breaching the terms of this Agreement.

Providing access to Project Office and Personnel

The System Integrator shall ensure that the ALIMCO, and officials of the ALIMCO having authorisation from the ALIMCO, are provided unrestricted access to the Project office of the System Integrator and to all Personnel during office hours. The ALIMCO's official, who has been authorised by the ALIMCO in this behalf, shall have the right to inspect the Services, the Project in progress, interact with Personnel of the System Integrator and verify the records relating to the Services or the Project for his satisfaction.

Accuracy of Documents and information

The System Integrator shall be responsible for accuracy of the documents/information drafted and/ or vetted and data collected by it directly or procured from other agencies/authorities, estimates and all other details prepared by it as part of these services. Subject to the provisions of Clause 3.4, it shall indemnify the ALIMCO against any inaccuracy in its work which might surface during implementation of the Project, if such inaccuracy is the result of any negligence or inadequate due diligence on part of the System Integrator or arises out of its failure to conform to good industry practice. The System Integrator shall also be responsible for promptly correcting, at its own cost and risk, the documents including any redevelopment/rework.

Intellectual Property and trademarks

Intellectual property

(a) Pre-Existing Works: The copyright and other intellectual property rights in any materials or computer software created by or licensed to SI prior to this Contract or outside this engagement and any subsequent Modifications to the same ("Pre-Existing Works") will remain vested in SI or a third party. To the extent that pre-existing works are embedded in any deliverable materials, the PURCHASER will have a license to use them in accordance with the provisions below.

(b) Project Documents: The PURCHASER will own the copyright/intellectual property right in all Project documents created under this Contract by SI.

(c) Ownership of all Intellectual Property Rights for any functional and technical process of ALIMCO or information or materials or ALIMCO Supplied Equipment provided to SI by the PURCHASER shall remain vested in the PURCHASER.

(d) The PURCHASER owns all Intellectual Property Rights in all Project Assets produced exclusively for the PURCHASER by SI pursuant to this Contract, including improvements that are developed by SI for the PURCHASER. SI shall execute necessary documents and instruments to perfect the ownership of ALIMCO in respect of the aforesaid materials.

(e) Notwithstanding any other provision of this Contract, SI will not be prevented or restricted by this Contract from using any technique, idea, concepts or know-how relating to SI's business activities. Nothing contained in this Contract shall restrict either Party from the use of any ideas, concepts, know-how, or techniques relating to data processing or software, which either Party, individually or jointly, develops or discloses under this Contract, except to the extent such use infringes any of either Party's patent rights or copyrights. However, except for the licenses expressly granted by an agreement between the Parties to this Contract, neither this Contract nor any disclosure made hereunder grants any license to either Party under any patents or copyrights of the other Party.

Infringement of Intellectual Property Rights

(a) There shall be no infringement of any patent or intellectual & industrial property rights as per the applicable laws of relevant jurisdictions, having requisite competence, in respect of the Project Assets or any part thereof, supplied under this Contract. SI shall indemnify the PURCHASER against all cost/claims/legal claims/liabilities arising from third party claim at any time on account of the infringement or unauthorised use of patent or intellectual & industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, SI shall be responsible for the completion of the supplies including spares and uninterrupted use of such Project Asset or any part thereof by the PURCHASER and persons authorised by the PURCHASER, irrespective of the fact of claims of infringement of any or all the rights mentioned above.

(b) If, as a result of such claim, the PURCHASER is injuncted from using such Project Asset or any part thereof or is likely to be injuncted, SI, at its expense, shall (i) modify such Project Asset (provided its functionality is not impaired) so that it is no longer infringing and obtains a certificate to the said effect from the party claiming infringement, (ii)

replace such Project Asset with a functionally equivalent component of the same quality, or (iii) obtain the right for the PURCHASER to continue using such Project Assets.

(c) For a third party product supplied by SI, SI shall pass on to PURCHASER all the indemnities offered by the third party.

Trademarks and Publicity

Neither Party may use the trademarks of the other Party without the prior written consent of the other Party. Except as required by law or the rules and regulations of each stock exchange upon which the securities of one of the Parties is listed, neither Party shall publish or permit to be published either along or in conjunction with any other person any press release, information, article, photograph, illustration or any other material of whatever kind relating to this Contract, or the business of the Parties without prior reference to and approval in writing from the other Party, such approval not to be unreasonably withheld or delayed.

4.   SYSTEM INTEGRATOR'S PERSONNEL AND SUB-CONTRACTOR

General

The System Integrator shall employ and provide such qualified and experienced Personnel as may be required to carry out the Services.

Deployment of Personnel

The designations, names and other particulars of each of the System Integrator's Key Personnel required in carrying out the Services are described in Schedule 2 of this Agreement.

Approval of Personnel

The Key Personnel listed in Schedule 2 of the Agreement are hereby approved by the ALIMCO. No other Key Personnel shall be engaged without prior approval of the ALIMCO.

If the System Integrator hereafter proposes to engage any person as Professional Personnel, it shall submit to the ALIMCO its proposal along with a CV of such person in the form provided at Appendix of the RFP. The ALIMCO may approve or reject such

proposal within 14 (fourteen) days of receipt thereof. In case the proposal is rejected, the System Integrator may propose an alternative person for the ALIMCO's consideration. In the event the ALIMCO does not reject a proposal within 14 (fourteen) days of the date of receipt thereof under this Clause 4.3, it shall be deemed to have been approved by the ALIMCO.

Substitution of Key Personnel

The ALIMCO expects all the Key Personnel specified in the Proposal to be available during implementation of the Agreement. The ALIMCO will not consider any substitution of Key Personnel except under compelling circumstances beyond the control of the System Integrator and the concerned Key Personnel such as incapacity or due to health. Such substitution shall be ordinarily be limited to one, but in exceptional circumstances in the opinion of the ALIMCO, substitution limited to not more than two Key Personnel subject to equally or better qualified and experienced personnel being provided to the satisfaction of the ALIMCO.

Working hours, overtime, leave, etc.

The Personnel shall not be entitled to be paid for overtime nor to take paid sick leave or vacation leave except as specified in the Agreement, and the System Integrator's remuneration shall be deemed to cover these items. Any taking of leave by any Personnel for a period exceeding 7 days shall be subject to the prior approval of the ALIMCO, and the System Integrator shall ensure that any absence on leave will not delay the progress and quality of the Services.

Project Manager

The person designated as the Project Manager (the **"Project Manager"**) of the System Integrator's Personnel shall be responsible for the coordinated, timely and efficient functioning of the Personnel. In addition, the System Integrator shall designate a suitable person as Project Management System Integrator who shall be responsible for day to day performance of the Services.

5. **OBLIGATIONS OF THE ALIMCO**

Assistance in clearances etc.

Unless otherwise specified in the Agreement, the ALIMCO shall make best efforts to ensure that the Government:

(a)   Provides the System Integrator, its Sub-Contractors and Personnel with work permits and such other documents as may be necessary to enable the System Integrator, its Sub-Contractors or Personnel to perform the Services;

(b)   Facilitates prompt clearance through customs of any property required for the Services; and

(c)   Issues to officials, agents and representatives of the Government all such instructions as may be necessary or appropriate for the prompt and effective implementation of the Services.

Access to land and property

The ALIMCO warrants that the System Integrator shall have, free of charge, unimpeded access to the site of the project in respect of which access is required for the performance of Services; provided that if such access shall not be made available to the System Integrator as and when so required, the Parties shall agree on (i) the time extension, as may be appropriate, for the performance of Services, and (ii) the additional payments, if any, to be made to the System Integrator as a result thereof

Change in Applicable Law

If, after the date of this Agreement, there is any change in the Applicable Laws with respect to taxes and duties which increases or decreases the cost or reimbursable expenses incurred by the System Integrator in performing the Services, then the remuneration and reimbursable expenses otherwise payable to the System Integrator under this Agreement shall be increased or decreased accordingly by agreement between the Parties hereto, and corresponding adjustments shall be made to the aforesaid Agreement Value.

All service tax and other taxes other than income tax, as may be applicable from time to time, on the payment of the professional fees to the System Integrator.

Payment

In consideration of the Services performed by the System Integrator under this Agreement, the ALIMCO shall make to the System Integrator such payments and in such manner as is provided in Clause 6 of this Agreement.

6.   PAYMENT TO THE SYSTEM INTEGRATOR

Cost estimates and Agreement Value

An abstract of the cost of the Services payable to the System Integrator is set forth in Schedule 3 of the Agreement.

Except as may be otherwise agreed under Clause 2.6 the payments under this Agreement shall not exceed the agreement value specified herein (the **"Agreement Value"**). The Parties agree that the Agreement Value is Rs. ………. (Rs. …………………….), which does not include the Optional Costs specified in Schedule 3 (the "Optional Costs").

Currency of payment

All payments shall be made in Indian Rupees. The System Integrator shall be free to convert Rupees into any foreign currency as per Applicable Laws.

Mode of billing and payment

Billing and payments in respect of the Services shall be made as follows:-

(a)   The System Integrator shall be paid for its services as per the Payment Schedule at Schedule 4 of this Agreement, and based on the project milestone completion & acceptance of deliverables, and the costs specified in Schedule 3 of this Agreement, subject to the System Integrator fulfilling the following conditions:

    i.   No payment shall be due for the next stage till the System Integrator completes to the satisfaction of the ALIMCO the work pertaining to the preceding stage; and

    ii.   The ALIMCO shall pay to the System Integrator, only the undisputed amount.

(b)   The ALIMCO shall cause the payment due to the System Integrator to be made within 30 (thirty) days after the receipt by the ALIMCO of duly completed bills with necessary particulars (the "Due Date").

(c)   The final payment under this Clause 6.3 shall be made only after the final Deliverable shall have been submitted by the System Integrator, followed by a request for issue of 'Completion Certificate' to the ALIMCO and the final deliverable is approved as satisfactory and a Completion Certificate issued by the ALIMCO. The Services shall be deemed completed and finally accepted by the ALIMCO and the final Deliverable shall be deemed approved by the ALIMCO as satisfactory upon expiry of 60 (sixty) days after receipt of the final Deliverable unless the ALIMCO, within such 60 (sixty) day period, gives written notice to the System Integrator specifying in detail, the deficiencies in the Services. The System Integrator shall thereupon promptly make any necessary corrections and/or additions, and upon completion of such corrections or additions, the foregoing process shall be repeated until the ALIMCO accepts all the deliverables under the contract. The ALIMCO shall make the final payment upon acceptance of the final Deliverable by the ALIMCO.

(d)   Any amount which the ALIMCO has paid or caused to be paid in excess of the amounts actually payable in accordance with the provisions of this Agreement shall be reimbursed by the System Integrator to the ALIMCO within 30 (thirty) days after receipt by the System Integrator of notice thereof. Any such claim by the ALIMCO for reimbursement must be made within 1 (one) year after receipt by the ALIMCO of a final report in accordance with Clause 6.3 (c). Any delay by the System Integrator in reimbursement by the due date shall attract simple interest @ 10% (ten per cent) per annum.

(e)   All payments under this Agreement shall be made to the account of the System Integrator as may be notified to the ALIMCO by the System Integrator.

7.   LIQUIDATED DAMAGES AND PENALTIES

Performance Security

For the purposes of this Agreement, performance security shall be deemed to be an amount equal to 10% (ten per cent) of the Agreement Value (the **"Performance Security"**); and the System Integrator shall require to provide Performance Security in the form of a bank guarantee.

Notwithstanding anything to the contrary contained in Clause 7.1.1, as and when payments become due to the System Integrator for its Services, the ALIMCO shall retain by way of Performance Security, 10% (ten per cent) of all the amounts due and payable to the System Integrator, to be appropriated against breach of this Agreement or for recovery of liquidated damages as specified in Clause 7.2. The balance remaining out of the Performance Security shall be returned to the System Integrator at the end of three months after the expiry of this Agreement pursuant to Clause 2.4 hereof. For the avoidance of doubt, the parties hereto expressly agree that in addition to appropriation of the amounts withheld hereunder, in the event of any default requiring the appropriation of further amounts comprising the Performance Security, the ALIMCO may make deductions from any subsequent payments due and payable to the System Integrator hereunder, as if it is appropriating the Performance Security in accordance with the provisions of this Agreement.

The System Integrator may, in lieu of retention of the amounts as referred to in Clause
7.1.1 above, furnish a Bank Guarantee substantially in the form specified at Schedule 6 of this Agreement.

After the successful completion of the implementation services 5% of the contract value will be released by ALIMCO after effecting any applicable deductions as per this agreement. Balance 5% will be retained as performance bank guarantee till the completion of the services as per this agreement. All incidental charges whatsoever such as premium, commission etc. with respect to the performance bank guarantee shall be borne by the SI

Liquidated Damages

Liquidated Damages for delay

In case of delay in completion of Services, liquidated damages not exceeding an amount equal to 0.5% (zero point five per cent) of the Agreement Value per week, subject to a maximum of 10% (ten per cent) of the Agreement Value shall be imposed and shall be recovered by appropriation from the Performance Security or otherwise. Further it is opined that Liquidated damages are generally levied at the rate of 0.5% per week of the value of the delayed services/items/deliverables and not on the entire contact value. The total LD shall not exceed 10 % of the contract value. The Liquidated Damages will be levied for reasons of delay solely attributable to the Bidder and ALIMCO should not have contributed any act or omission which led to such delay.

Encashment and appropriation of Performance Security

The ALIMCO shall have the right to invoke and appropriate the proceeds of the Performance Security, in whole or in part, without notice to the System Integrator for an amount equal to the sums due to ALIMCO as per this agreement or for recovery of liquidated damages specified in this Clause 7.2, provided the System Integrator fails to pay such dues on demand by ALIMCO in 15 days of such demand and no running bills from which recoveries can be effected, is due to be paid to the System Integrator

The System Integrator's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent System Integrator's non-performance is caused by ALIMCO's omission to act, delay, wrongful action, failure to provide Inputs, or failure to perform its obligations under this Agreement

Penalty for deficiency in Services

Liability for deficiency in service. In addition to the liquidated damages specified in clause 7.2.2, in case of deficiency in service resulting adverse effect on the Project or affecting the reputation of ALIMCO the System Integrator shall be liable to rectify the deficiency in addition to compensating ALIMCO fro the loss to the extent of the Performance Security

8. FAIRNESS AND GOOD FAITH

Good Faith

The Parties undertake to act in good faith with respect to each other's rights under this Agreement and to adopt all reasonable measures to ensure the realisation of the objectives of this Agreement.

Operation of the Agreement

The Parties recognise that it is impractical in this Agreement to provide for every contingency which may arise during the life of the Agreement, and the Parties hereby agree that it is their intention that this Agreement shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Agreement either Party believes that this Agreement is operating unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but failure to agree on any action pursuant to

this Clause 8.2 shall not give rise to a dispute subject to arbitration in accordance with Clause 9 hereof.

9.   SETTLEMENT OF DISPUTES

Amicable settlement

The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Agreement or the interpretation thereof.

Dispute resolution

Any dispute, difference or controversy of whatever nature howsoever arising under or out of or in relation to this Agreement (including its interpretation) between the Parties, and so notified in writing by either Party to the other Party (the "**Dispute**") shall, in the first instance, be attempted to be resolved amicably in accordance with the conciliation procedure set forth in Clause 9.3.

The Parties agree to use their best efforts for resolving all Disputes arising under or in respect of this Agreement promptly, equitably and in good faith, and further agree to provide each other with reasonable access during normal business hours to all non- privileged records, information and data pertaining to any Dispute.

Conciliation

In the event of any Dispute between the Parties, either Party may call upon Managing Director of ALIMCO and the Managing Partner/ Chairman of the Board of Directors of the System Integrator or a substitute thereof for amicable settlement, and upon such reference, the said persons shall meet no later than 15 (Fifteen) days from the date of reference to discuss and attempt to amicably resolve the Dispute. If such meeting does not take place within the 15 (Fifteen) day period or the Dispute is not amicably settled within 20 (Twenty) days of the meeting or the Dispute is not resolved as evidenced by the signing of written terms of settlement within 40 (forty) days of the notice in writing referred to in Clause 9.2.1 or such longer period as may be mutually agreed by the Parties, either Party may refer the Dispute to arbitration in accordance with the provisions of Clause 9.4.

Arbitration

Any dispute, difference or controversy arising between the Parties in relation to or in connection with this Agreement and its implementation which are not amicably resolved shall be referred to the arbitration of the Chairman and Managing Director of ALIMCO or his nominee and decision of Chairman and Managing Director or his nominee shall be final and biding on both the parties. The provision of INDIAN ARBITRATION & CONCILIATION ACT 1996 as amended from time to time shall apply to such arbitration proceedings. Arbitration proceeding shall be held at Kanpur only and the Kanpur Courts will have jurisdiction in the matter.

The arbitrator shall make a reasoned award (the "**Award**"). Any Award made in any arbitration held pursuant to this Clause 9 shall be final and binding on the Parties as from the date it is made, and the System Integrator and the ALIMCO agree and undertake to carry out such Award without delay.

The System Integrator and the ALIMCO agree that an Award may be enforced against the System Integrator and/or the ALIMCO, as the case may be, and their respective assets wherever situated.

This Agreement and the rights and obligations of the Parties shall remain in full force and effect, pending the Award in any arbitration proceedings hereunder.

10. **Compliances with the applicable laws**

   Statutory Obligations.

   (a) The Agreement shall be governed by and construed in accordance with the laws of the Republic of India.

   (b) System Integrator confirms to ALIMCO that the performance of obligations under this Agreement will not conflict with or result in a breach of any of the terms, conditions or provisions of or constitute a default or require any consent under, any instrument or arrangement to which System Integrator is a party or violate any other Applicable Laws or any writ, order, injunction or judgment by which System integrator is bound resulting in a material adverse effect on its ability to provide Services to ALIMCO as agreed under this Agreement

   Compliance with Laws

   (a) The System Integrator shall perform the Services in accordance with the Applicable Laws and shall take all practicable steps to ensure that any Sub contractor of the

System Integrator, as well as the Personnel and agents of the System Integrator, comply with the Applicable Laws

(b) Each Party to the Agreement accepts that its individual conduct shall (to the extent applicable to it) at all times comply with all Applicable Laws, rules and regulations. For the avoidance of doubt the obligations of the Parties to this Agreement are subject to their respective compliance with all Applicable Laws.

(c) System Integrator agrees and undertakes to observe, adhere to, abide by, comply with all Applicable Laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them pursuant to the Project and shall indemnify, keep indemnified, hold harmless, defend and protect ALIMCO and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising therefrom.

(d) System Integrator represents and warrants that it has obtained all the consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this Agreement or for the conduct of its own business under any Applicable Law, government regulation/guidelines and shall keep the same valid and in force during the Term and shall endeavour to promptly obtain all such future approvals and consents from various departments as may be required in future under any amendments in law or notifications issued by the government, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate ALIMCO and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising therefrom.

11. Miscellaneous

Independent Contractors

Nothing in this Agreement shall be construed as establishing or implying any partnership or joint venture between the Parties to this Agreement and, except as

expressly stated in this Agreement, nothing in this Agreement shall be deemed to constitute any Parties as the agent of any other Party or authorizes either Party:

(a)   To incur any expenses on behalf of the other Party,

(b)   To enter into any engagement or make any representation or warranty on behalf of the other Party,

(c)   To pledge the credit of or otherwise bind or oblige the other Party,

(d)   To commit the other Party in any way whatsoever without in each case obtaining the other Party's prior written consent.

Authority for Assignment.

(a)   All terms and provisions of this Agreement shall be binding on and shall inure to the benefit of both the Parties and their respective successors and permitted assigns.

(b)   System Integrator shall not assign this Agreement or any part hereof or any benefit or interest therein without the prior written consent of ALIMCO

(c)   In the event of an assignment of this Agreement pursuant to the previous clause, the System Integrator will not be released from any of its liabilities or obligations hereunder. In the event of any permitted assignment of this Agreement by either Party, the designated assignee will assume, in writing (in form and substance reasonably satisfactory to the other Party), the rights and obligations of the assigning Party under this Agreement.

(d)   ALIMCO may assign or novate this Agreement in part or whole as part of a reorganization, restructuring, consolidation, merger, or as per the decisions of the Board of Directors of ALIMCO.

(e)   In the event of an assignment of this Agreement by System Integrator pursuant to the previous clauses, ALIMCO retains the right to reject the assignment, if it finds that the assigned party has (i) conflict of interest with ALIMCO (ii) been black listed by Government of India or any of the Cenral Public Sector Enterprises (iii) does not have the financial strength to operate the Project as per the Agreement.

Specific Performance.

System Integrator acknowledges and agrees that ALIMCO would suffer irreparable loss and damage in the event any of the provisions of this Agreement are not performed in accordance with their specific terms or are otherwise breached. Accordingly, System Integrator agrees that ALIMCO shall be entitled to an injunction or such other equitable relief without notice to System Integrator to prevent any breach of the provisions of this Agreement and to enforce this Agreement specifically and the terms and provisions hereof in any action instituted in any court having jurisdiction over the Parties and the matter, in addition to any other remedy to which ALIMCO may be entitled, at law or in equity.

Severability.

If any provision of the Agreement, or any part thereof, shall be found by any court or administrative body of competent jurisdiction to be illegal, invalid or unenforceable, the illegality, invalidity or unenforceability of such provision or part provision shall not affect the other provisions of the Agreement or the remainder of the provisions in question which shall remain in full force and effect. The Parties shall negotiate in good faith in order to agree to substitute for any illegal, invalid or unenforceable provision a valid and enforceable provision, which achieves to the greatest extent possible the economic, legal and commercial objectives of the illegal, invalid or unenforceable provision or part provision.

Waiver

(a)   No waiver of any provision of this Agreement shall be effective unless set forth in a written instrument signed by the Party waiving such provision. No failure or delay by a Party in exercising any right, power or remedy under this Agreement shall operate as a waiver thereof, nor shall any single or partial exercise of the same preclude any further exercise thereof or the exercise of any other right, power or remedy. Without limiting the foregoing, no waiver by a Party of any breach by any other Party of any provision hereof shall be deemed to be a waiver of any subsequent breach of that or any other provision hereof

(b)   Waiver including partial or conditional waiver, by either Party of any default by the other Party in the observance and performance of any provision of or obligations under this Agreement:

      i.   Shall be in writing

ii.   Shall not operate or be construed as a waiver of any other or subsequent default hereof or of other provisions of or obligations under this Agreement;

iii.   Shall be executed by a duly authorized representative of the Party; and

iv.   Shall not affect the validity or enforceability of this Agreement in any manner.

Survival

The termination of this Agreement shall in no event terminate or prejudice - the provisions of this Agreement that by their nature are intended to survive the termination of this Agreement, including without limitation the provisions dealing with the Representations and Warranties of the Parties, Termination, Confidentiality, Indemnity, Arbitration, Governing Law and Notice respect

Professional Fees

All expenses incurred by or on behalf of each Party to this Agreement, including all fees of agents, legal advisors, accountants and actuaries employed by either of the Parties in connection with the negotiation, preparation and execution of this Agreement or the other supplementary agreements shall be borne solely by the Party which incurred them

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be signed in their respective names as of the day and year first above written.

SIGNED, SEALED AND DELIVERED	SIGNED, SEALED AND DELIVERED
For and on behalf of	For and on behalf of
System Integrator:	ALIMCO

(Signature)   (Signature)

(Name)   (Name)

(Designation)   (Designation)

(Address)   (Address)

(Fax No.)   (Fax No.)

In the presence of:

1.   2.

Schedule 1

Scope of Work

Schedule 2

The Key Personnel

Schedule 3

Cost of supply and implementation for ERP

Schedule 4

Payment Schedule

(Refer Clause 6.3)

1) The selected bidder for the project of ERP Implementation would be paid by the ALIMCO as per the schedule mentioned below:

   a. To be filled up

2) The above payments shall be made to the System Integrator provided that the payments to be made at any time shall not exceed the amount certified by the ALIMCO.

3) All Reports shall first be submitted as draft reports for comments of the ALIMCO. The ALIMCO shall provide its comments no later than three weeks from the date of receiving a draft report and in case no comments are provided within such three weeks, the System Integrator shall finalise its report.

4) If the minimum monthly site deployment as per clause 5.1 is not met, proportionate reduction in the subsequent payments shall be made for each month of shortfall during the contract period".

Schedule 5

GUIDANCE NOTE ON CONFLICT OF INTEREST

1.   This Note further explains and illustrates the provisions of the RFP and shall be read together therewith in dealing with specific cases.

2.   System Integrators should be deemed to be in a conflict of interest situation if it can be reasonably concluded that their position in a business or their personal interest could improperly influence their judgment in the exercise of their duties. The process for selection of System Integrators should avoid both actual and perceived conflict of interest.

3.   Conflict of interest may arise between the ALIMCO and a System Integrator or between System Integrators and present or future concessionaries/ contractors. Some of the situations that would involve conflict of interest are identified below:

   (a)   ALIMCO and System Integrators:

   (i)   Potential System Integrator should not be privy to information from the ALIMCO which is not available to others.

   (ii)   Potential System Integrator should not have defined the project when earlier working for the ALIMCO.

   (iii)   Potential System Integrator should not have recently worked for the ALIMCO overseeing the project.

   (b)   System Integrators and concessionaires/contractors:

   (i)   No System Integrator should have an ownership interest or a continuing business interest or an on-going relationship with a potential concessionaire/ contractor save and except relationships restricted to project-specific and short-term assignments.

   (ii)   No System Integrator should be involved in owning or operating entities resulting from the project.

   (iii)   No System Integrator should bid for works arising from the project.

   The participation of companies that may be involved as investors or consumers and officials of the ALIMCO who have current or recent connections to the companies involved, therefore, needs to be avoided.

4.   The normal way to identify conflicts of interest is through self-declaration by System Integrators. Where a conflict exists, which has not been declared, competing companies are likely to bring this to the notice of the ALIMCO. All conflicts must be declared as and when the System Integrators become aware of them.

5.   Another approach towards avoiding a conflict of interest is through the use of "Chinese walls" to avoid the flow of commercially sensitive information from one part of the System Integrator's company to another. This could help overcome the problem of availability of limited numbers of experts for the project. However, in reality effective operation of "Chinese walls" may be a difficult proposition. As a general rule, larger companies will be more capable of adopting Chinese walls approach than smaller companies. Although, "Chinese walls" have been relatively common for many years, they are an increasingly discredited means of avoiding conflicts of interest and should be considered with caution. As a rule, "Chinese walls" should be considered as unacceptable and may be accepted only in exceptional cases upon full disclosure by a System Integrator coupled with provision of safeguards to the satisfaction of the ALIMCO.

6.   Another way to avoid conflicts of interest is through the appropriate grouping of tasks. For example, conflicts may arise if System Integrators drawing up the terms of reference or the proposed documentation are also eligible for the consequent assignment or project.

7.   Another form of conflict of interest called "scope–creep" arises when System Integrators advocate either an unnecessary broadening of the terms of reference or make recommendations which are not in the best interests of the ALIMCO but which will generate further work for the System Integrators. Some forms of contractual arrangements are more likely to lead to scope-creep. For example, lump-sum contracts provide fewer incentives for this, while time and material contracts provide built in incentives for System Integrators to extend the length of their assignment.

8.   Every project contains potential conflicts of interest. System Integrators should not only avoid any conflict of interest, they should report any present/ potential conflict of interest to the ALIMCO at the earliest. Officials of the ALIMCO involved in development of a project shall be responsible for identifying and resolving any conflicts of interest. It should be ensured that safeguards are in place to preserve fair and open competition and measures should be taken to eliminate any conflict of interest arising at any stage in the process.

Schedule 6

Bank Guarantee for Performance Security

(Refer Clause 7.1.3)

To

The Chairman and Managing Director

Artificial Limb Manufacturing Corporation of India Limited

G.T. Road, Kanpur – 209217

In consideration of_____acting on behalf of the [Managing Director, ALIMCO] (hereinafter referred as the "ALIMCO", which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators and assigns) having awarded to M/s……………….., having its office at ………………. (hereinafter referred as the "**System Integrator**" which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), vide the ALIMCO's Agreement no………………. dated ……………….. valued at Rs. ………………. (Rupees ……………….), (hereinafter referred to as the "**Agreement**") a Project for ERP Implementation for ALIMCO, and the System Integrator having agreed to furnish a Bank Guarantee amounting to Rs……………….. (Rupees……………….) to the ALIMCO for performance of the said Agreement.

We, ………………. (hereinafter referred to as the "**Bank**") at the request of the System Integrator do hereby undertake to pay to the ALIMCO an amount not exceeding Rs. ………………… (Rupees ………………….) against any loss or damage caused to or suffered or would be caused to or suffered by the ALIMCO by reason of any breach by the said System Integrator of any of the terms or conditions contained in the said Agreement.

2. We, ……………….. (indicate the name of the Bank) do hereby undertake to pay the amounts due and payable under this Guarantee without any demur, merely on a demand from the ALIMCO stating that the amount/claimed is due by way of loss or damage caused to or would be caused to or suffered by the ALIMCO by reason of breach by the said System Integrator of any of the terms or conditions contained in the said Agreement or by reason of the System Integrator's failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However, our liability under this Guarantee shall be restricted to an amount not exceeding Rs. ………………. (Rupees …………………..).

3.   We, ……………….. (indicate the name of Bank) undertake to pay to the ALIMCO any money so demanded notwithstanding any dispute or disputes raised by the System Integrator in any suit or proceeding pending before any court or tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment thereunder and the System Integrator shall have no claim against us for making such payment.

4.   We, ……………….. (indicate the name of Bank) further agree that the Guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the ALIMCO under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till the ALIMCO certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said System Integrator and accordingly discharges this Guarantee or till guarantee expiry i.e,_____(expiry date), whichever is earlier. Unless a demand or claim under this Guarantee is made on us in writing on or before the date of expiry of this Guarantee, we shall be discharged from all liability under this Guarantee thereafter.

5.   We, ………………… (indicate the name of Bank) further agree with the ALIMCO that the ALIMCO shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said System Integrator from time to time or to postpone for any time or from time to time any of the powers exercisable by the ALIMCO against the said System Integrator and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said System Integrator or for any forbearance, act or omission on the part of the ALIMCO or any indulgence by the ALIMCO to the said System Integrator or any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have the effect of so relieving us.

6.   This Guarantee will not be discharged due to the change in the constitution of the Bank or the System Integrator(s).

7.   We, ……………….. (indicate the name of Bank) lastly undertake not to revoke this Guarantee during its currency except with the previous consent of the ALIMCO in writing.

8.   The terms of this document/instrument will be governed by Indian law.

9.   Notwithstanding anything contained herein above,

    a.   Our liability under this Bank Guarantee shall not exceed   (____) only.

    b.   This Bank Guarantee shall be valid upto   ; and

    c.   We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only if any claim or demand is received by us in writing at this office by hand, by post or by courier, by close of banking hours, on or before____, thereafter the bank will stand discharged of all its liabilities in all respect whether or not the original Bank Guarantee is returned to us.

Dated, the ………. day of ………. 20

For ....(Name of Bank)

(Signature, name and designation of the authorised signatory)

Seal of the Bank:

NOTES:

(i)   The Bank Guarantee should contain the name, designation and code number of the officer(s) signing the Guarantee.

(ii)   The address, telephone no. and other details of the Head Office of the Bank as well as of issuing Branch should be mentioned on the covering letter of issuing Branch.