

West Bengal State Electricity Distribution Company Limited
(A Government of West Bengal Enterprise)



WBSEDL

TENDER NOTICE

BID DOCUMENT

***Request for Proposal (RFP) for Engagement of
Implementation Partner cum System Integrator (IP) for
Migration/Conversion of SAP ECC (ERP & ISU) to SAP
S/4HANA under SaaS model (RISE) and Integration with
Allied SAP System.***

Estimated Project Cost: INR 75 Crore (INR Seventy-Five Crore Only) (excluding taxes)

**Tender Notice No: WBSEDL/IT/118.02/2192
Date: 26th December, 2025**

26/12/2025
**Chief Engineer
IT Cell,
WBSEDL**

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1. General Information

1.1. About WBSEDCL

West Bengal State Electricity Distribution Company Limited (WBSEDCL), a Government of West Bengal-owned utility established through the unbundling of the erstwhile WBSEB, is responsible for electricity distribution and hydro generation across the State and serves as the nodal agency for implementing rural electrification initiatives. The Company is committed to ensuring reliable, efficient and consumer-centric power supply while continually strengthening its operational, administrative and service delivery capabilities. In pursuit of these objectives, WBSEDCL is undertaking large-scale digital transformation initiatives focused on process standardization, system automation, enhanced network visibility, data-driven decision-making and improved customer interface. In this context, WBSEDCL seeks to engage experienced and qualified IT service providers capable of delivering secure, scalable and future-ready technology solutions aligned with its strategic direction and statutory responsibilities.

1.2. Existing Status

WBSEDCL has implemented following IT Operation and Business functionalities across the organization:

- 1) IT Operation management & Network management at DC, Kolkata and DRC, Berhampur
- 2) SAP-ISU based MBC (Metering Billing Collection) System
- 3) SAP-BI/BW Business Analytics for Reporting
- 4) SAP-EP for WBSEDCL Web Portal
- 5) SAP-PO (Process Orchestration), LDAP for middle ware Integration
- 6) MDAS – Meter Data Acquisition System for collecting Meter Data from high valued Consumer as well as DTR & Boundary meter data Collections.
- 7) GIS – Geographical Information System for Electrical Asset mapping and Consumer mapping.
- 8) CRM – Customer Relation Management for Customer Complaints, New Connection Management & for all connection related Management
- 9) SAP-ERP (PS-PM-MM-SD-FICO-HCM-Payroll-ESS-MSS-Workflow) for business activities of organization along with Database detailed as under
 - i) SAP ECC 6.0 with DB2 (Version 11.01) database
 - Finance & Controlling
 - Project System
 - Investment Management

- Plant Maintenance
- Material Management
- Sales & Distribution
- Fund Management
- Document Management System,
- Human Capital Management (HCM)
- Payroll
- Employee & Manager Self Service (ESS-MSS),
- Workforce Performance Builder (WPB)
- Several Customized Modules Developed using ABAP as per Business Requirement of WBSEDCL

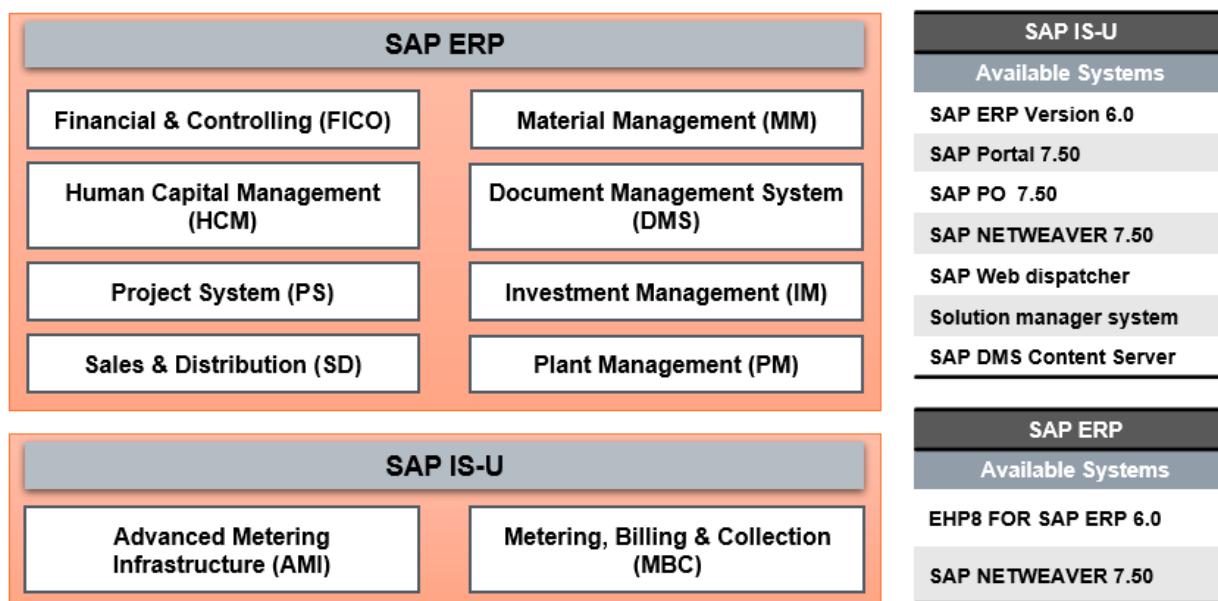
- ii) Net Weaver Process Integration (PI)/XI,
- iii) SAP Solution Manager
- iv) Allied applications integrated with SAP ERP

10) Standalone portals integrated with SAP-ERP using different technologies and framework such as Python/ Angular/ React/ Django/ JS/ NGINIX/ PostgreSQL/etc.

11) CA Helpdesk for management of dockets/tickets raised from different levels across the organization

SAP Solution is presently deployed on servers hosted at WBSEDCL own data center at Rajarhat, Kolkata (WB) and DR location at Berhampore (WB). WBSEDCL has multiple business locations (offices/sites) having 132 nos. Accounting Units spread across the state of West Bengal. Presently, almost 3200 transactional, 12000 ESS-MSS and 45000 Payroll users including pensioners are mapped in SAP ERP System through Intranet/ Internet. Similarly, around 2000 SAP Application Professional user, around 3600 SAP Application Ltd. Professional user, ~2.4 Crore consumers and ~ 2.5 Lakh AMI Points of Delivery are mapped in the SAP IS-U system implemented in WBSEDCL.

The picture below depicts the overall high-level SAP solution landscape



The key details about the SAP ERP and SAP IS-U Solutions implemented in WBSEDCL are provided in the table below:

Table 1: Present System Details

	SAP ERP	SAP IS-U
Version details	SAP ECC implementation, currently upgraded to EHP 8.0	SAP ECC implementation, currently at EHP 8.0
Implementation Landscape	<ul style="list-style-type: none"> SAP ECC as core with custom developed modules/processes SAP EP, BI, and DMS 	<ul style="list-style-type: none"> SAP ECC implemented to support standard and custom MBC processes SAP PO interface to cater to all integration within and outside to SAP SAP EP, BI, WDP with Solman
Licensing model & Infrastructure	Perpetual licenses for up to ~3200 transactional, 12000 ESS-MSS and 45000 Payroll users	Perpetual licenses for up to 2000 SAP Application Professional user, 3600 SAP Application Ltd. Professional user, ~2.4 Crore Consumers, ~2.5 Lakh AMI Points of Delivery
Customizations done	Multiple custom modules and processes have been developed by WBSEDCL for meeting business requirements.	MBC processes for HT Billing, Solar metering, prepayment, etc. have been major custom developments in SAP ISU apart from other custom modules developed as per the business requirement of WBSEDCL.
Growth	<ul style="list-style-type: none"> Monthly data growth at approx. 121 GB (as on Dec 2024) Total data volume is approx. 9 TB for 10 years of data 	<ul style="list-style-type: none"> Monthly data growth at approx. 342 GB (as on Dec 2024) Total data volume is approx. 29 TB for data since end-2013 Billing and Invoicing Data retention period (as per regulation) is 5 years

Table 2: Landscape Data Centre

Application	Landscape for Data Centre (DC)	PROD	HA	Pre-PROD	QA	DEV	Version	Patch Level	On-Prem/ Cloud
ERP	ECC	Yes	Yes	Yes	Yes	Yes	6.0	EHP8	On-premise
	EP	Yes	Yes	Yes	Yes	Yes	7.5		
	Solman	Yes					7.2		
	BI	Yes	Yes		Yes	Yes	7.4		
	DMS	Yes					4.6		
IS-U	ECC	Yes	Yes	Yes	Yes	Yes	6.0	EHP8	On-premise
	SAP Portal	Yes	Yes			Yes	750		
	SAP PO	Yes	Yes			Yes	750		
	SAP NetWeaver	Yes	Yes		Yes	Yes	750		
	SAP Web dispatcher	Yes	Yes						
	Solman	Yes							

Table 3: Landscape Data Recovery Centre

Application	Landscape for Disaster Recovery Centre (DRC)	PROD	HA	Pre-PROD	QA	DEV	Version	Patch Level	On-Prem/ Cloud
ERP	ECC	Yes	Yes				6.0	EHP8	On-premise
	EP						7.5		
	Solman						7.2		
	BI	Yes					7.4		
	DMS						4.6		
IS-U	ECC	Yes					6.0	EHP8	On-premise
	SAP Portal						750		
	SAP PO						750		
	SAP NetWeaver						750		
	SAP Web dispatcher								
	Solman								

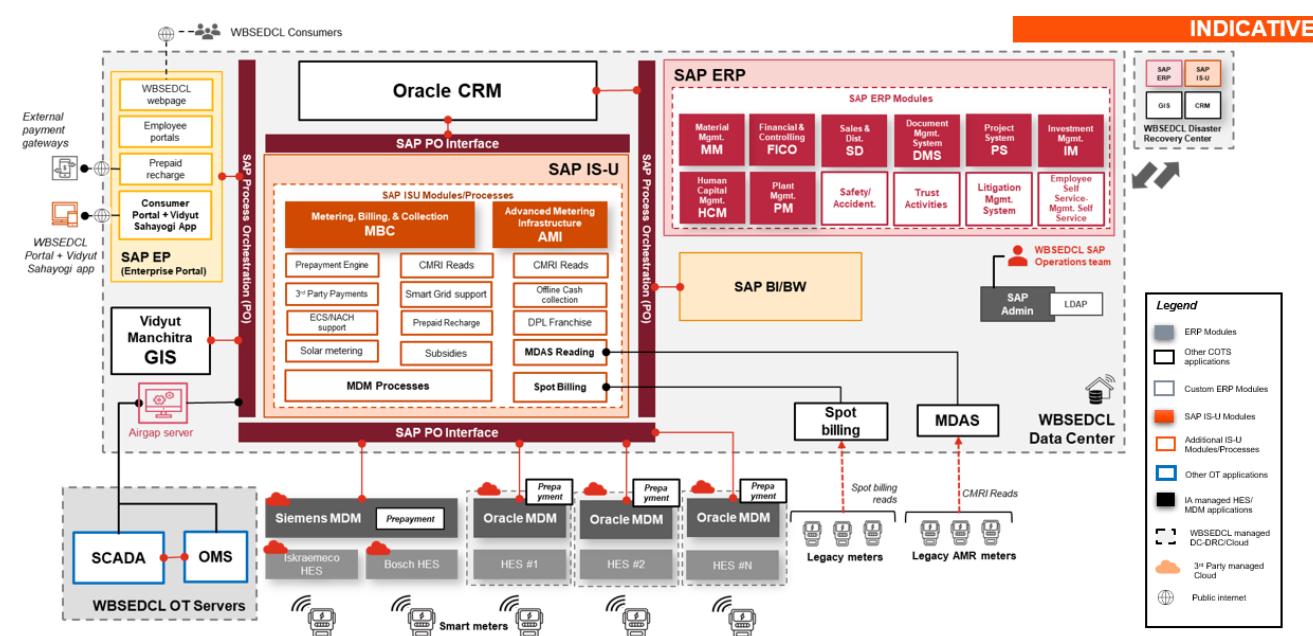
- Prepayment business requirements at WBSEDCL are being custom-implemented as part of the AMI setup. An additional Prepayment module is being implemented in SAP IS-U. Metering Devices shall support both Postpaid and Prepayment modes through a Payment Mode Switch command initiated in MDM and passed via HES.

- A custom solution for centralized release of payments to vendors, customers, and employees has been developed in the SAP ERP system, with SFTP-based integration in place with leading PSU and private sector banks. Functionalities of SAP-PO have been used for transmitting data from SAP-ERP application to SFTP Server.
- The following custom modules have been developed and deployed by WBSEDCL
 - Custom module for recording of power purchase related transactions (Power Purchase Module)
 - Custom module for capital expenditure control across organization roles (Capex Control Mechanism Module)
 - Custom module for fund management (Fund Management Module)

Other IT Applications:

- WBSEDCL's Core IT applications Like SAP IS-U MBC (Metering, Billing, Collection), SAP ERP, CRM, IVRS system, E-office, GIS, MDAS, etc.
- WBSEDCL is also in the process of implementing new SCADA and OMS system.

Post-AMI SAP Landscape of WBSEDCL with additional business processes and integrations to support AMI-based monthly billing, Prepayment, acceptance of prepaid recharges, etc. via a multi-Cloud solution is presented in an indicative architecture below:



2. Objective of the NIT

Objective of this Request for Proposal (RFP) is to select a competent and experienced Implementation Partner cum System Integrator (IP) for undertaking end-to-end migration of WBSEDCL's existing SAP ECC-based ERP and IS-U landscape (included allied applications like EP, BW, PO, etc.) to compatible SAP S/4HANA products under RISE with SAP framework, including system design, data migration, application remediation, application implementation, integration enablement, testing, deployment, post-go-live FMS and training of different stakeholders, thereby ensuring a seamless, secure and future-ready digital transformation of WBSEDCL's core business processes.

OEM licenses for RISE with SAP S/4 HANA Cloud platform and services for IS Utility Billing and ERP under SaaS model have been directly procured from M/s SAP. Bill of Material (BoM) for the same has been published with NIT for ready reference and to ensure clear understanding of bidders. WBSEDCL intends to migrate and implement existing SAP solutions (ISU, ERP, EP, PO, BW, etc.) to new S/4HANA platform within the scope of procured BoM.

Existing business processes of WBSEDCL may need to be re-engineered prior to migration to enable adoption of SAP standard functionalities, maintain industry standards, and meet various reporting requirements of statutory and audit authorities. Bidders shall be responsible for ensuring availability of all existing SAP functionalities on the new S/4HANA platform.

Provision has been made in this NIT for OEM (M/s SAP) audits at various stages of the project. Selected bidder shall be responsible for facilitating OEM audit services, as and when required. Procurement of OEM services shall, however, be undertaken directly by WBSEDCL from M/s SAP.

The broad key objectives of the proposed project are to:

1. To successfully migrate WBSEDCL's current SAP ECC landscape for ERP and ISU to SAP S/4HANA Solution on RISE with SAP, BW to BDC, SAP PI/PO to Integration Suite on BTP platform and other landscapes in scope in a time-bound manner.
2. To leverage capabilities of S/4HANA such as improved speed & quality of operations, new processes, analytics, Joule AI, Fiori UI, BTP, ERP & Billing Solution access through mobile apps etc.
3. Implementation of new solutions as per the scope of work.
4. Re-engineering of existing business process to adopt SAP standard functionalities and meet statutory and audit requirements
5. Availability of all existing SAP functionalities on the S/4HANA platform

Key Information

Serial No	Important Information	
1	Tender No.	WBSEDCL/IT/118.02/2192 Dated: 26th December, 2025
2	Name of Work / Supply	Engagement of Implementation Partner cum System Integrator (IP) for Migration/Conversion of SAP ECC (ERP & ISU) to SAP S/4HANA under SaaS model (RISE) and Integration with Allied SAP System
3	Estimated Value	INR 75 Crore (Rupees Seventy-Five Crore only)
4	Tender Mode	E-tender published over wbttenders.gov.in
5	Tender Publishing Authority	Chief Engineer, IT Cell, WBSEDCL
6	Publishing Date	31 st December, 2025 at 12:00 Hrs
	Document Download start date	31 st December, 2025 at 12:00 Hrs
	Last date of Receiving Pre-Bid Clarification	15 th January, 2026
	Pre-bid Meeting	21 st January 2026 at 11:00 Hours
	Bid submission Start date	16 th February 2026 at 12:00 Hrs
	Bid submission last date	5 th March 2026 at 13:00 Hrs
	Last date of physical submission of EMD (BG)	5 th March 2026 at 12:00 Hrs
	Technical Bid opening date	10 th March 2026 at 12:00 Hrs
	Financial Bid opening date	To Be Decided and Notified to the Bidder
7	Cost of Tender Document	Nil
8	Earnest Money Deposit (EMD)	INR 1.50 Crore (Rupees One Crore Fifty Lakh Only)
11	Minimum Quantity to be Offered	Incomplete, partial or conditional bids shall not be accepted and shall be liable to be rejected.
12	Evaluation Methodology	Lowest financial Quote followed by Reverse Auction

Note: If a scheduled date falls on a holiday, next working day (within the specified working hours) shall be treated as scheduled date and time.

Section: 1
Instruction to Bidders (IB)

IB.1. General:

Bidders are advised to carefully study this document in full. Submission of the NIT shall be deemed as confirmation that the bidder has thoroughly examined the document and fully understood its implications. This NIT document is non-transferable and must be read in its entirety.

IB.1.1. General guidance for e-Tendering: Instructions/Guidelines for electronic submission of the tenders has been mentioned below for assisting the bidders to participate in e-Tendering.

IB.1.2. Registration of bidder: Any bidder shalling to take part in the process of e-tendering shall have to be enrolled & registered with e-Procurement system, by logging on to <https://wbtenders.gov.in>.

IB.1.3. Digital Signature certificate (DSC): Each bidder is required to obtain a Class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders.

IB.1.4. The bidder can search and download Notice Inviting Tender (NIT) & other tender related documents electronically from website <https://wbtenders.gov.in> using DSC. This is only mode for collection of documents related to this NIT.

IB.2. Invitation of Bids:

IB.2.1. Tenders are invited by the Chief Engineer, IT Cell, WBSEDCL, Vidyut Bhavan (3rd Floor), Bidhannagar, Block-DJ, Sector-II, Kolkata-91 through electronic tendering (e-tendering) process for engagement of an Implementation Partner-cum-System Integrator (IP) for migration/conversion of SAP ECC (ERP & IS-U) systems to SAP S/4HANA under SaaS model (RISE with SAP) and integration with allied SAP systems.

IB.2.2. Intending bidders desiring to participate in this tender shall log on to website <https://wbtenders.gov.in>. The tender can be searched by typing WBSEDCL in search engine provided in the website.

IB.2.3. Bidders shalling to take part in the process of e-tendering shall obtain Digital Signature Certificate (DSC) in name of person who shall sign the tender, from any authorized Certifying Authority (CA) under CCA, Govt of India (viz. nCode Solution, Safescrypt, e-Mudhra). DSC is given as a USB e-Token. After obtaining Class 2 or Class 3 DSC from approved certifying authority, intending bidders shall register the fact of possessing DSC through registration system available in the website.

IB.2.4. Bids shall be submitted online and intending bidders shall download tender documents from website stated above, directly with the help of the e-Token provided. This is only mode for collection of tender documents. Details of submission procedure are given in “Submission of Tenders”.

IB.3. Responsibility of Bidders:

IB.3.1. It shall be sole responsibility of bidders to determine and satisfy themselves by such means as they consider necessary or desirable for all matters pertaining to this contract including, in particular, all factors that may affect cost, duration and execution of contract.

IB.3.2. It must be understood and agreed that all factors have properly been investigated and considered while submitting the bid. Any claim, whatsoever, including those for financial adjustments in the contract, once awarded under these documents, shall not be entertained by WBSEDCL. Neither any change in time schedule of the contract nor any financial adjustments, arising thereof, shall be permitted by WBSEDCL, which are based on the lack of such clear information of its effect.

IB.3.3. The bid must include all information as per bid document. **Submitted documents need to be specific as per requirements; irrelevant documents shall not be uploaded by bidder.**

IB.3.4. Bidder shall bear all kind of cost associated with preparation and submission of bid and WBSEDCL in no case shall be responsible or liable for these costs, regardless of the conduct or outcome of bidding/tendering process.

IB.3.5. One bidder can submit only one bid in response to this tender document.

No bidder is allowed to submit two or more bids. It is further clarified that any of the Parent/ Affiliate/Ultimate Parent of the Bidder/ Member in a Bidding Consortium shall not separately participate directly or indirectly in the same bidding process.

IB.3.6. In order to avoid any problem arising out of network error or server error, bidders are advised to submit the bid, well in advance of the last date and time of submission of the bid.

IB.4. Formation of cartel & penal Measures:

Any evidence of unfair trade practices, including overcharging, price fixing, cartelization etc. as defined in various statutes, shall automatically disqualify the parties. Repeated occurrence of such evidence of above bidders may also be viewed seriously by WBSEDCL authority and penal measures as deemed fit shall be imposed on such bidders.

IB.5. Pre-Bid Discussion:

Pre-bid Meeting shall be organized as per the key date mentioned in Key Information at the below mentioned venue:

**Conference Room, Office of Chief Engineer, IT Cell,
3rd Floor D-Block, Vidyut Bhavan, Block-DJ, Sector-II
Bidhanagar, Kolkata – 700091, West Bengal.**

If there be any discrepancy or obscurity in the meaning of any clause in NIT then such queries must be sent to Chief Engineer, IT Cell through following email: **itcell@wbsedcl.in** before last date of receiving pre-bid clarification mentioned in NIT so that appropriate clarifications can be given to intending bidders. However, sending queries are not mandatory and shall not be cause for disqualification of the bidders.

IB.6. Clarification of Bidding Documents:

Pre-bid-Query received from vendors up to “Last date of Receiving Pre-Bid Clarification” as well as in pre-bid meeting shall be clarified through **wbtenders.gov.in** website.

Any change(s) decided by the Tender Committee based on queries received from bidders or discussions held during the pre-bid meeting shall be uploaded on the website <https://wbtenders.gov.in>. No separate communication shall be issued thereafter. Such clarifications shall be final and binding on the bidders.

IB.7. Amendment / Addenda of Bidding Documents:

IB.7.1. At any time prior to the deadline for submission of bids, WBSEDCL may, for any reason, whether at its own initiative, or in response to a clarification requested by a prospective bidder, amend the bidding document.

IB.7.2. The amendment shall be notified in writing through e-tendering website (<https://wbtenders.gov.in>) and shall be binding on prospective bidders. Bidders shall keep a track of any such amendment and it shall be assumed that information contained therein has been considered by the bidder in its bid.

IB.7.3. In order to provide a reasonable time to prospective bidders for taking the amendment into account in preparing their bid, WBSEDCL may, at its discretion, extend deadline for submission of bids without citing any reason. In such cases, WBSEDCL shall notify about extended deadline to all prospective bidders in writing through e-tendering website (<https://wbtenders.gov.in>).

IB.8. Language and Currency:

IB.8.1. Language of the Bid: Bid prepared, all correspondences and documents relating to the bid exchanged by bidder and WBSEDCL shall be written in English language only.

IB.8.2. Currency of the Bid: All financial information submitted with the bid shall be in INR only.

IB.9. Submission of Tenders:

IB.9.1. General process of submission:

IB.9.1.1. Tenders shall be submitted online through website <https://wbtenders.gov.in>. All documents uploaded by tender inviting authority form an integral part of the contract. Bidders are required to upload all tender documents along with other documents, as asked for in the tender, through above mentioned website within stipulated date and time as given in this document. Tenders shall be submitted in two folders, namely, technical proposal and financial proposal. Bidder shall carefully go through all the documents uploaded by tender inviting authority and prepare requisite documents and upload a scanned copy in portable document format (PDF) at designated locations in e-tender website.

IB.9.1.2. Bidder shall download forms/annexures/BOQ, fill up the particulars in designated cells and upload the same in designated location in e-tender website. Original copies of uploaded documents must be submitted for physical verification if asked by tender inviting authority at the time of technical evaluation.

IB.9.1.3. Documents uploaded should be virus scanned and digitally signed using Digital Signature Certificate (DSC). Bidders should take note of all the addendum/corrigendum related to the tender and upload the latest document(s) as part of the bid.

IB.9.1.4. Each bidder is required to obtain a class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders.

IB.9.1.5. Earnest money [Bid Guarantee]:

1. All bids must be accompanied with a refundable earnest money, as "Bid Guarantee". The bid shall be considered non-responsive and invalid if earnest money is not submitted along with the bid.

2. A bid guarantee of **INR 1.50 Crore (Rupees One Crore Fifty Lakh Only)** shall be submitted through online mode in e-tender website. Bid guarantee may also be submitted through Bank Guarantee (BG).

3. No interest shall be payable by WBSEDCL on the above Bid Guarantee.

4. The Bid Guarantee shall be forfeited for any of the following reasons:

i. If during the period of bid validity, bidder withdraws or modifies the bid in part or as a whole.

ii. If successful bidder(s) fail(s) to accept the order unconditionally as per "**Acceptance of LoA**" clause of bid document or fail(s) to furnish contract performance bank guarantee (PBG) as stipulated in PBG or fail(s) to furnish applicable additional performance bank guarantees as stipulated in "Additional Performance Bank Guarantees" clause (GTC 10) of bid document.

iii. If bidder(s) fail(s) to extend the validity period of EMD, if required during the tendering process.

iv. If any cartel is formed by the bidder in their quotation.

5. Payment Method for EMD: Following points shall be noted in this regard:

a. A bidder desirous of taking part in a tender invited by Offices of WBSEDCL shall login to e-Procurement portal of Government of West Bengal <https://wbtenders.gov.in> using his/her Login Id and password.

b. Bidder shall select the tender to bid and initiate payment of EMD. Following payment options are available for paying EMD amount through online mode:

i. Net-banking through Payment Gateway.

ii. RTGS/NEFT Payment: On selection of RTGS/NEFT as the payment mode, the e-Procurement portal shall show a pre-filled challan having the details to process RTGS/NEFT transaction.

The bidder shall print the challan and use pre-filled information to make RTGS/NEFT payment using his bank account. Once the payment is made, bidder shall come back to the e-Procurement portal to continue the bidding process after expiry of a reasonable time to enable the RTGS/NEFT process to be completed.

iii. Submission of EMD through BG: For submission of EMD in the form of BG, bidders shall have to opt for EMD Exemption in e-tender portal and upload scanned copy of BG in EMD exemption document upload section. Physical copy of BG shall be submitted at the office of tender inviting authority within timeline given in this NIT. The Bank Guarantee shall be submitted as per format in **ANNEXURE- V** and shall remain valid initially for a period of 180 (one hundred eighty) days from the date of opening of bid document mentioned elsewhere in this NIT.

c. EMD amount can be paid either in online mode or submitted through Bank Guarantee (BG) in full. Partial payment through online mode and remaining submission through BG is not allowed.

d. General Instructions for Online Payment:

- Bidder shall have to mandatorily pay through Net-banking facility once Net-banking mode is opted for payment.
- Status of NEFT/RTGS payment through Challan for a bid may take time (approx. 24 Hrs.) to get updated in e-tender portal. As such bidders opting to pay through NEFT/RTGS mode shall make payment well before 24 Hrs. to avoid any complicity.
- In case actual EMD amount as per NIT is more than the one shown in E-tender Portal, bidders shall have to opt for NEFT/RTGS mode (challan mode). In that case, total actual EMD amount is to be paid only through NEFT/RTGS mode (challan mode).

- Bank account used for payment of EMD by the bidder shall be maintained operative until the completion of tendering process. All refunds shall be made mandatorily to the Bank A/c from which the payment of EMD has been initiated.

e. General Instructions for EMD submission through BG:

- Earnest Money Deposit may be submitted through an irrevocable bank guarantee (BG) prepared in **favor of WBSEDCL** from any scheduled bank of RBI.
- Issue date of BG shall be after NIT publication date.
- BG shall be submitted as per format in **ANNEXURE- V**.
- Initially it shall remain valid for a period of 180 (one hundred eighty) days from the date of opening of the bid document mentioned elsewhere in this NIT and shall be extended during the course of evaluation of bid, if requested by WBSEDCL.
- BG shall be issued under SFMS Platform. WBSEDCL Bank Details for preparation of BG for EMD to be submitted under SFMS Platform are as follows:

Beneficiary Name: West Bengal State Electricity Distribution Company Limited

Bank: Punjab National Bank

Branch: Mayukh Bhawan

A/C No: 1096250031639

IFSC code: PUNB0109620

Details for preparation of BG for EMD to be submitted as hard copy (NOT under SFMS Platform) are as follows:

Beneficiary Name: West Bengal State Electricity Distribution Company Limited

Bank: Punjab National Bank

Branch: Mayukh Bhawan

A/C No: 1096202100000241

IFSC code: PUNB0109620

- Original copy of BG for Earnest Money Deposit shall be submitted in the following office strictly within timeline given in NIT:

**Office of Chief Engineer, IT Cell,
3rd Floor D-Block,
Vidyut Bhavan,
Block-DJ, Sector-II
Bidhanagar, Kolkata – 700091**

- Original BG i.r.o EMD shall be submitted in a sealed envelope at address as stated above within date and time as specified in NIT. **If bidder fails to submit original BG within timeline specified in NIT, the bid shall not be considered for evaluation and shall be rejected.**

f. Refund/Settlement of EMD Amount:

- Bid guarantee of unsuccessful bidders, if submitted through e-payment or challan generated through e-tender website, shall be refunded automatically, through an automated process, by NIC portal on receipt of updated status of the bid from WBSEDCL.
- The Bid Guarantee of unsuccessful bidders, if submitted through Bank Guarantee, shall be returned against their written claim, to be submitted to the Chief Engineer (IT Cell), WBSEDCL, referring's the NIT, date of tender, amount and mode of Earnest Money deposited – all in a complete form, after placement of order on the successful bidder/bidders.

- For successful bid(s), EMD shall be refunded from WBSEDCL authority after completion of tendering process and submission of Performance Bank Guarantee as per respective clauses in NIT. Successful bidder shall submit one letter addressed to Chief Engineer (IT Cell), WBSEDCL referring's the NIT, date of tender, amount, mode of earnest money deposited and details of Performance Guarantee for requesting refund/return of EMD amount or bank guarantee, as applicable.
- The bank account used for payment of EMD by the bidders shall be maintained operative until the completion of tendering process. All refunds shall be made mandatorily to the Bank A/c from which the payment of EMD has been initiated.
- For any queries related to payments and refunds, bidders shall have to communicate with ICICI Customer Support, viz, 033-40267512/13 since payment gateway facility used by E-tender portal is presently maintained by ICICI.

g. Successful bidder(s) shall have to mandatorily **create vendor id through WBSEDCL Vendor Corner at www.wbSEDCL.in**, if not created earlier.

IB.9.2. Technical Proposal: Technical Proposal shall contain all required documents in a single PDF file, arranged in the order specified in Section 2 (Eligibility and Qualification Criteria). Tenders submitted without any of these documents shall be treated as incomplete and are liable to be rejected.

IB.9.3. Financial Proposal: The financial proposal shall contain **Bill of Quantity (BOQ)** as per **ANNEXURE- VIII** format. Bidder has to quote the rate online in space marked for quoting rate in BOQ. (Only downloaded copies of the above document should be virus scanned, digitally signed and uploaded by the bidder).

IB.9.4. Conditional and incomplete tenders are liable to summary rejection.

IB.9.5. Late Submission of Bid: Bidder shall take all possible measures to submit the bid within the schedule date & time prescribed elsewhere in the bidding document. Late submission of bid and supporting documents for whatever reason shall not be accepted.

IB.9.6. Validity of Tender and Offer:

Offer against tender shall remain valid for a minimum period of 180 (One hundred eighty) days from next day of opening of the tender mentioned elsewhere in this NIT. However, WBSEDCL may, on the merit of case, request for extension of validity of the offer for a further suitable period without any change in terms & conditions of the offer.

IB.9.7. Opening and evaluation of tender:

IB.9.7.1. Opening of Technical Proposal

- Technical proposals shall be opened by Tender Inviting Authority or his authorized representative electronically from website stated above, using Digital Signature Certificate (DSC).
- Technical proposals for bids where original copies of BG towards EMD, in case EMD has been paid through BG, have been received shall only be opened.
- Proposals corresponding to which original copy of BG towards EMD has not been received, shall not be opened and shall stand rejected.
- Intending bidders may remain present, if they desire.
- Decrypted (transformed into readable formats) documents of statutory and non-statutory covers shall be downloaded for the purpose of evaluation.

IB.9.7.2. Evaluation of Technical Proposals

- While evaluation, tender inviting authority or his authorized representative may summon bidders and seek clarification/information or additional documents or original hard copy of any of the document already submitted and if these cannot be produced within the stipulated timeframe, their proposals shall be liable for rejection.
- Summary list technically qualified bids shall be made available in e-tender portal. Date of opening of financial bid shall be intimated to techno-commercially qualified bidders.

IB.9.7.3. Opening of Financial Proposal

Financial proposals submitted by the bidders in prescribed format (**ANNEXURE- VIII**) and declared technically eligible, shall be opened electronically by tender inviting authority from e-tender portal on date specified elsewhere in NIT.

Bidders shall quote only the base value (excluding any tax components) in the BoQ.

WBSEDCL shall determine the price bids are complete and unconditional. The cost indicated in the price bid shall be deemed as final and reflecting the total cost of services excluding GST. Omissions, if any, in costing any item shall not entitle the firm to be compensated and the liability to fulfil its obligations as per the scope of work within the total quoted price shall be that of the bidder.

Deviation in any form in price-bid sheet shall be unacceptable. For any discrepancy in amount of figures and words, quoted amount in figure shall prevail.

IB.9.7.4. Determination of Reserve Price for Reverse Auction:

Overall Lowest quote including all items in the BoQ discovered from e-tender website shall be considered as reserved price for reverse auction.

IB.9.7.5. Reverse Auction

- After opening the financial proposal of the bidders, Reverse Auction shall be conducted using the NIC portal among the technocommercially eligible bidders only.
- The date and time of Reverse Auction, Start bid price, Rate of decrement shall be provided in the portal well in advance of the date of Reverse Auction.
- The decrement of the bid price shall be in multiples of rate of decrement value for that item.
- After putting bid price by any bidder within last 10 (ten) minutes of closing time, the closing time of Reverse Auction shall be automatically extended by 10 (ten) minutes in a repetitive loop.
- During the Reverse Auction the bidders shall be able to see the latest L1 price quoted in Real Time.
- Maximum admissible bid value shall be last bid value minus minimum decrement as specified before starting of Reverse Auction.
- During bidding of reverse auction, **at each step** bidder shall not be able to quote less than the seal price applicable at the time of bidding which is calculated as "The price equal to 10% of last bid value minus rate of decrement."

- The L1, L2, L3, L4, L5..... bid position shall be considered from the final bid position after Reverse Auction.
- Lowest quote discovered after completion of Reverse Auction process shall be considered as L1.
- Tender inviting authority, if feels appropriate, may ask L1 bidder to submit analysis for justification of quoted rate. L1 bidder shall submit justification of quoted price along with a break-up of prices in line with BoQ items within 7 (seven) working days.
- Neither WBSEDCL nor NIC can be held responsible for consequential damages such as system problem, inability to use the system, loss of electronic information, power interruptions, UPS failure, local Bandh/ strike etc.
- Tender inviting authority, if feels appropriate, may ask any of the bidders to submit analysis for justification of rate quoted by that bidder. Deviation in any form in price-bid sheet will be unacceptable. For any discrepancy in amount of figures and words, quoted amount in figure will prevail.

IB.10. Signing of Bids:

IB.10.1. Bid/amendments document(s) should be downloaded from website www.wbtenders.gov.in and all pages should be signed by a person(s) duly authorized by the bidder.

IB.10.2. To be qualified for evaluation and finalization of contract, bidder(s) shall submit a written power of attorney, authorizing the signatory of the bid to act on behalf of the bidder in the form and manner which is acceptable by WBSEDCL.

IB.10.3. Complete bid should be without alterations, interlineations or erasers, except those to accord with instructions issued by WBSEDCL or as necessary to correct errors made by bidders. Such corrections should be initialed by the person(s) signing the bid. Bids which are not duly signed shall be treated as cancelled.

IB.11. Conflict of Interest:

IB.11.1. Bidder should not have any conflict of interest that can affect the tendering Process. Any bidder found to have a conflict of interest shall be disqualified. In the event of disqualification, bid security of the bidder shall be forfeited for the time, cost and effort of the authority including consideration of such bidder's proposal, without prejudice to any other right or remedy that may be available to authority hereunder or otherwise.

IB.11.2. Any bidder shall be found to have a conflict of interest if his near relative is posted as any employee/officer in any capacity in WBSEDCL and associated with tender inviting authority.

IB.11.3. Any bidder shall be found to have a conflict of interest if any employee of the bidding firm/company has developed a financial or other interest with any employee/officer of WBSEDCL associated with tender inviting authority during execution of the contract.

IB.11.4. Any bidder shall be found to have a conflict of interest if the bidder has a relationship with other bidder(s) directly or through common parties that puts them in a position to have access to each other's information or influence the tendering process of either or each of the other bidder.

IB.12. Acceptance of Tender:

After completion of reverse auction, L1 bidder's quote shall normally be accepted. However, tender inviting authority does not bind itself to do so and reserves the right to reject any or all the bids, for valid reasons.

IB.13. Purchase Order:

WBSEDCL shall communicate acceptance of bid to the successful bidder by a purchase order/LOA. Successful bidder shall communicate unconditional acceptance of the purchase order/LOA.

IB.14. Concession:

No price preference shall be allowed to any bidder based on the size of the industry or its geographic location. Co-operative Society/ MSMEs shall not be considered with separate status.

IB.15. Issue of LOA:

WBSEDCL shall award the contract (LoA) to the successful bidder(s) whose bid is found to be substantially responsive and the lowest following the completion of the Reverse Auction process, provided the bidder is also determined to be qualified to perform the contract satisfactorily. WBSEDCL shall be the sole judge in this regard.

IB.16. Acceptance of LOA:

Successful bidder should submit written unconditional acceptance of LOA within 15 (fifteen) working days from date of issuance of the same. Submission of conditional acceptance of LOA shall be treated as non-compliance of this clause. Failure to compliance shall be liable for cancellation of order and forfeiture of bid guarantee submitted by the bidder.

IB.17. Execution of Contract Agreement:

Contract Agreement, as per **ANNEXURE- XVIII**, on non-judicial stamp paper worth INR 100/- shall be executed within 30 (thirty) working days from the date of issuance of LOA. **Date of execution of contract agreement shall be considered as commercial start date of the Project.**

IB.18. Right to reject Bids:

IB.18.1. WBSEDCL reserves right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to award of Contract,

without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) reason for WBSEDCL's action.

IB.18.2. WBSEDCL reserves right to disqualify any bidder during the tendering process in case any adverse remark related to data compromise/fraud comes into notice of WBSEDCL by any means where the bidder is directly or indirectly involved.

IB.19. Disqualification of Vendors:

Adverse report/remark against any order from any office under WBSEDCL may disqualify the candidature of the vendor at any point of time during processing of the tender.

IB.20. Legal Jurisdiction:

If any dispute or difference arises with respect to quality/quantity of the equipment/materials pertaining to this order or any other terms and conditions of the order including its execution, such dispute/difference shall be adjudicated by the competent courts in Kolkata only as the instance of either parties.

IB.21. Communication:

Successful vendor, for communicating with WBSEDCL, for this job may use following mode.

Email- itcell@wbsedcl.in

IB.22. Representatives of Successful Bidder:

IB.22.1. Successful bidder should nominate one person exclusively during the project tenure as a Nodal Officer with whom WBSEDCL shall contact on all matters related to this order.

IB.22.2. The vendor shall specifically furnish to WBSEDCL, the name, designation, Telephone no. including mobile no., email address of such person.

IB.22.3. Alongside, successful bidder shall also share one Escalation Matrix containing name, designation, mobile number and email id for designated persons at each level.

IB.22.4. Successful bidder shall provide 24X7 Support during the contract period on all days.

Section: 2

Eligibility & Qualification Criteria (EC)

The bidder must comply with all clauses in this section. Any deviation may render the bid liable for rejection.

EC.1. Eligible Bidders:

EC.1.1. This Invitation for bids, issued by WBSEDCL is open to all firms including Government owned Enterprises, private/public Company(ies) registered under Companies Act 1956 / 2013 and proprietary firm / partnership firm under the Indian Partnership Act, 1932 or the Limited Liability Partnerships Act, 2008 and incorporated in India, barring foreign companies and those bidders with whom business is banned by WBSEDCL.

EC.1.2. Bidder should not have been blacklisted or involved in any forgery/ data leak from any Government or reputed private organization across India in last three (3) years and undertaking in this regard should be provided by the authorized signatory of the bidder. During contract period if the undertaking submitted by bidder is found to be false then the order issued to bidder shall be terminated and BG shall be forfeited.

EC.2. Registered Presence: Bidder shall have a **registered office and operations in India for at least seven (7) years** prior to submission of the bid. Certificate of Incorporation/Registration Documents should be submitted as proof of the same.

EC.3. Required Quality & Security Certifications:

EC.3.1. Bidder must have a valid ISO 27001:2013/2022, ISO 9001:2015 and ISO 20000-1:2018 as on bid submission date. A valid ISO certificate on or before the date of submission of the bid as per **Annexure II**.

EC.3.2. Bidder must have a valid CMMI Level 5 Certification as on bid submission date. A CMMI Level 5 certificate from CMMI institute clearly stating the Appraisal ID that can be validated on the Published Appraisal Results System (PARS) of CMMI Institute. The Certificate should be valid as on date of submission of the bid.

EC.3.3. The certification mentioned above shall be valid throughout the period of contract.

EC.4. OEM (M/s SAP) Authorization:

EC.4.1. Bidder must be a Global Strategic Service Partner (GSSP) for SAP. A Global Partner – Services with SAP status as on date of submission of the bid must be submitted.

EC.4.2. Bidder must be a Validated Partner for RISE with SAP Methodology for at least 8 out of 10 competencies (including 1 to 3 as mandatory) as mentioned below.

- 1.** SAP Cloud ERP (**Mandatory**)
- 2.** SAP Cloud ERP Private (**Mandatory**)
- 3.** SAP Business Technology Platform (**Mandatory**)
- 4.** Financial Management
- 5.** Human Capital Management
- 6.** Spend Management
- 7.** Supply Chain Management
- 8.** Business Transformation Management
- 9.** Customer Relationship Management
- 10.** SAP Business by Design

EC.4.3. Authorization from M/s SAP using the format as prescribed in **ANNEXURE- IX** of NIT to demonstrate that the bidder has been duly authorized by SAP to participate in this tender as an authorized system integration service provider for the products supplied by SAP.

EC.4.4. The bidder must have a minimum of 500 full time SAP consultants experienced in the Rise with SAP/ S/4HANA ERP and Billing Solutions in India as on the date of submission of bid. Self-Certification by Company Secretary/ Authorized Key Managerial Personnel (KMP) of the Bidder's organization.

EC.5. Financial Qualification Requirements: Supporting documents for qualifying all the clauses under this head should be submitted for Standalone Bidder/Bidding entity Only. Financial requirement/ certification of only the bidder shall be considered and financials of parent company / holding company etc. shall not be considered. Consolidated financial statements of the bidders shall also not be considered.

EC.5.1. Copy of Balance Sheet and Profit & Loss Statement duly certified by practicing Chartered Accountant with UDIN for **Fiscal Year 2024-25, 2023-24, 2022-23.**

EC.5.2. Copy of turn-over certificate issued by practicing Chartered Accountant with UDIN for **2024-25, 2023-24, 2022-23. Minimum Average Annual Turnover** for in each of the above fiscal years must be at least INR 400 (four hundred) Crore.

EC.5.3. Copy of Net Worth certificate issued by practicing Chartered Accountant with UDIN for Fiscal Year **2024-25, 2023-24, 2022-23.** Net-Worth must be positive for Fiscal Years **2024-25, 2023-24, 2022-23.**

[Net Worth means sum total of the paid up capital and free reserves (excluding reserves created out of revaluation) reduced by aggregate value of accumulated losses (including debit balance in profit and loss account for current year) and intangible assets]

EC.5.4. Copy of Liquid Asset certificate issued by practicing Chartered Accountant with UDIN for Fiscal Year **2024-25, 2023-24, 2022-23.** Liquid Asset must be more than INR 20 (twenty) Crore for Fiscal Years **2024-25, 2023-24, 2022-23.**

[Liquid Asset means current assets excluding inventory]

EC.5.5. Copy of Income Tax Return for Fiscal Year **2024-25, 2023-24, 2022-23.**

EC.6. Essential Bid Submission Requirements: Submission of following documents along with the bid is mandatory for the bid to be treated as valid.

EC.6.1. Power of Attorney (PoA) for being signing authority of the bid must be submitted on non-judicial Stamp Paper worth INR 100/- as per format specified in **ANNEXURE- III.**

EC.6.2. Copy of Corporate Identification Number (CIN) of the bidder.

EC.6.3. Copy of PAN of the bidder.

EC.6.4. Copy of GST Registration Certificate of the bidder. Proof of up-to-date FORM GSTR-1 and FORM GSTR-3B must be submitted as on bid submission date.

EC.6.5. Copy of PF Registration of the bidder. Copy of last Three (3) months Challan prior to submission of the bid should be submitted.

EC.6.6. Payment Confirmation details for Earnest Money Deposit (EMD).

OR

Scanned copy of Bank Guarantee (BG) towards EMD in format as prescribed in **ANNEXURE- V** of NIT, **in favor of WBSEDCL payable at Kolkata** from any scheduled Bank of RBI. Issue date of BG shall be after NIT publication date. This clause shall be applicable only for cases where Earnest Money Deposit (EMD) has been submitted through BG.

EC.6.7. Signed copy of NIT: All pages of NIT including Annexure(s) signed by authorized person along with seal of the bidder shall be submitted.

EC.6.8. Signed **copy of Addenda or Corrigendum**, if published by WBSEDCL, shall be submitted. Bidders shall keep a track of all the corrigendum and addendum uploaded by WBSEDCL related to this tender.

EC.6.9. Bid Proposal in format as prescribed in **ANNEXURE-I** of NIT.

EC.6.10. Mandatory Conditions in format as prescribed in **ANNEXURE-II** of NIT. It shall be filled up properly by the bidder. **It shall be treated as reference for technical evaluation of bid. Incomplete or improperly submitted bid detail may lead to rejection of bid.**

EC.6.11. Declarations given **in ANNEXURE- X** shall be signed by authorized person along with seal of the bidder and submitted accordingly.

EC.6.12. Escalation matrix in **ANNEXURE- XI** shall be properly filled-in, signed and submitted.

EC.6.13. Form for the Form for Acceptance of Reverse Auction as per **ANNEXURE- IV** shall be properly filled-in by the authorized person of the Bidder, signed, and submitted in the Bidder's letterhead.

Properly filled in annexures, mentioned elsewhere in this NIT, must be submitted with the bid.

EC.7. Non-Disclosure Agreement and 3rd Party Security Access Policy of WBSEDCL:

EC.7.1. Agreement for third party access security policy of WBSEDCL as per **ANNEXURE- XIV** shall be properly filled-in, signed and submitted on non-judicial Stamp Paper worth INR 100/-.

EC.7.2. Agreement for Non-Disclosure Agreement (NDA) as per **ANNEXURE- XV** shall be properly filled-in, signed and submitted on non-judicial Stamp Paper worth INR 100/- with WBSEDCL before commencement of the work.

EC.8. Technical Eligibility:

Sl. No.	Technical Eligibility Criteria	Supporting Documents
A	Technical Criteria - ERP	
1	<p>The Bidder should have implemented SAP ERP solution (only FMS/post Go-Live support project shall NOT be considered) in any Power Distribution Utility in India during the last fifteen (15) years, meeting any one of the following criteria:</p> <ul style="list-style-type: none">• One (1) project valued at a minimum of INR 120 Crore, OR• Two (2) projects, each valued at a minimum of INR 60 Crore, OR• Four (4) projects, each valued at a minimum of INR 30 Crore <p>The successful completion shall include at least one-year FMS subsequent to Go-Live</p> <p>All the projects must have configuration, customization, implementation, Roll Out and providing FMS/ post Go-Live support and may include supply and installation of Hardware/cloud services/Software/ licenses.</p>	<p>The bidder shall submit the following documentary evidence:</p> <ol style="list-style-type: none">1. Copy of Purchase Order/LoA/Work Order/Contract Agreement, and2. Successful completion certificate/Go-Live certificate/operational status certificate from the client, as per ANNEXURE-XX. <p>Note: In case documents provided under (2) does not certify project cost, Bidder may provide Certificate issued by a practicing Chartered Accountant with UDIN showcasing receipt of total payments against the contract.</p>

Sl. No.	Technical Eligibility Criteria	Supporting Documents
2	<p>The Bidder should have successfully completed SAP ERP solution (only FMS/post Go-Live support project shall NOT be considered) for any Three (3) ERP Projects in any Power Utility in India in last Fifteen (15) years.</p> <p>The successful completion shall include at least one-year FMS subsequent to Go-Live</p>	<p>1) Bidders must provide the Necessary Purchase Order/ LOA/ Work Order/ Contract Agreement.</p> <p>AND</p> <p>2) Further, the bidder must provide the successful completion letter/Go-Live Certificate from the client/ Certification for project being operational as on date of Bid Submission as per <i>Error! Reference source not found..</i></p>
3	<p>The Bidder should have successfully completed SAP ERP solution (only FMS/post Go-Live support shall NOT be considered) for at least Two (2) ERP Projects in India in last Fifteen (15) years with each having more than 3000 Transactional Users (Excluding Payroll & ESS/MSS) or 1000 FUEs.</p> <p>The successful completion shall include at least one-year FMS subsequent to Go-Live</p>	<p>1) Bidders must provide the Necessary Purchase Order/ LOA/ Work Order/ Contract Agreement.</p> <p>AND</p> <p>2) Further, the bidder must provide the successful completion letter/Go-Live Certificate from the client/ Certification for project being operational as on date of Bid Submission clearly specifying the number of Transactional Users/FUEs as per <i>Error! Reference source not found..</i></p>
4	<p>The Bidder should have successfully completed SAP ERP solution (only FMS/post Go-Live support shall NOT be considered) for at least Three (3) ERP Projects in last Fifteen (15) years in any Power Utility in India.</p> <p>Each project must have implemented at least Six (6) out of the Eleven (11) of following functions / modules (<i>Modules i to v are mandatory</i>) –</p> <ul style="list-style-type: none"> i. Finance and Accounting ii. Material & Inventory Management iii. Human Resource Management including Time Management, Payroll and ESS iv. Project Management v. Plant/Asset Maintenance vi. Sales & Distribution vii. Treasury Management viii. Fund Management ix. Environment, Health & Safety x. Business Intelligence/ MIS Reporting xi. Governance, Risk, and Compliance 	<p>1) Bidders must provide the Necessary Purchase Order/ LOA/ Work Order/ Contract Agreement.</p> <p>AND</p> <p>2) Further, the bidder must provide the successful completion letter/Go-Live Certificate from the client/ Certification for project being operational as on date of Bid Submission clearly specifying the implemented modules as per <i>Error! Reference source not found..</i></p>
5	<p>No. of implemented SAP ERP solution (only FMS/post Go-Live support shall not be considered) in any Power Distribution Utility in India during the last fifteen (15) years having minimum turn over more than INR 5000 Crore as on Go-Live date.</p> <p>The proposed projects should include implementation of Finance & Controlling and Material Management Modules.</p>	<p>Bidders must provide the necessary documents such as client's Annual Report/ Letter/Certificate from the Client clearly specifying the turnover/revenue.</p>

Sl. No.	Technical Eligibility Criteria	Supporting Documents
6	<p>The Bidder should have successfully completed implementation of SAP (including Success Factors) Payroll solution covering at least 7500 Employees in any Central/State PSU or Govt. Organization in India during the last fifteen (15) years.</p> <p>The successful completion shall include at least two (2) years FMS subsequent to Go-Live.</p>	<p>1) Bidders must provide the Necessary Purchase Order/ LOA/ Work Order/ Contract Agreement.</p> <p>AND</p> <p>Further, the bidder must provide the successful completion letter/Go-Live Certificate from the client/ Certification for project being operational as on date of Bid Submission clearly specifying the number of Payroll Users as per ANNEXURE-XXI: Format for Completion /Go-Live/Operational Status Certificate – Payroll Projects</p>
B	Technical Criteria – Billing System	
5	<p>Bidder must have successfully implemented SAP IS-U or SAP S/4HANA billing solution (only FMS/post Go-Live support project shall not be considered) in any Indian/ Global Power Distribution Utility during the last fifteen (15) years</p> <p>One (1) project worth at least INR 80 Cr OR</p> <p>Two (2) projects each worth at least INR 40 Cr OR</p> <p>Three (3) projects each worth at least INR 25 Cr</p> <p>The successful completion shall include at least one-year FMS subsequent to Go-Live</p> <p>All the projects must have installation, configuration, customization, implementation, Roll Out and providing FMS/ post Go-Live support and may include supply of Hardware/cloud services/Software/ licenses.</p>	<p>1) Bidders must provide the Necessary Purchase Order/ LOA/ Work Order/ Contract Agreement.</p> <p>AND</p> <p>2) Further, the bidder must provide the successful completion letter/Go-Live Certificate from the client/ Certification for project being operational as on date of Bid Submission clearly specifying the implemented modules as per <i>Error! Reference source not found..</i></p> <p>Note 1: In case documents provided under (2) does not certify project cost, Bidder may provide Certificate issued by a practicing Chartered Accountant with UDIN showcasing receipt of total payments against the contract.</p> <p>Note 2: Credentials of the Bidding entity or its wholly owned subsidiary only shall be allowed.</p>
	<p>Bidder must have successfully implemented SAP IS-U/other SAP based billing systems (only FMS/post Go-Live support shall not be considered) in any Indian/ Global Power Distribution Utility during the last fifteen (15) years.</p> <p>Each of the projects shall be in operation for at least one (1) year as on date of bid submission.</p>	<p>1) Bidders must provide the Necessary Purchase Order/ LOA/ Work Order/ Contract Agreement.</p> <p>AND</p> <p>1) Further, the bidder must provide the successful completion letter/Go-Live Certificate from the client/ Certification for project being operational as on date of Bid Submission as per</p> <p>2) ANNEXURE-XXII: Format for Completion /Go-Live/Operational Status Certificate – Billing System Projects</p> <p>3)</p>

Sl. No.	Technical Eligibility Criteria	Supporting Documents
6	<p>Bidder must have successfully implemented SAP IS-U or S/4 HANA based Utilities billing solution (only FMS/post Go-Live support shall not be considered) in any Indian/ Global Power Distribution Utility during the last fifteen (15) years for an aggregate consumer base from a maximum of Four (4) projects of at least 75 Lakhs consumers.</p> <p>The successful completion shall include at least one-year FMS subsequent to Go-Live</p>	<p>4) Bidders must provide the Necessary Purchase Order/ LOA/ Work Order/ Contract Agreement.</p> <p>AND</p> <p>5) Further, the bidder must provide the successful completion letter/Go-Live Certificate from the client/ Certification for project being operational as on date of Bid Submission clearly specifying the consumer base as per <i>Error! Reference source not found..</i></p> <p>Note: Credentials of the Bidding entity or its wholly owned subsidiary only shall be allowed.</p>
7	<p>Bidder must have implemented at least one (1) project with any COTS billing solution in any Power Distribution Utility in India with an aggregate consumer base of 20 lakhs.</p>	<p>1) Bidders must provide the Necessary Purchase Order/ LOA/ Work Order/ Contract Agreement.</p> <p>AND</p> <p>2) Further, the bidder must provide the successful completion letter/Go-Live Certificate from the client/ Certification for project being operational as on date of Bid Submission clearly specifying the implemented modules as per <i>Error! Reference source not found..</i></p> <p>Note: Credentials of the Bidding entity or its wholly owned subsidiary only shall be allowed.</p>
7	<p>Bidder must have successfully implemented SAP IS-U or S/4 HANA based Utilities billing solution (only FMS/post Go-Live support shall not be considered) in any Indian/ Global Power Distribution Utility during the last fifteen (15) years.</p> <p>Each of the projects shall be in operation for at least one (1) year as on date of bid submission.</p> <p>The implementation should have covered at least Six (6) modules (<i>Modules i to v are MANDATORY</i>) out of the below mentioned list:</p> <ul style="list-style-type: none"> i. Metering, Billing & Collection (MBC) ii. Prepaid Module iii. New Connection, Disconnection & Reconnection iv. Energy Accounting & Audit v. Management Information System & Dashboarding vi. Customer Relationship Management (CRM) or Customer Care Centre (CC) (New connection, Grievance handling, 	<p>1) Bidders must provide the Necessary Purchase Order/ LOA/ Work Order/ Contract Agreement.</p> <p>AND</p> <p>2) Further, the bidder must provide the successful completion letter/Go-Live Certificate from the client/ Certification for project being operational as on date of Bid Submission clearly specifying the implemented modules as per <i>Error! Reference source not found..</i></p> <p>Note: Credentials of the Bidding entity or its wholly owned subsidiary only shall be allowed.</p>

Sl. No.	Technical Eligibility Criteria	Supporting Documents
	vii. Updation etc.) viii. Web Portal and Mobile Applications ix. Workforce Management x. Identity Access Management x. Document Management System xi. Accounting, Ledger, & Banking Reconciliation Statement (BRS) Process	
8	<p>Bidder should have experience of integrating SAP IS-U or S/4HANA based Utilities Billing solution (only FMS/post Go-Live support project shall not be considered) with at least Four (4) (<i>i & ii are mandatory</i>) out of the below mentioned application list in a single project, in any Indian/ Global Power Distribution Utility in the last fifteen (15) years –</p> <ol style="list-style-type: none"> 1. Payment Gateways 2. AMR/ MDMS/other AMI applications 3. ERP 4. Spot Billing/Prepaid Engine 5. Consumer Portal/Mobile Application 6. GIS 7. Workforce Management 8. Outage Management System 9. SCADA/DMS/ADMS 10. Energy Accounting/Energy Audit 11. SMS/Email Gateways <p>The successful completion shall include at least one-year FMS subsequent to Go-Live</p>	<ol style="list-style-type: none"> 1) Bidders must provide the Necessary Purchase Order/ LOA/ Work Order/ Contract Agreement. AND 2) Further, the bidder must provide the successful completion letter/Go-Live Certificate from the client/ Certification for project being operational as on date of Bid Submission clearly specifying the implemented modules as per <i>Error! Reference source not found.</i> <p>Note: Credentials of the Bidding entity or its wholly owned subsidiary only shall be allowed.</p>

Note (s) for evaluation: -

1. If tender inviting authority is not satisfied with documentary evidence submitted by the bidder, then the bid may be rejected.
2. If any single project / contract involves multiple subsidiaries, it shall be treated as only one credential / experience.
3. Cut-Off date for calculating number of years shall be the date of bid submission
4. WBSEDCL shall have the right to independently contact and verify the accuracy of credentials with Bidder's end-client. Bidder shall have to provide necessary details as per the requirement of the Purchaser.
5. The value of projects in the technical evaluation shall be exclusive of taxes and duties, as applicable.
6. If the project value is stated in a currency other than INR, it shall be converted to INR using the exchange rate prevailing on the date of placement of the LoA/Contract on the Bidder by the end-Client (mentioned in the credential).

Section: 3

General Terms & Conditions (GTC)

GTC.1. General Terms:

GTC.1.1. WBSEDCL reserves right to review bidder's capability and capacity to perform the work before awarding Contract, without assigning any reason whatsoever.

GTC.1.2. The bidder has to furnish all the information as required regarding their offer.

GTC.1.3. Any form of consortium/ Joint ventures shall not be allowed.

GTC.1.4. The bidder shall satisfy WBSEDCL with its ability to perform the Implementation of RISE with SAP S/4 HANA Cloud platform and services for IS Utility Billing and ERP under SaaS model.

GTC.1.5. All correspondence, documents and bid, exchanged between the bidder and WBSEDCL shall be written in English language. Failure to comply with this request may disqualify a bidder.

GTC.1.6. WBSEDCL reserves right to cancel the tender during its processing without showing any reason whatsoever.

GTC.1.7. Decision of WBSEDCL on all matters shall be final & binding on the bidders.

GTC.1.8. Bidder must have an office establishment in Kolkata, West Bengal or agree to establish office in Kolkata within 3 months if selected as Successful Bidder.

GTC.1.9. Contract shall be executed strictly in accordance with the specifications mentioned in NIT and without any deviations. Furthermore, any additional conditions, deviations, if any, found in the proposal documents, shall not be given effect to.

GTC.2. Statutory Obligations:

Statutory obligations as per law of the land should be complied by the bidder. Employees Compensation Act 1923, the Contract Labor (Regulation & Abolition) Act 1970, Employees Provident Funds and Miscellaneous Provisions Act 1952, Employees' State Insurance Act 1948, Payment of Wages Act 1936 etc. and rules made there under for every act, have to be dealt by the vendor as per relevant act and financial obligation/s arising out of statutory obligations shall be entirely on vendor's account and WBSEDCL shall not be responsible on this score for any reason whatsoever.

GTC.3. Risk Purchase / Performance:

Completion time stipulated shall be deemed to be the essence of the contract and if the successful bidder fails to provide the services within the stipulated time , the purchaser (WBSEDCL) shall be entitled to purchase such consignment and if not available the best and nearest available substitute elsewhere on the account and at the risk of the Vendor or to cancel the contract and the Vendor shall be liable to compensate for any loss or damage which the purchaser (WBSEDCL) may sustain by reason of such failure on the part of the supplier. Recovery shall be made from the outstanding bills and/or through encashment of any Bank guarantee of the Vendor lying/ to be lying with WBSEDCL.

GTC.4. Limitation of liability:

Except in cases of gross negligence or shallful misconduct, the aggregate liability of Bidder to WBSEDCL, whether under the Order, in tort, or otherwise, shall not exceed the amount specified in the Contract Price. Provided that this limitation shall not apply to the solutions, with respect to patent infringement.

GTC.5. Contract Period:

GTC.5.1. Initial contract shall remain valid for a period of 54 (Fifty-four) months from the zero date i.e. date of signing of Contract /or any date mutually agreed by WBSEDCL and the selected bidder.

GTC.5.2. The Contract period may be extended by 01 (one) year with prevailing rate, terms and conditions for FMS Service after expiry of initial contract period in case performance of the vendor is certified as satisfactory by Controlling Officer.

GTC.5.3. Successful bidder shall submit a written declaration along with acceptance of LOA for providing extended service to WBSEDCL after completion of initial contract period with prevailing terms & conditions.

GTC.5.4. Blended Person-day rate for the extended period shall remain same as that quoted during initial contract period.

GTC.6. Price:

GTC.6.1. Final quoted price after completion of reverse auction shall remain firm throughout the period of contract.

GTC.6.2. Line item wise break-up submitted by bidder after completion of reverse auction shall also remain firm throughout the contract period.

GTC.7. Taxes, Duties and other levies:

GTC.7.1. Bidder shall be solely responsible for taxes that may be levied on the vendor's persons or on earning of any of his employees and shall hold the employer indemnified and harmless against any claims that may be made against the employer. WBSEDCL shall not take any responsibility whatsoever regarding taxes under Income Tax Act, for the Vendor or his personnel.

GTC.7.2. GST or its substitute, if any introduced by law of land during the currency of contract, shall be paid as applicable rules.

GTC.8. Cancellation/Termination of Contract:

GTC.8.1. WBSEDCL shall have the right to repudiate the contract if the work is not being performed as per satisfaction of WBSEDCL. The following causes may also lead to cancellation of LOA.

- Non-acceptance of LOA as per "Acceptance of LOA" clause.
- Non-submission of Performance Bank Guarantee or Additional Performance Bank Guarantees as per relevant clauses.
- If failed to perform FMS work satisfactorily.
- For breach of SLA as mentioned in the Service Level Agreement (SLA) clause.
- In any of the above cases 15 days' termination notice shall be issued prior to termination of LOA.

GTC.8.2. WBSEDCL reserves right to terminate the contract either in part or whole due to reasons of non-compliance of stipulated activities for different clauses under this contract or any other reason felt appropriate by Controlling Officer of this project. In such an event, WBSEDCL shall give 15 (fifteen) days' notice period in writing to the vendor of his decision to do so.

GTC.8.3. WBSEDCL reserves right to disqualify any bidder during the contract period in case any adverse remark related to data compromise/fraud comes into notice of WBSEDCL by any means where the bidder is directly or indirectly involved.

GTC.8.4. IP Event of Default

IP Event of Default means any of the following events arising out of any acts or omission of IP, its representative, sub-contracts, employees and which have not occurred solely as a result of any breach of this Contract by the WBSEDCL or due to Force Majeure, and where IP has failed to remedy these events within a period of 90 (ninety) days of issuance of a notice by WBSEDCL requiring IP to remedy such event.

- a. IP has failed to procure and arrange requisite finances for the implementation of the Project;
- b. IP abandons the implementation of the Project or repudiates this Contract or otherwise takes any action, or evidences or conveys an intention not to be bound by the Contract;
- c. IP , in the judgment of WBSEDCL has engaged in corrupt, fraudulent, collusive, or coercive practices, in competing for or in executing the Contract; or
- d. IP is adjudged bankrupt or insolvent, or if a trustee or receiver is appointed for IP or for the whole or material part of its assets that has a material bearing on its ability to implement the Project;
- e. IP has been, or is in the process of being liquidated, dissolved, wound-up, amalgamated or reconstituted in a manner that in the reasonable opinion of WBSEDCL would adversely affect IP 's ability to implement the Project;
- f. A resolution for winding up of IP is passed, or any petition for winding up of IP is admitted by a court of competent jurisdiction and a provisional liquidator or receiver is appointed and such order has not been set aside within 90 (Ninety) days of the date thereof or IP is ordered to be wound up by a court of competent jurisdiction;
- g. In the event IP fails to cure the default as indicated in the SLA Default Notice within the time period specified therein;
Failure of IP to furnish Performance Security in accordance with the provisions

of this Contract;

- h. Failure or inordinate delay by IP to provide Solution as per Contract;
- i. Any representation or warranty made by the IP during the term of the Contract is found to be false and/or misleading;
- j. Failure on account of IP to abide by Applicable Laws and regulations;
- k. The shareholding of the IP ceases to be in accordance with the provisions of this Contract;
- l. No person who has System Integration (IP) experience in terms of the RFP remains a shareholder of the IP;
- m. In the event equipment installed or proposed to be installed by the IP is found to have any embedded malware/ trojans/ cyber threat;
- n. IP fails to comply with the local content requirement as specified in the Bid Submission;
- o. IP fails to comply with any of its material obligations under this Contract.
- p. In the event the Solution supplied do not meet the minimum specifications as per the Contract, and the same is not replaced/ modified by the IP to meet the requirements within 14 (fourteen) working days of being informed by WBSEDCL, or as mutually decided between WBSEDCL and IP .

GTC.8.5. WBSEDCL Event of Default

WBSEDCL Event of Default means any of the following events, unless such event has occurred as a consequence of the IP Event of Default or a Force Majeure event and where WBSEDCL has failed to remedy these events within a period of 90 (ninety) days of issuance of a notice by IP requiring WBSEDCL to remedy such event:

- a. WBSEDCL is adjudged bankrupt or insolvent, or if a trustee or receiver is appointed for WBSEDCL or for the whole or material part of its assets that has a material bearing on its ability to perform its obligations under this Contract;
- b. WBSEDCL has been, or is in the process of being liquidated, dissolved, wound-up, amalgamated or reconstituted in a manner that in the reasonable opinion of IP would adversely affect WBSEDCL's ability to perform its obligations under this Contract;
- c. A resolution for winding up of WBSEDCL is passed, or any petition for winding up of WBSEDCL is admitted by a court of competent jurisdiction and a provisional liquidator or receiver is appointed and such order has not been set aside within [90 (Ninety)] days of the date thereof or WBSEDCL is ordered to be wound up by a court of competent jurisdiction;
- d. The breach by WBSEDCL of its obligations under this Contract which has an adverse effect on the performance of IP 's obligations under this Contract.

GTC.8.6. Termination for IP Event for Default

- a. Without prejudice to any other right or remedy which WBSEDCL may have in respect thereof under this Contract, upon the occurrence of IP Event of Default, WBSEDCL shall be entitled to terminate this Contract in the manner provided in clause GTC 8.6 (b).
- b. WBSEDCL shall issue a Preliminary Notice to IP providing 90 (Ninety) Days, or such extended period as the WBSEDCL may allow, to cure the underlying Event of Default. If IP fails to cure the underlying Event of Default within such period allowed, WBSEDCL shall be entitled to terminate this Contract by issuing a termination notice to IP.

GTC.8.7. Termination for WBSEDCL Event of Default

- a. Without prejudice to any other right or remedy which IP may have in respect thereof under this Contract, upon the occurrence of a WBSEDCL Event of Default, IP shall be entitled to terminate this Contract in the manner provided in clause GTC 8.7 (b).
- b. IP shall issue a Preliminary Notice to WBSEDCL providing 90 (Ninety) Days, or such extended period as the IP may allow, to cure the underlying Event of Default. If WBSEDCL fails to cure the underlying Event of Default within such period allowed, IP shall be entitled to terminate this Contract by issuing a termination notice to WBSEDCL.

GTC.8.8. Consequences of Termination

Upon Termination of the Contract, the IP shall:

- a) Notwithstanding anything to the contrary contained in this Contract, any termination of this Contract pursuant to its term shall be without prejudice to accrued rights of any Party, including its right to claim and recover damages and other rights and remedies which it may have in law or contract. All accrued rights and obligations of any of the Parties under this Contract, shall survive the termination of this Contract to the extent such survival is necessary for giving effect to such rights and obligations.
- b) Following issue of the Termination Notice by WBSEDCL or IP , WBSEDCL takes possession and control of IP 's control room and call center, and the exclusivity granted to IP under GTC 13 will come to an end.
- c) Upon termination of this Contract by WBSEDCL or IP on account of IP 's Event of Default (in accordance with GTC 8.4, or termination of this Contract on account of WBSEDCL's event of default (in accordance with GTC 8.5), IP shall be entitled to a termination payment subject to proper transfer of the installed ERP System, as agreed

upon mutually. Upon termination of this Contract by WBSEDCL or IP on account of IP's Event of Default (in accordance with GTC 8.4), or termination of this Contract on account of WBSEDCL's event of default (in accordance with GTC 8.5), IP shall be entitled to raise a supplementary invoice for an amount which is equal to the termination payment. The Supplementary invoice shall be paid separately by the WBSEDCL within 30 (thirty) days from the date of such invoice., as agreed mutually upon, basis the following criterion:

- a) In case termination of this contract is on account of IP's event of default: Termination payment to IP after installation Milestone has been declared shall be percentage, specified in SCC, of the termination payment value as determined in terms of this contract.
- b) In case of termination of this contract is on account of WBSEDCL's event of Default: Termination payment to IP after installation Milestone has been declared shall be percentage specified in SCC, of the termination value as determined in terms of this contract.
- c) In case of termination of this contract is prior to Installation Milestone the Termination payment shall be equal to:
 - I. The percentage, specified in SCC, of the value of the assets proposed to be handed over to the WBSEDCL as certified by an Independent valuer in the event termination is on account of IP event of default-and
 - II. The percentage, specified in SCC, of the asset values shall be paid to the IP in the event termination is on account of WBSEDCL event of defaultFor the avoidance of doubt, it is clarified that in the event of lump sum payments in terms of GTC 13 has been made then such payment shall be reduced from the amount determined in accordance with this GTC 8.8.
- d) The Termination payment value would be calculated basis the following mechanism:
 - a. The present value of the receivables for the ERP system installed at WBSEDCL offices shall be calculated by multiplying the outstanding payments towards the ERP system integrated and operationalized as on the date of termination and discounting the same as on date of termination at the percentage specified in SCC ("Present Value").
 - b. All amounts due, but not paid by the WBSEDCL, including the aggregated amount due to be paid including amount due to be paid towards supplementary invoice, but not paid or recovered from the WBSEDCL, for the ERP system operations and maintenance as defined in the RFP by the IP, shall be calculated and factored in to arrive at the net outstanding receivables of the IP ("Outstanding Receivables");
 - c. All amounts due, but not paid by the IP, including the aggregated applicable liquidated damages and/(or) penalties due to non-compliance of SLAs by the IP, but

not paid or recovered from the IP, for the ERP system operations and maintenance as defined in the RFP by the IP, shall be calculated and factored in to arrive at the net outstanding payables by the IP (“Outstanding Payables”);

d. Termination Payment Value shall be equal to the sum of Net Present Value and Outstanding Receivables as per GTC; reduced by Outstanding Payables as per GTC 8.8 (d) and the sum of insurance proceeds received by the IP for the ERP system, (if any).

e) Upon Termination of the Contract or expiry of the contract period, the IP shall prepare and present a detailed Exit Management Plan within 5 (five) working days of termination notice receipt to the WBSEDCL (“Exit Management Plan”) in accordance with GTC 8.9.

f) The WBSEDCL or its nominated agency will review the Exit Management plan. If approved, IP shall start working on the same immediately. If the plan is rejected, IP shall prepare alternate plan within 2(two) working days. If the second plan is also rejected, WBSEDCL will provide a plan for IP, and it should be adhered by in totality.

g) The Exit Management Plan should cover at least the following:

- a. Execute all documents that may be necessary to effectively transfer the ownership and title, including OEM warranties in respect of all equipment;
- b. Handover all developed codes, related documentation, and other Configurable Items if any in his possession;
- c. Handover the list of all IT Assets, passwords at all locations to WBSEDCL.

h) The IP and the Authorized personnel from WBSEDCL will sign a completion certificate at the end of successful completion (all points tracked to closure) of the Exit Management Plan.

GTC.8.9. Exit Management

A. Exit Management

In case the Contract with the WBSEDCL ends or is terminated before the expiry date of Contracts, the Parties shall agree at that time whether, and if so during what period, the provisions of this Exit Management Plan shall apply. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Plan. The exit management shall be done in such a manner that operations should continue without any restriction on access/usage of any kind of functionality. At the end of the Contract period, IP shall provide necessary handholding and transition support to the WBSEDCL or its agency for maintaining the system post the Contract with the IP. This includes (but not limited to):

- a) Conducting detailed walkthrough and demonstrations for the ERP Solution;
- b) Handing over of ERP Solution, WBSEDCL’s data and all other relevant

documentation including updated detailed bill of quantities for materials and services provided under the Contract;

- c) Addressing the queries/clarifications of the designated staff / new agency with respect to the working / performance levels of the infrastructure;
- d) Conducting training sessions;
- e) Knowledge Transfer;
- f) Any other activity, over and above these, as may be deemed necessary to meet the service levels and requirements specified in the RFP.

B. Transfer of Assets / ERP & Billing Solution

- a) WBSEDCL shall be entitled to serve notice in writing on the IP at any time during the Exit Management Period requiring the IP and/or its sub-contractor to provide the WBSEDCL with a complete and up to date list of the Assets and System configurations, License details, Customized Code within 30 (thirty) days of such notice. WBSEDCL shall also be entitled to serve notice in writing on the IP at any time prior to the end of the Exit Management Period requiring the IP to transfer the overall control to the WBSEDCL or its nominated agencies in accordance with GTC 8.4 to GTC 8.9.
- b) In case of contract being terminated by WBSEDCL, WBSEDCL reserves the right to ask IP to continue running the project operations for a period of 3 months after termination orders are issued. In case of contract being terminated by IP, WBSEDCL reserves the right to ask the IP to continue running the project operations for a period of 6 (six) months after termination notice is served by IP. In such case, payments during the Exit Management Period shall be made in accordance with the GTC 13 and GTC 8.6 (as the case may be).
- c) Upon service of a notice under this Plan, the following provisions shall apply:
 - i. All title to the assets as per the updated detailed bill of quantities for materials and services provided under the Contract shall be transferred to WBSEDCL, on or before the last day of the Exit Management Period.
 - ii. Payment to the outgoing IP shall be made to the tune of last set of completed Services / deliverables, subject to SLA requirements.

C. Cooperation and provision of information

During the Exit Management Period:

- a) IP shall facilitate / allow the WBSEDCL or its nominated agency access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable the WBSEDCL to assess the existing services being delivered;
- b) Promptly on reasonable request by the WBSEDCL, the IP shall provide access

to, and copies of all information held or controlled by them which they have prepared or maintained in accordance with this Contract relating to any material aspect of the services (whether provided by the IP or sub-contractors appointed by the IP) to the WBSEDCL or its nominated agency. Such information shall include details pertaining to the list of assets as per updated detailed bill of quantities for materials and services provided under the Contract, services rendered and other performance data. IP shall permit the WBSEDCL or its nominated agencies to have reasonable access to its employees and facilities to understand the methods of delivery of the services employed by the IP and to assist appropriate knowledge transfer; and

- c) In the event of Termination prior to Installation Milestone, IP and WBSEDCL shall jointly appoint an Independent Valuer to certify the value of assets, as per the updated detailed bill of quantities for materials and services provided under the Contract, proposed to be handed over to the WBSEDCL upon termination. The cost of Independent Valuer shall be paid by the IP.

D. Confidential information, security, and data

IP shall promptly on the commencement of the Exit Management Period supply to the WBSEDCL or its nominated agency the following:

- a) information relating to the list of assets as per the updated detailed bill of quantities for materials and services provided under the Contract, current Services rendered and consumer and performance data relating to the performance of sub-contractors in relation to the Services;
- b) documentation relating to the Project's Intellectual Property Rights;
- c) documentation relating to sub-contractors;
- d) all current and updated data as is reasonably required for purposes of WBSEDCL or its nominated agencies transitioning the services in a readily available format;
- e) all other information (including but not limited to documents, records, and agreements) relating to the services reasonably necessary to enable WBSEDCL or its nominated agencies, to carry out due diligence in order to transition the provision of the Services to WBSEDCL or its nominated agencies, (as the case may be).

E. Transfer of certain agreements

On request by WBSEDCL or its nominated agency, the IP shall affect such assignments, licenses and sub-licenses as WBSEDCL may require in favor of WBSEDCL or its nominated agency reasonably necessary for the carrying out of replacement services. These agreements may include equipment lease, maintenance, or service provision agreement between selected IP and third-party lessors, service

providers, and any other agreements related to the Services.

F. General obligations of the IP during exit management period

- a. The IP shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the circumstances to the WBSEDCL or its nominated agency and which the IP has in its possession or control at any time during the Exit Management Period.
- b. For the purposes of this Schedule, anything in the possession or control of the IP or associated entity, or sub-contractors is deemed to be in the possession or control of the IP.
- c. The IP shall commit adequate resources to comply with its obligations under this Exit Management Schedule.

G. Exit management process

The IP shall prepare an Exit Management Plan for transfer of operations to the WBSEDCL or its nominated agency, in the event of termination or expiry of the contract with the WBSEDCL, without affecting services to stakeholders adversely. IP shall get this process approved by WBSEDCL. The Plan shall include, but not be limited to, the following-

- a. A detailed program of the transfer process including details of the means to be used to ensure continuing provision of the Services throughout the transfer process or until the cessation of the Services and of the management structure to be used during the transfer;
- b. Plans for communication with such of the IP 's subcontractors, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on WBSEDCL's project operations and ERP Services to other stakeholders as a result of undertaking the transfer;
- c. Plans for provision of contingent support to WBSEDCL or its nominated Agency for a reasonable period after transfer.
- d. The Exit Management Plan including all updates shall be presented by the IP to and approved by WBSEDCL or its nominated agencies.
- e. During the Exit Management Period, the IP shall use its best efforts to deliver the services.
- f. Payments during the Exit Management Period shall be made in accordance with the GTC 13 and GTC 8.9 (as the case may be)

The Exit Management plan shall be furnished in writing to the WBSEDCL or its nominated agencies within 90(ninety) days from date of execution this IP contract

The IP shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date. The updated plan shall be furnished in writing to WBSEDCL or its nominated agencies within 15 days from the end of such period.

GTC.9. Performance Bank Guarantee:

GTC.9.1. As Contract Guarantee, successful bidder shall furnish a Performance Guarantee in the form of unconditioned & irrevocable Bank Guarantee amounting to 10% (ten) of the total awarded contract price excluding GST from any Scheduled Bank of RBI as per enclosed proforma (**ANNEXURE- VI**) to guarantee faithful execution of the order in accordance with the terms and conditions stipulated in the order.

GTC.9.2. BG shall be issued under SFMS Platform.

GTC.9.3. Performance Guarantee shall cover the contract period for satisfactory performance. For any failure towards satisfactory performance on the part of the vendor, Bank Guarantee shall be liable for encashment and forfeiture.

GTC.9.4. Performance Guarantee furnished in any other form shall not be accepted.

GTC.9.5. Performance Guarantee shall not carry any interest.

GTC.9.6. The above Performance Guarantee shall be submitted within forty-five (45) days from the date of issue of LOA and remain valid up to ninety (90) days beyond the contract period. Claim period of the bank guarantee shall be 180 days beyond validity date.

GTC.9.7. In case the contract is renewed/extended, the successful bidder shall extend the validity of the Performance Bank Guarantee for a further period of ninety (90) days beyond the renewed/extended contract Period. Accordingly, claim period shall be extended to 180 days from new validity date.

GTC.9.8. The PBG shall be submitted to:

**The Chief Engineer, IT Cell, 3rd Floor, 'D' Block, Bidyut Bhavan,
WBSEDCL.**

GTC.10.Additional Performance Bank Guarantees:

GTC.10.1. Additional Performance Security for Unbalanced / Front-Loaded Bids (Implementation-Migration Portion Exceeding 45%):

L1 bidder, selected after the Reverse Auction, shall be considered unbalanced or front-loaded if the quoted price for the Implementation/Migration portion in the BOQ (Sl. No. 1 of the BOQ as per **ANNEXURE- VIII**) exceeds 45% of the Contract Price, excluding GST.

In such cases:

- The bidder shall be required to furnish an Additional Performance Security as per the format specified in **ANNEXURE- VII**.
- This Additional Performance Security is separate from the Contract Performance Bank Guarantee (**ANNEXURE- VI**) and any Additional Performance Security for abnormal pricing specified in the NIT.
- The **amount of Additional Performance Security shall be 100% of the excess over 45%**, calculated as:

Additional Performance Security = (Quoted value of Implementation/Migration) – (45% of overall Contract Price excluding GST)

For example, if a bidder has quoted 60% of the Contract Price for the Implementation/Migration portion:

The level of unbalancing is calculated as:

$$60\% - 45\% = 15\% \text{ of the Contract Price}$$

The bidder shall be required to submit Additional Performance Security equal to 15% of the Contract Price, in addition to the already submitted Performance Security

GTC.10.2. Additional Performance Security for Bids with Price Variation of -20% to -50%: Additional Performance Security equal to 10% of the ordered value for bid of the items having variation of -20% to -50% of the estimated price of the RFP should be furnished in the prescribed format **ANNEXURE- VII.**

GTC.10.3. Additional Performance Security for Bids with Price Variation Beyond -50% to -80%: Additional Performance Security equal to 20% of the ordered value for bid of the items having variation over -50% to -80% of the estimated price of the RFP should be furnished in the prescribed format **ANNEXURE- VII.**

GTC.10.4. Bank Details for preparation of Performance and Additional Performance BG has been given below:

Beneficiary Name: West Bengal State Electricity Distribution Company Limited

Bank: Punjab National Bank

Branch: Mayukh Bhawan

A/C No: 1096202100000241

IFSC code: PUNB0109620

GTC.10.5. The additional performance guarantee(s) mentioned above shall cover the contract period for satisfactory performance. For any failure towards satisfactory performance on the part of the vendor, Bank Guarantee shall be liable for encashment and forfeiture.

GTC.10.6. Additional performance guarantee(s) submitted in any other form shall not be acceptable.

GTC.10.7. Additional performance guarantee(s) shall not carry any interest.

GTC.10.8. Additional performance guarantee shall be submitted within forty-five (45) days from date of issue of LOA. It shall remain valid up to ninety (90) days beyond the contract period. Claim period of the bank guarantee shall be 180 days beyond validity date.

GTC.10.9. In case the contract is renewed, the successful bidder shall extend the validity of the additional performance guarantee for a further period of ninety (90) days beyond the renewed/extended contract Period.

Accordingly, claim period shall be extended to 180 days from new validity date.

GTC.10.10. WBSEDCL shall intimate successful bidder(s) regarding submission of additional performance guarantee(s) after completion of financial evaluation process of the tender.

GTC.10.11. The Additional PBG shall be submitted to:

The Chief Engineer, IT Cell, 3rd Floor, 'D' Block, Bidyut Bhavan, WBSEDCL.

GTC.11. Force Majeure:

The successful bidder shall be under no liability if he is prevented from carrying out any of his obligations by reason of war, invasion, act of foreign country, hostilities (whether war declared or not), riots, civil commotion, mutiny, insurrection, rebellion, revolution, accident, earthquake, fires, floods, Govt. order and/or restrictions (except power supply restriction) delay or inability to obtain materials due to import or other statutory restriction and other cause beyond the reasonable control of the supplier. However, such force majeure circumstances are to be intimated immediately and to be established subsequently with proper documents/proofs to the entire satisfaction of the purchaser.

GTC.12. NDA & Third-party access security policy:

The bidder shall submit a duly filled-in and signed Third Party Access Security Policy Agreement as per **ANNEXURE- XIV** and a signed Non-Disclosure Agreement (NDA) as per **ANNEXURE- XV**.

GTC.13. Terms of payment:

GTC.13.1. No advance payment shall be made.

GTC.13.2. Payment shall be made in Indian Rupee (INR) only.

GTC.13.3. The payments shall be made after deduction, if any, based on the SLA/LD.

GTC.13.4. GSTIN of the bidder must be valid. If required, WBSEDCL authority may seek Proof of up-to-date FORM GSTR-1 and FORM GSTR-3B as on invoice submission date.

GTC.13.5. Payment milestones for the implementation and stabilization period
shall be as follows:

Phase	Completion Criteria	Payment Milestones
Phase I: Project Preparation	<ul style="list-style-type: none"> Completion of all activities and approval of all deliverables listed under the Phase in Section 4, Clause 3.7.14 Compliance to the Valid ISO 9000, ISO 27000, ISO 20000 and CMMI Level 5 Certifications 	10% of S/4HANA migration & implementation cost (including stabilization period)
PhaseII: Business Blueprint	<ul style="list-style-type: none"> Completion of all activities and approval of all deliverables listed under the Phase in Section 4, Clause 3.7.14 Compliance to the Valid ISO 9000, ISO 27000, ISO 20000 and CMMI Level 5 Certifications 	10% of S/4HANA migration & implementation cost (including stabilization period)
PhaseIII: Realization	<ul style="list-style-type: none"> Completion of all activities and approval of all deliverables listed under the Phase in Section 4, Clause 3.7.14 Compliance to the Valid ISO 9000, ISO 27000, ISO 20000 and CMMI Level 5 Certifications 	10% of S/4HANA migration & implementation cost (including stabilization period)
Phase IV: Transition	<ul style="list-style-type: none"> Completion of all activities and approval of all deliverables listed under the Phase in Section 4, Clause 3.7.14 Compliance to the Valid ISO 9000, ISO 27000, ISO 20000 and CMMI Level 5 Certifications 	20% of S/4HANA migration & implementation cost (including stabilization period)
PhaseV: Go- Live	<ul style="list-style-type: none"> Completion of all activities and approval of all deliverables listed under the Phase in Section 4, Clause 3.7.14 Compliance to the Valid ISO 9000, ISO 27000, ISO 20000 and CMMI Level 5 Certifications 	25% of S/4HANA migration & implementation cost (including stabilization period)
Phase VI: Post Go-Live Stabilization Period	<ul style="list-style-type: none"> Completion of all activities and approval of all deliverables listed under the Phase in Section 4, Clause 3.7.14 Compliance to the Valid ISO 9000, ISO 27000, ISO 20000 and CMMI Level 5 Certifications 	25% of S/4HANA migration & implementation cost (including stabilization period)

GTC.13.6. FMS charges shall be paid by WBSEDCL on submission of quarterly (three-monthly) invoice. Start of FMS period shall be considered after successful completion of stabilization period.

GTC.13.7. Payment for training shall be made on milestone for training program shall be as follows:

Training Milestone	Completion Criteria	Payment Milestones
Part I	SAP S/4HANA overview, Utilities Industry Solution, key modules, reporting, analytics, digital capabilities, transformation roadmap, ERP and Billing Solution Product overview training to WBSEDCL key stakeholders such as Sr. Management and functional nodal officers to familiarize them on product modules, functionalities	10% of Training cost mentioned in BoQ
Part II	Configured SAP S/4HANA ERP and Billing Solution (including configuration aspects), HANA ABAP and Fiori, Technical Training and SAP S/4HANA ERP and Billing Solution Administration, Training on SAP Analytics Cloud, Training on SAP BTP, Training on SAP BDC (functional), Training on SAP BDC (technical)	60% of Training cost mentioned in BoQ
Part III	End user	30% of Training cost mentioned in BoQ

GTC.13.8. Payment for Change Request(s): Payment for CR shall be made in line with Clause “Change Requests and Control Procedure” mentioned in NiT.

GTC.13.9. Invoices should be submitted to the office of Chief Engineer, IT Cell, 3rd Floor, Block-D, Bidyut Bhavan, Salt Lake City, Kolkata – 700091 in triplicate.

GTC.13.10. The bills must accompany certificates from the Supervising, Nodal & Controlling Officer mentioned in **NiT**.

GTC.14. Service Level Agreement (SLA) and Liquidated Damage (LD):

GTC.14.1. Purpose of this SLA is to clearly define levels of service to be provided by bidder to WBSEDCL for the entire service period of this contract until this SLA has been amended. Detailed SLA parameters have been described in **ANNEXURE- XII (SLA)**. SLA may be reviewed and revised according to the

need of WBSEDCL. Bidder shall strictly provide service as defined in Scope of Work, in accordance with other clauses of the tender document. **Bidder shall be fully responsible to maintain SLA strictly. To maintain service as per the SoW, bidder may require to engage additional resources apart from the minimum requirement without any extra/ additional cost to WBSEDCL.**

GTC.14.2. Service related calls shall be logged by WBSEDCL officials and selected bidder in WBSEDCL's Incident Management System. Details of the calls shall also be registered in the Incident Management System. Selected bidder must resolve incidents in accordance to SLA by managing and responding to the incidents in WBSEDCL's Incident Management system.

GTC.14.3. In case bidder does not meet service levels as mentioned in SLA, WBSEDCL may treat it as a case of breach of SLA. Upon unsatisfactory service, the following steps shall be taken: -

- WBSEDCL may issue a show cause notice to the Bidder. Bidder should reply to the notice within three working days.
- If WBSEDCL authorities are not satisfied with the reply, WBSEDCL may initiate termination process as mentioned in the "Cancellation/Termination of Contract" Clause.

Recording of downtime shall commence at the time of registering the call/incident in Incident Management System. Downtime shall end when the problem is rectified/ incident is resolved. Down time shall be calculated as per the resolution time and priority mentioned in the SLA. Report from Incident management tool deployed in WBSEDCL shall be considered for SLA calculation.

In case of SLA/Penalty/LD imposed if any, the amount calculated shall be deducted/adjusted from any pending bill(s) or from Performance Bank Guarantee of the bidder.

GTC.14.4. Except in case of Force Majeure or where the delay in delivery of the Solution is caused due to any delay or default of WBSEDCL if the delivery, site installation, integration, and operationalization of ERP & Billing System is delayed by more than 1 (ONE) month from the date as mentioned in the

Contract the IP shall be liable to pay liquidated damages as per the rates specified under Section 4, Clause 3.7.15.

GTC.15.Change Requests and Control Procedure:

- Any work item / deliverables which are beyond the defined scope of work shall be treated as Change Request (CR).
- For any change request beyond signed off Scope of Work, additional effort and cost, if any, may be considered by WBSEDCL on case-to-case basis.
- For any new requirement beyond the scope of work and involving effort greater than 22 (Twenty-Two) Person-Days shall be considered as benchmark for considering a CR with commercial.
- **Effort beyond the benchmark PD i.e., 22 (twenty-two) shall only be billable after final negotiation.**
- Any requirement or new change proposed by WBSEDCL due to introduction of statutory requirements introduced by law statutes in India or through Gazette Notification shall not bear any additional commercial on WBSEDCL irrespective of effort involved in its implementation and shall be completed as per prescribed timeline.

GTC.15.1. Modality and Approval Process for Change Request with Commercial Involvement: -

- Concerned module owner or personnel from successful vendor shall take up any new requirement given from different stakeholders of WBSEDCL in co-ordination with In-house IT team through joint meeting(s) and freeze the requirement.
- Accordingly, Business Requirement Document (BRD) shall be submitted for approval within 15 working days or mutually agreed timeline whichever is earlier. Estimated effort in Person-Days (PD) shall be notified along with BRD.

- Subsequently, BRD shall be vetted by concerned stakeholder of WBSEDCL and effort negotiation shall be executed to get estimated PD involved for the development.
- In-Principal approval from competent authority shall be arranged on the basis of estimated price based upon BRD.
- Thereafter, scheduled date for UAT shall be finalized which shall be treated as base timeline for delivery of the development and subsequently one CR shall be raised by In-house IT team based on approved BRD.
- Subsequently, concerned module owner or personnel from successful vendor shall demonstrate UAT as per scheduled date where Change Request Form (**ANNEXURE- XIX**), Test Script, Functional Specification and Technical Specification documents for the development in proper format shall be submitted.
- On successful completion of UAT, necessary approval for deployment of the development in Production shall be accorded by WBSEDCL.
- Final negotiation for actual effort involved in the development shall be done jointly by successful bidder, in-house IT team and concerned stakeholder of WBSEDCL.
- Penalty as per **ANNEXURE- XII** shall be deducted for cases where delay in deployment of Change Request in Production System is beyond 15 (fifteen) Calendar Days. However, penalty shall not be imposed on parts where delay is not attributable to IP like pending with SAP/WBSEDCL.

GTC.15.2. Commercial Basis for any Change Request:

- Depending upon the requirement, different level of expertise and skill sets shall be required to implement the CR.
- One blended Person-day cost as discovered through this bidding process shall be considered for commercial effort estimation in respect of CR.

GTC.15.3. CR Rate Validity:

- The blended person-day rate discovered after completion of the tendering process shall remain valid and applicable for all Change Requests during the entire tenure of the contract.

- Upon exhaustion of the person-day (PD) quantity specified in the BoQ for Change Requests, WBSEDCL shall place a separate LoA after negotiations for the required effort.

GTC.15.4. Post-Implementation Support for Change Request:

Post implementation support shall be covered under FMS without any additional financial involvement.

GTC.15.5. Modality and Approval Process for Change Request without any Commercial Involvement:

The modality and approval process for Change Request without any Additional Commercial shall be guided by Clause No. GTC.15.1. excluding commercial involvement. Penalty clause shall also be imposed based upon respective clause in GTC 15.1 and **Annexure XVIII**.

GTC.16. Detail Address of Service Locations:

- Central Data Center, WBSEDCL, Behind DLF-1 Building, Beside 33/11 KV Sub Station, Street No:41, Action Area-1, Newtown, Rajarhat.
- Disaster Recovery Data Centre, Kalikapur Road, Opposite North Bengal State Transport Corporation Bus Stand, Gar Berhampore, Murshidabad-742101.
- IT Cell, Vidyut Bhavan, 3rd Floor, Block-D, Salt Lake City, Kolkata – 700091.
- All Site offices (distribution, hydel, corporate) of WBSEDCL across the state of West Bengal. (List of site offices shall be provided to successful bidder)
- Successful bidder should establish a project management office at Kolkata for continuing the service from Kolkata for different application management within 3 months from the placement of LOA.

GTC.17. WBSEDCL Personnel for Liaison:

GTC.17.1. Controlling Officer: Chief Engineer, IT Cell, WBSEDCL

GTC.17.2. Nodal Officer: Addl. CE, IT Cell, WBSEDCL

GTC.17.3. Supervising Officer: SE/DE of IT Cell as assigned by CE, IT Cell.

GTC.17.4. Paying Authority: DDO, IT Cell

GTC.18.Sub-Contracting

Sub-contracting or outsourcing of activities under the scope of this contract is strictly not allowed.

GTC.19.Product Upgrades

- During performance of the Contract including FMS, Bidder shall offer to WBSEDCL any technical and/or functional enhancements through patches, updates and/or bug-fixes, as well as related documentation and technical support services, without any additional cost to WBSEDCL.
- WBSEDCL shall be free to decide and introduce all new versions, releases, or updates of the Software. In no case shall the Bidder stop supporting or maintaining a version or release of the Software implemented during the tenure of the contract.

GTC.20.Confidential Information

- Both IP and WBSEDCL undertake to each other to keep confidential all information (written as well as oral) concerning the business and affairs of the other, which has been obtained or received as a result of the discussions leading up to or the entering of the Contract.
- After the entering of the Contract, WBSEDCL and the IP shall keep confidential and shall not, without the written consent of the other Party hereto, divulge to any third party any documents, data, or other information furnished directly or indirectly by the other Party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract. Notwithstanding the above, the IP may furnish to its subcontractors such documents, data, and other information it receives from WBSEDCL to the extent required for the subcontractors to perform its work under the Contract, in which event the IP shall obtain from such subcontractors an undertaking of confidentiality similar to that imposed on the IP under this GTC 18.
- WBSEDCL shall not use such documents, data, and other information received from the IP for any purposes unrelated to the Contract. Similarly, the IP shall not use such documents, data, and other information received from WBSEDCL for any purpose other than the design, procurement, or other work and services required for the performance of the Contract.
 - The obligation of a Party under GTC 20 above, however, shall not apply to information that:
 - a) WBSEDCL or IP need to share with the institutions participating in the

financing of the Contract;

- b) now or hereafter enters the public domain through no fault of that Party;
- c) can be proven to have been possessed by that Party at the time of disclosure and which was not previously obtained, directly or indirectly, from the other Party; or
- d) Otherwise lawfully becomes available to that Party from a third Party that has no obligation of confidentiality.
- o The above provisions of this GTC 20 shall not in any way modify any undertaking of confidentiality given by either of the Parties hereto prior to the date of execution of the Contract in respect of the Supply or any part thereof.
- o Each of the Parties to this Contract, undertakes to the other to take all such steps as shall from time to time be necessary to ensure compliance with the provisions of the above Articles by its employees, agents and sub-contractors.
- o The provisions of this GTC 20 survive completion or termination, for whatever reason, of the Contract.

GTC.21. Intellectual Property Rights Warranty

The Bidder hereby represents and warrants that:

- a) the Products and services as supplied, installed, tested, and accepted.
- b) use of the Products and services in accordance with the Contract; and
- c) copying of the Products and services provided to the Purchaser in accordance with the Contract.

do not and shall not infringe any Intellectual Property Rights held by any third party and that it has all necessary rights or at its sole expense shall have secured in writing all transfers of rights and other consents necessary to make the assignments, licenses, and other transfers of Intellectual Property Rights and the warranties set forth in the Contract, and for the Purchaser to own or exercise all Intellectual Property Rights as provided in the Contract. Without limitation, the Bidder shall secure all necessary written agreements, consents, and transfers of rights from its employees and other persons or entities whose services are used for development of the System.

GTC.22. Intellectual Property Rights

1. All Intellectual Property Rights in all material (including but not limited to all Source code, Object code, records, reports, designs, application configurations, data and written material, products, specifications, reports, drawings and other documents), which have been newly created and developed by the IP solely during the performance of Related

Services and for the purposes of inter-alia use or sub-license of such services under this Contract, shall be the property of the IP. The IP undertakes to disclose all such material, which have been newly created and developed by the IP solely during the performance of Related Services and for the purposes of inter-alia use or sub-license of such services under this Contract, to WBSEDCL. The SI hereby grants to WBSEDCL a perpetual, non-exclusive, non-transferable, irrevocable, royalty-free license to use all material disclosed to WBSEDCL under the Contract. Nothing contained herein shall be construed as transferring ownership of any Intellectual Property Right from the IP to WBSEDCL.

2. The IP shall ensure that while it uses any software, hardware, processes, document or material in the course of performing the Services, it does not infringe the Intellectual Property Rights of any person and the IP shall keep WBSEDCL indemnified against all costs, expenses and liabilities howsoever, arising out any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any permission/license terms or infringement of any Intellectual Property Rights by the IP or its personnel during the course of performance of the Related Services. In case of any infringement by the IP , the IP shall have sole control of the defence and all related settlement negotiations
3. Subject to GTC 22, the IP shall retain exclusive ownership of all methods, concepts, algorithms, trade secrets, software documentation, other intellectual property or other information belonging to the IP that existed before the date of execution of the Contract.

GTC.23. Intellectual Property Rights Indemnity

1. The Bidder shall indemnify and hold harmless the Purchaser and its employees and officers from and against any and all losses, liabilities, and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability), that the Purchaser or its employees or officers may suffer as a result of any infringement or alleged infringement of any Intellectual Property Rights by reason of:
 - a) Installation of the System by the Bidder or the use of the System, including the Materials, in the country where the site is located;
 - b) Copying of the Software and Materials provided the Bidder in accordance with the Agreement; and
 - c) sale of the products produced by the System in any country, except to the extent that such losses, liabilities, and costs arise as a result of the Purchaser's breach of GCC Clause GTC 23 (2)
2. Such indemnity shall not cover any use of the System, including the Materials, other than for the purpose indicated by or to be reasonably inferred from the Contract, any infringement resulting from the use of the System, or any products of the System

produced thereby in association or combination with any other Products or services not supplied by the Bidder, where the infringement arises because of such association or combination and not because of use of the System in its own right.

3. Such indemnities shall also not apply if any claim of infringement:
 - a) Is asserted by a parent, subsidiary, or affiliate of the Purchaser's organization;
 - b) is a direct result of a design mandated by the Purchaser's Technical Requirements and the possibility of such infringement was duly noted in the Bidder's Proposal; or
 - c) results from the alteration of the System, including the Materials, by the Purchaser or any persons other than the Bidder or a person authorized by the Bidder.
4. If any proceedings are brought or any claim is made against the Purchaser arising out of the matters referred to in GTC 23 (1), the Purchaser shall promptly give the Bidder notice of such proceedings or claims, and the Bidder may at its own expense and in the Purchaser's, name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.
If the Bidder fails to notify the Purchaser within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Purchaser shall be free to conduct the same on its own behalf. Unless the Bidder has so failed to notify the Purchaser within the twenty-eight (28) days, the Purchaser shall make no admission that may be prejudicial to the defense of any such proceedings or claim.
The Purchaser shall, at the Bidder's request, afford all available assistance to the Bidder in conducting such proceedings or claim and shall be reimbursed by the Bidder for all reasonable expenses incurred in so doing.
5. The Purchaser shall indemnify and hold harmless the Bidder and its employees, officers, and Subcontractors from and against any and all losses, liabilities, and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability) that the Bidder or its employees, officers, or Subcontractors may suffer as a result of any infringement or alleged infringement of any Intellectual Property Rights arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided to the Bidder in connection with this Contract by the Purchaser or any persons (other than the Bidder) contracted by the Purchaser, except to the extent that such losses, liabilities, and costs arise as a result of the Bidder's breach of GCC Clause GTC 23 (8).
6. Such indemnity shall not cover
 - a) any use of the design, data, drawing, specification, or other documents or materials, other than for the purpose indicated by or to be reasonably inferred from the Contract;
 - b) any infringement resulting from the use of the design, data, drawing, specification, or other documents or materials, or any products produced thereby, in association or combination with any other Products or Services not provided by the Purchaser or any

other person contracted by the Purchaser, where the infringement arises because of such association or combination and not because of the use of the design, data, drawing, specification, or other documents or materials in its own right.

7. Such indemnities shall also not apply:

- a) if any claim of infringement is asserted by a parent, subsidiary, or affiliate of the Bidder's organization;
- b) to the extent that any claim of infringement is caused by the alteration, by the Bidder, or any persons contracted by the Bidder, of the design, data, drawing, specification, or other documents or materials provided to the Bidder by the Purchaser, or any persons contracted by the Purchaser.

8. If any proceedings are brought or any claim is made against the Bidder arising out of the matters referred to in GTC 23 (5), the Bidder shall promptly give the Purchaser notice of such proceedings or claims, and the Purchaser may at its own expense and in the Bidder's, name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim. If the Purchaser fails to notify the Bidder within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Bidder shall be free to conduct the same on its own behalf. Unless the Purchaser has so failed to notify the Bidder within the twenty-eight (28) days, the Bidder shall make no admission that may be prejudicial to the defense of any such proceedings or claim. The Bidder shall, at the Purchaser's request, afford all available assistance to the Purchaser in conducting such proceedings or claim and shall be reimbursed by the Purchaser for all reasonable expenses incurred in so doing.

GTC.23.1. Pre-existing Work

All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a Party under this Contract ("pre-existing work") including any enhancement or modification thereto shall remain the sole property of that Party.

During the performance of the services for this contract, each party grants to the other party (and their sub-contractors as necessary) non-exclusive license to use, reproduce and modify any of its pre-existing work provided to the other party solely for the performance of such services for duration of the Term of this contract. Except as may be otherwise explicitly agreed, the Implementation Partner should grant the Purchaser a non-exclusive, perpetual, fully paid-up license to use the pre-existing work in the form delivered to the Purchaser as part of the service or deliverables only for its internal business operations.

GTC.23.2. Residuals

In no event shall Implementation Partner be precluded from independently developing for itself, or for others, anything, whether in tangible or non-tangible form, which is competitive with, or similar to, the deliverables, set out in the RFP. In addition, subject to the confidentiality obligations, Implementation Partner shall be free to use its general knowledge, skills and experience, and any ideas, concepts, know- how, and techniques that are acquired or used in the course of providing the Services.

GTC.23.3. Bespoke development

Subject to the provisions of GTC 23 (1) and GTC 23 (2) above, the IPR rights for any bespoke development done during the implementation of the project shall lie exclusively with the Purchaser.

GTC.24. List of Annexures:

- 1. ANNEXURE- I: BID PROPOSAL**
- 2. ANNEXURE- II: Mandatory Condition**
- 3. ANNEXURE- III: Power of Attorney**
- 4. ANNEXURE- IV: Reverse Auction Form**
- 5. ANNEXURE- V: Bid Guarantee**
- 6. ANNEXURE- VI: PBG for Contract Performance**
- 7. ANNEXURE- VII: PBG for Additional Performance Security Deposit**
- 8. ANNEXURE- VIII: BOQ Format**
- 9. ANNEXURE- IX: SAP Authorization Form**
- 10. ANNEXURE- X: Declaration**
- 11. ANNEXURE- XI: Escalation Matrix**
- 12. ANNEXURE- XII: Service Level Agreement (SLA)**
- 13. ANNEXURE- XIII: Geographical Scope**
- 14. ANNEXURE- XIV: Agreement for Third Party Access Security Policy**
- 15. ANNEXURE- XV: NON-DISCLOSURE AGREEMENT**
- 16. ANNEXURE- XVI: Data Protection Agreement**
- 17. ANNEXURE- XVII: Format of CURRICULUM VITAE (CV)**
- 18. ANNEXURE- XVIII: Contract Agreement**
- 19. ANNEXURE- XIX: Change Request Form**
- 20. ANNEXURE- XX: Format for Completion /Go-Live/Operational Status Certificate – ERP Projects**
- 21. ANNEXURE- XXI: Format for Completion /Go-Live/Operational Status Certificate- Payroll Projects**
- 22. ANNEXURE- XXII: Format for Completion /Go-Live/Operational Status**

23. ANNEXURE- XXIII: List of Interfaces

24. ANNEXURE- XXIV: List of SAP Documents

- a. RISE with SAP S/4HANA Private Cloud Bill of Materials
- b. RISE with SAP S/4HANA Public Cloud Bill of Materials
- c. SAP Cloud Architecture for WBSEDCL
- d. Readiness Check reports for ERP
 - i. Process Discovery Summary for SAP S/4HANA ERP Transformation
 - ii. Readiness Check Report for ERP
 - iii. Custom Code Analyzer Report for ERP
 - iv. SAP Early Watch Alert Report for ERP
- e. Readiness Check reports for IS-U
 - i. Readiness Check Report for IS-U
 - ii. Custom Code Analyzer Report for IS-U
 - iii. SAP Early Watch Alert Report for IS-U

25. ANNEXURE- XXV: Functional Requirements Specifications (FRS)

GTC.25. Merger, Acquisition or Divestiture of the IP:

In the event of a merger, acquisition, or divestiture of the Implementation Partner (IP), the acquiring or transferee company shall be bound by all terms and conditions of this Contract for the entire Contract Period at no additional cost to WBSEDCL

GTC.26. Severability:

If any provision of this Contract is held to be illegal, invalid, or unenforceable under present or future laws, such provision shall be fully severable; the remaining portions shall remain in full force and effect as if the invalid portion had never been a part of the agreement.

- Binding Effect: This Contract shall be binding upon and inure to the benefit of WBSEDCL and the Selected Bidder, as well as their respective successors and permitted assigns.
- Survival: Notwithstanding the completion or termination of the Contract, all rights, liabilities, and obligations which by their nature survive (including but not limited to Confidentiality, Indemnification, and Liability) shall remain in effect

GTC.27. Final Resolution of Discrepancies:

The documents forming this Contract are mutually explanatory; however, in the event of any conflict or ambiguity between different documents, the decision and clarification of the WBSEDCL Authority, shall be final and binding

GTC.28. Amendments in Writing:

No variation, modification, or amendment of the terms of this Contract shall be valid or effective unless it is made in writing, dated, explicitly refers to the Contract, and is signed by the authorised representatives of both WBSEDCL and the IP

Section: 4

Scope of Work for Migration/Conversion/Implementation of RISE with SAP S/4 HANA Cloud platform and services for IS Utility Billing and ERP under SaaS model and its integration with Allied SAP Systems

3.1 Objective

WBSEDCLs objective is to successfully implement the SAP S/4HANA ERP and Billing Solution where the Bidder/ Implementation Partner shall be responsible for configuration, Migration, Conversion, Implementation, integration and deployment of SAP S/4HANA ERP and Billing Solution along with facility management services.

WBSEDCL is currently using SAP ERP ECC 6.0 System and SAP IS-U ECC 6.0 system to carry out its day-to-day business processes. WBSEDCL plans to migrate its existing SAP ERP as well as its Billing system to SAP's latest generation SAP S/4HANA ERP and Billing Solution platform. This Migration/Conversion/Implementation aims to bring benefits such as improved speed, enhanced quality of operations, better UI and leveraging intelligent automation capabilities offered by S/4HANA. WBSEDCL also intends to implement additional business processes and solutions like Business Technology Platform (BTP), Business Data Cloud (BDC) etc. for consolidated reporting and analytics.

The scope shall be covering WBSEDCL's business functions which are indicated in subsequent paragraphs for process efficiency and better management. Bidders are required to critically review the purpose and requirements of implementation and shall ensure inclusion of all essential Products & services (even if not mentioned specifically) for achieving the objective within the time frame for successful implementation.

Bidders should note that the specifications and functional requirements mentioned in the RFP are only minimum and indicative requirements within the broader functional areas. Bidder should supply, design, and implement the solution appropriately keeping the business and statutory requirements of the Purchaser and functionalities available in the product.

Bidders should ensure that while designing and providing the complete solution to the Purchaser, instructions of any statutory authority applicable to Distribution and Hydro Power Sector with respect to business processes, regulatory compliances, cyber security guidelines, which are given time to time, are complied with.

3.2 Limit of Contract

Bidder should ensure that the solution offered is complete in every respect and adhere to approved project plan which shall be prepared during project preparation phase.

It shall be responsibility of the bidder to include all hardware, software components, modules, tools and services, whether specified or otherwise, that would be needed to meet the intent and requirements of providing a total solution to WBSEDCL within the quoted price.

3.3 Organizational Scope

This scope of work covers migration/Conversion/Implementation and Support of WBSEDCL's existing SAP ECC implementation to RISE with SAP S/4 HANA Cloud platform and services for IS-Utility Billing and ERP under SaaS model for legal entities as mentioned below:

- West Bengal State Electricity Distribution Company Limited (WBSEDCL)
- Four (4) Trusts of WBSEDCL namely, CPF, GPF, Gratuity and Pension.

3.4 Project Location

- The Project shall be implemented and supported from WBSEDCL's Corporate office at IT Cell, 3rd Floor, Vidyut Bhaban, Bidhannagar, Block-DJ, Sector-II, Kolkata, West Bengal 700091
- IP's Project Manager and consultants must be available at the project site for the entire project implementation and its post Go-Live stabilization period. The resource deployment plan meeting the minimum resource deployment criteria must be submitted by bidder during the project preparation phase.

3.5 Language

- The SAP solution shall display all business data in English.
- Project communication and documentation shall be in English.
- All business data in the system shall be in English language only.

3.6 Currency

- The SAP solution currency shall be Indian Rupees (INR).
- However, WBSEDCL is implementing several externally funded projects where contracts are denominated in foreign currencies like EUR. Accordingly, the

Implementation Partner (IP) shall provide appropriate solutioning for mitigating business scenarios specific to such throughout the contract tenure.

3.7 Implementation Scope

Detailed scope of work during the Migration/Conversion/Implementation has explained below:

3.7.1 Functional Scope

The objective of SAP S/4HANA ERP and Billing Solutions implementation in WBSEDCL is to have best of the industry and business practices offered by SAP. WBSEDCL has provided business functions and areas of work to be covered under the project.

Further, minimum requirements have been provided in Functional Requirement Specifications (FRS) – **ANNEXURE- XXV**. As S/4HANA ERP and Billing solutions offer a wide range of standard and evolving functionalities, the FRS has been prepared based on the currently identified business requirements of WBSEDCL and may not encompass all such functionalities. Bidder needs to provide solutions through the functional modules to address them. Bidder is requested to respond to each of the requirements specified in the FRS in the vendor response column(s) in Annexure- XXV (Column 'F' to Column 'K' in the excel sheets). Bidder's solution approach to meet the business requirements should also align to the compliance provided by the bidder in the FRS.

The successful bidder / Implementation Partner (IP) shall demonstrate standard functionalities of all offered SAP S/4HANA ERP and Billing modules during the business study (As-Is and To-Be stages). WBSEDCL may opt to implement any available standard SAP functionalities beyond those covered in the FRS, which shall be treated as within scope and at no additional cost. WBSEDCL shall decide on these additional functionalities before finalization of Solution design document/Business Blueprint (BBP).

If bidder fails to demonstrate any features of procured module (suited for WBSEDCL) which are discovered at any stage of project during contract period including FMS period, then, same shall be implemented and migrated by the bidder at no extra cost as it shall be considered as part of scope.

This shall be treated as breach of contract by bidder and delay in completion of such activities shall attract penal clause as per relevant section. Bidders are advised to consider effort estimates for such scenarios while bidding as it shall not fall under change request.

3.7.1.1 Functional areas

WBSEDCL intends to cover below-mentioned functional areas under the proposed SAP S/4HANA ERP and Billing Solution project.

Functional Coverage of ERP Solution

- Finance & Accounts
- Human Resource
- Payroll
- Material, Quality & Inventory Management
- Procurement & Contract Management
- Project Management (PS)
- Asset Maintenance Management, Renovation and Modernization (PM)
- Sales & Distribution
- Treasury management
- Fund Management
- Generation planning for Hydro Power plants
- Power Procurement

Functional Coverage of Billing Solution

- Metering, Billing & Collection
- Prepaid Engine
- New Connection
- Disconnection & Dismantling
- Energy Audit
- Consumer Portal

Common functionalities

- FIORI applications compatible with Android, iOS, and Desktop (Standard OS – Windows, Linux, Chrome, etc.)
- Monitoring of SAP Cloud Infrastructure, and other managed services
- Implementation for Integration interfaces for SAP and non-SAP to SAP applications
- Document Management System
- Migration of WBSEDCL Website (currently on Enterprise Portal) to applicable To-Be environment
- Implementation of Reporting & Analytics as per WBSEDCL requirements
- Migration of custom-developed WBSEDCL Portals –
 - Vendor Registration Portal
 - Pensioner Portal
 - Audit Portal
 - e-Recruitment
 - Other portals if implemented by WBSEDCL
- Migration and Data Integration (depending upon business process requirement) of legacy ECC environment data
- Migration of Legacy applications/portals as implemented by WBSEDCL over SAP environments
- Integration with Third-party applications like – MDMS, Spot Billing solution, Oracle CRM, MDAS application, Vehicle Tracking System (VTS), Outage Management System (OMS), etc. as detailed by WBSEDCL during the As-Is analysis and as indicated in the list of interfaces provided alongside this RFP
- Integration with e-Office/e-Procurement applications from NIC
- Integration with Technical core applications (SCADA, Control Center etc.) as implemented at WBSEDCL
- Integration with WBSEDCL legacy LDAP solution for roles and user authentication and authorization

3.7.1.2 Existing Application Landscape

The existing SAP solution landscape for IS-U and ERP solutions as implemented in WBSEDCL are as follows.

Serial	Description of items	UoM	Total No. of License
IS-U Application Licenses			
1	SAP Application Professional user	No. of users	2053
2	SAP Application Developer user	No. of users	47
3	SAP Application Ltd. Professional user	No. of users	3686
4	ERP Component for ERP Package		1
5	SAP Solution Manager Enterprise Edition		1
6	SAP NetWeaver Developer User	No. of users	15
7	SAP NetWeaver Administrator User	No. of users	15
8	SAP Cust. Relationship Mgmt.+ Billing for Utilities	No. of contracts	18975000
9	SAP Customer financial mgmt. for utilities	No. of contracts	18975000
10	SAP Collaborative Services mgmt. for Utilities	No. of points of delivery	17349000
11	SAP Energy Data Management for Wholesale Utilities	No. of points of delivery	22349000
12	SAP Meter Administration and Operations for Energy Utilities	No. of points of delivery	5000000
13	SAP Bill-To-Cash Management for Energy Utilities	No. of contracts	5000000
14	SAP Sales Management and Customer Service for Energy utilities	No. of contracts	5000000
15	SAP NetWeaver Process Integration	No. of CPUs	14
16	SAP Records Management	No. of records	200000
17	SAP NetWeaver Found. 3rd Party Appl (CPU)	No. of CPUs	14
18	SAP Business Comm. Mgmt., Multi-Channel	No. of BMC multichannel users	17349672
19	SAP ERP Foundation Starter	SAP ERP Foundation Starter	1
20	Runtime Database (DB2 Enterprise Server Edition for Linux, Unix, and Windows)	SAV (SAP Application Value)	1
21	DB2 Advanced Enterprise Server Edition for Linux, Unix and Windows	SAV (SAP Application Value)	1
22	SAP Advanced Metering Infrastructure for Energy Utilities	No. of points of delivery	250000
23	Prepayment for utilities	No. of contracts	250000
ERP Application Licenses			
1	SAP Application Professional user	No. of users	3241
2	SAP Application Developer user	No. of users	7

3	Payroll license	No. of employees	45000
4	ESS users	No. of users	22000
5	DB2 (database)	Nos	1

The IP is requested to review the SAP ERP and IS-U readiness check reports, Bill of Materials, Architecture documents attached in Annexure XXIV for detailed understanding of WBSEDCL's existing system landscape.

3.7.2 Statutory Compliance Scope

Any change or new requirement introduced in statutory compliance applicable to WBSEDCL due to State or Central Government order during the tenure of the contract shall be considered as part of scope of work.

Implementation of new tariff orders and regulations shall be under scope of the project. Additional CR shall not be applicable for such modification.

IP shall provide software update, Migration/Conversion/Implementation, support, and related services without any additional cost to WBSEDCL within the time period acceptable to WBSEDCL.

Any delay by IP in providing such update and related services shall be considered as default of contractual obligations of IP and appropriate terms & conditions of the contract shall be applied.

3.7.3 Geographical Scope

The project is intended to cover all offices of WBSEDCL including distribution and hydel wings. Supporting offices like Training Centers, Administrative Offices, Stores, Division and Customer Care Centers are also covered. Following are list of geographical locations under the project scope. **List of Zonal Offices, Regional Offices, Divisions and Customer Care Centers are as per Annexure-XIII.**

It may be noted that any new power distribution or generation project/unit owned by WBSEDCL if commissioned or becomes operational during contract period shall also be considered as part of this project for Migration/ Conversion/ Implementation of SAP S/4HANA ERP and Billing Solution.

3.7.4 Reporting

During the entire tenure of the project, including the FMS period, requirements may arise for development or modification of report programs for Audit, Regulatory, Statutory Authorities, and internal Business needs to enable effective monitoring of operations and organizational improvement. Such reporting requirements may pertain to the core ECC systems (ERP and Billing Solution) and/or the BDC-SAC system. All such reporting

requirements shall be treated as being within the scope of the contract and shall not be considered as Change Requests (CRs) attracting any additional commercial implication.

As a part of the Reports and Business Intelligence Scope, the bidder shall ensure the following:

- The solution must have extensive audit trail facility. Any addition, deletion, or modification to an existing record, whether master or transaction, must bear the date and time stamp, the name of the log-in user who made the change and the node/terminal from which the change was made. The solution should be capable to maintain details of the original record and subsequent changes to the same. Standard audit trail reports should also be available. Proper access should be planned for audit trail reports.
- After identification of the reports for development, the SI shall verify whether standard reports or its variants shall meet the requirement. Custom reports need to be developed if the standard reports & its variants available in the solution does not meet the specific requirements of WBSEDCL identification
- Every custom report development must be documented in terms of the person developing the report, the reference request in response to which the report is being developed, the report script and other technical specifications. Basic guidelines with respect to all custom report formats, naming convention etc. must be agreed with WBSEDCL well in advance of commencing any customization effort..For analytical reports, bidders should consider that Directors, Chief Engineers will have access to the BI dashboard. Actual number of dashboards and KPIs will be decided during solution design phase and bidder should apply due diligence in assessing the total number of dashboards and KPIs. Exact numbers of FIORI apps will be decided during solution design phase. Bidders should apply due diligence in assessing number of FIORI apps WBSEDCL will not pay any additional charges based on the additional number of FIORI apps or BI dashboards. Bidders should apply due diligence so that number of apps, dashboards or KPI doesn't fall short from the estimated count during solution design phase. In addition, the SI is required to train WBSEDCL's team members on the methodology of building custom reports and analytical reports, so that WBSEDCL can take up the additional development as and when required. In addition, the SI is required to train WBSEDCL's team members on the methodology of building custom reports and analytical reports, so that WBSEDCL can take up the additional development as and when required.

3.7.5 Phase wise Detailed Scope

Please refer to Section below for the phase-wise detailed scope.

3.7.5.1 Phase I: Project Preparation / Inception.

During Phase I of the project, IP shall carry out the following activities:

Project Plan

IP shall follow efficient project management methodology. As part of planning, IP shall prepare a detailed project plan to cover the entire life cycle of the project within the given time period mentioned in this bid. Project plan shall include (but not limited to) all project activities, milestones, deliverables (contractual or otherwise), timelines, dependencies, stakeholders' roles & responsibilities etc. in Work Breakdown Structure.

Resource Planning & deployment

The IP shall prepare and submit a detailed project structure along with resource deployment plan (onsite & offsite). IP is required to deploy all resources (minimum) as defined in this bid document on-site at WBSEDCL ERP & Billing Solution project location. IP shall submit the resume of all the personnel to be deployed on the project for prior approval of WBSEDCL.

Project Kick-off Meeting

After preparation detailed project plan and resource mobilization, IP shall conduct the kick-off meeting with WBSEDCL team to explain the project plan, scope, team members among other aspects.

Project Charter

IP shall prepare a detailed project charter consisting of Project objectives, scope, deliverables, Migration/Conversion/Implementation methodology, Change Management Strategy, timelines, roles & responsibilities, requirements from WBSEDCL, project risks & mitigation plan, communication matrix, escalation mechanism, governance mechanism, project templates and ERP & Billing Solution project KPIs to measure project progress and success etc.

Overview Training

IP shall provide an SAP S/4HANA based ERP and Billing Solution Product overview training to WBSEDCL key stakeholders such as Sr. Management and functional nodal officers to familiarize them on product modules, functionalities, nomenclature etc.

Site Survey

- IP shall conduct site survey as per agreed plan to understand desktop, electrical cabling, WAN/LAN requirements and Networking infrastructure requirements of each office location and design a suitable Network deployment architecture.

- IP shall assess status and usability of the hardware currently deployed at various locations.
- IP shall coordinate with SAP DC/DR hosting service provider for infrastructure activities

3.7.5.2 Phase II: Business Blueprint

During this Phase II of the project, the IP shall be required to carry out following activities:

As-Is, To-Be study and Gap Analysis

- Detailed AS-IS study of WBSEDCL & WBSEDCL TRUSTS and documenting business processes including process maps to cover all functions, processes, workflows up to activity/ task level
- Identify existing business process issues, areas of improvement and opportunities for standardization.
- Design the TO-BE processes that are based on business requirements, and SAP S/4HANA based ERP and Billing Solution enabled Best Practices/ Processes.
- Conduct gap analysis of to-be process requirement and SAP S/4HANA ERP and Billing Solution functionalities along with best practice solution to meet WBSEDCL requirements
- Identify all reporting requirements as per business needs (internal, external, statutory etc.) including Dashboard and MIS for various levels of management

Functional Training

- IP shall submit a training plan and strategy to WBSEDCL
- IP shall provide SAP S/4HANA based ERP and Billing Solution Product training (module wise standard functions & reports available in the product) to WBSEDCL core team.
- Training should be provided on training environment of the SAP S/4HANA based ERP and Billing Solution Product so that users can understand the working process of actual SAP S/4HANA based ERP and Billing Solution Product. Training through presentation slides shall not be allowed.
- Training needs to be provided for minimum seven days for each module. If more days of training for any specific module is required, same needs to be provided.
- Training completion certificate needs to be obtained from concerned authority.

- After training, IP shall incorporate process & reporting suggestions provided by nodal officers/core team in business requirement.

Business Solution design / Blueprint

- After detailed study and functional training, IP shall prepare solution design document / business blueprint (BBP) based on complete functional & technical requirements including (Forms, Reports, Interfaces, Customization and Enhancements) and business process changes incorporated in the to-be processes.
- IP shall proceed to the realization phase only after the approval of BBP by WBSEDCL. The BBP shall form the basis of system configuration and development and should incorporate the entire scope of ERP & Billing Solution Migration/Conversion/Implementation.

3.7.5.3 Phase III: Realization

Based on the approved business blueprint, IP shall be responsible for following activities:

- Prepare and submit different codification details of master data
- Prepare functional and technical design documents and submit for approval from WBSEDCL
- Configure and customize SAP ERP & Billing Solution as per approved business requirements
- Identify integration/ interface requirements between SAP ERP, SAP Billing Solution and non-ERP systems based on requirements
- Submit integration strategy document and develop necessary process for seamless integration between SAP ERP, SAP Billing Solution and other necessary applications of WBSEDCL to meet business requirements
- Carry out testing activities for the solution (details are mentioned in the subsequent sections). This shall include unit, integration, and user acceptance testing.
- Authorization matrix / user roles & responsibilities is complete, approved and configured in the solution.
- Carry out data migration activities (details are mentioned in the subsequent sections)

WBSEDCL would like to implement standard SAP S/4HANA ERP & Billing Solution functionalities as far as possible and adopt standard business processes offered by the SAP S/4HANA based ERP & Billing Solution system.

IP shall be required to use best judgement while proposing any customization requirements. If any functionality can be met through the standard solution provided by the SAP, same should be adopted unless it is technically required to customize and there is no better solution.

3.7.5.4 Phase IV: Final Preparation / Transition

In this phase, IP shall be required to carry out following activities:

- Migrate all master and transaction data into the SAP S/4HANA ERP and Billing Solution. All data shall be verified and confirmed by WBSEDCL. The IP shall assist WBSEDCL in verification by providing pre and post migration check lists.
- Migration of all existing data and new entries (if any) to S/4HANA system for all modules shall be carried out and confirmed by SI.
- The migration process to be carried out by IP shall include but not limited to the following:
 - Identification of data migration requirements
 - Collection and migration of master data
 - Collection and migration of transactional data
 - Closing or migration of open transactions
 - Collection and migration of documents
- To achieve desired response time and process time, fine- tuning/optimization is to be done by the IP wherever required.
- Migration of DMS Master data and transactional data along with configuration.
- Authorization matrix / user roles & responsibilities is complete, approved and configured in the solution
- Ensure all trainings are conducted (Functional training, technical training, and end-user training)
- Migration of BW to BDC with all transactional data and business logic. Data replication frequency from Sap S/4HANA to BDC should be optimized to near real-time to minimize the gap in BDC/SAC reporting. As per the existing system, Reports

should be published on a suitable platform in RISE environment for providing access to end users and should have a feature to download in file formats like excel, csv, PDF etc.

- Entire SAP S/4HANA ERP and Billing Solution is tested and verified. There should not be any pending issues or requirements.
- Complete IT and non-IT infrastructure is commissioned and tested to ensure that ERP & Billing system is working seamlessly across locations and there is no issue pending
- Propose project status to WBSEDCL management to take decision on go-live
- System configuration and interface document to be submitted by IP.
- Help Desk support document.
- User manuals are complete and approved.
- System configuration and other technical manuals are complete and approved.
- User support / help desk structure and process is established after due approval from WBSEDCL.
- The IP shall coordinate with M/s SAP for the Pre-Go-Live check, ensure availability of the complete system landscape, data, and documentation, address all observations raised by SAP, and submit the consolidated Pre-Go-Live check report along with issue closure confirmation to WBSEDCL. The IP shall resolve all outstanding issues as highlighted by SAP or by WBSEDCL or by any third-party auditors employed by WBSEDCL unless the issues are rejected by WBSEDCL in writing.
- The IP shall complete end-user training for all relevant SAP S/4HANA ERP and Billing modules, including hands-on sessions, delivery of training materials (including audio and video manuals), and user assessments, with formal sign-off from WBSEDCL.
- The IP shall provide WBSEDCL a Pre-Go-Live issue log & resolution document

3.7.5.5 Phase V: Go-Live/Production

During this phase, IP shall be required carry out Go-Live activities as per agreed approach and methodology. Before go-live, IP shall ensure that following documents are provided to WBSEDCL, including but not limited to:

- Configuration document consisting of system settings and parameters for each module (as applicable)
- User manual including system instructions and use cases, running of a program to perform specific task in the system with sample reports, screen formats etc.
- Process flows and description manuals as necessary.
- Any other document required for usage of implemented solution.
- Standard Operation Procedure (SOP) manual (if any) for carrying out activities through ERP, Billing Solution and manually (outside the ERP/Billing Solution) for completing the process cycle.
- Power user/ End user training details.
- Data-migration as per cut-over plan, Data Migration results and sign-off documents.
- IP shall ensure all required migration/ developments/ modifications/ improvements as per BPR/BPML document are implemented.
- The IP shall provision all online help manuals including Video manuals at a secure, shared location as mutually agreed with WBSEDCL for access by all relevant WBSEDCL personnel
- Project Go-Live checklist report
- Final sign-off document.
- After Go-Live, IP should ensure vigilant monitoring on the performance of the system, growth of the database and system logs to detect the system level issues very early and provide quick resolution and preventive options.
- The IP shall use existing CA helpdesk solution as the ticketing tool for the following:
 - Day to Day issue handling in CA Helpdesk on timebound basis
 - New CA Helpdesk User Creation
 - Telephonic Support/Resolving Issues in CA Help Desk
 - Solving the Incident of CA Helpdesk as soon as possible

3.7.5.6 Phase VI: Stabilization

Stabilization Support

In this project, stabilization period shall be 6 (six) month from the date of go-live including all modules at all locations (successful enterprise wide go-live). Stabilization shall be carried out after each go live (in case multiple go lives) are planned and mutually agreed between the IP and WBSEDCL during the Go-Live Planning discussions.

IP shall provide post Go-live support to WBSEDCL for stabilization of the implemented SAP S/4HANA ERP and Billing Solution. As part of this, following indicative activities shall be carried out:

- IP shall deploy all relevant functional and technical implementation team during the stabilization period.
- IP shall deploy at least two (2) resources in each regional offices and Hydro Power Plant Headquarters for 3 months after successful Go-Live for post Go-Live handholding support. Logistics support for such resources shall NOT be provided by WBSEDCL.
- During stabilization, IP shall rectify, reconfigure the SAP S/4HANA ERP and Billing Solution if any issue is identified by WBSEDCL
- IP shall update user manuals and other relevant documents if there is any change in the process or solution
- System Performance related SLA shall be monitored during this period and IP shall be responsible for compliance of the same.
- If SLA parameters are not adhered by the IP, relevant contractual provisions shall be enforced by WBSEDCL if required.

Stabilization Test

- The Stabilization Tests shall be conducted for the SAP S/4HANA ERP and Billing Solution after successful enterprise Go-live period. The test shall be conducted for ascertaining Response Time Performance and Availability Performance criteria as defined in Section 4, Clause 3.7.15 for minimum twenty-one (21) calendar days continuously.
- The Stabilization Tests shall be conducted by powering up and continuous operation of all the systems on a 24x7 basis to ascertain that all components of the solution are working in the desired fashion individually and together.

- During stabilization test, the IP shall deploy performance measurement tools to establish adherence to desired Standards of Performance.
- If the system is found to be lacking in meeting prescribed availability performance and response time performance, the IP shall at its cost and expense make such changes, modifications, and/or additions to the “SAP S/4HANA ERP and Billing Solution” as may be necessary for fully conforming to the Standards of Performance.
- The IP shall notify the Purchaser upon completion of the necessary changes, modifications, and/or additions and shall request the Purchaser for repeat of the stabilization acceptance tests.
- If the “SAP S/4HANA ERP and Billing Solution” (or sub-system(s)) fails after the second stabilization acceptance test, Purchaser shall levy penalty equivalent to 2.5% (two and a half percent) of the total price for Implementation Services (as per BOQ format in **ANNEXURE XIV**) for not meeting the response time as mentioned in Section 4, Clause 3.7.15 and shall notify the IP accordingly.
- IP to note that this penalty for “SAP S/4HANA ERP and Billing Solution” failure shall be over and above the provisions for penalties defined in bid document such as Liquidity Damage and/or SLA etc.
- For performance below the Standards of Performance as mentioned in Section 4, Clause 3.7.15, the IP is liable to be rejected. In such case, the may initiate necessary action as per the contractual provisions for deficiency in services.

3.7.6 Annual O&M Support Scope

After successful completion of final stabilization period, solution support & FMS period shall commence. The duration of Help Desk and Maintenance Support shall be as per contract provisions (i.e., mandatory 3(three) years and optional yearly extension of 1 (one) years based on WBSEDCL discretion.

The scope of work for during this period shall be consisted of following minimum activities. The below mentioned aspects are not exhaustive, and IP is required to provide all necessary support to ensure the complete solution is functional as per WBSEDCL business requirements without any additional cost.

IP should provide FMS and Help Desk support to the complete solution as defined below irrespective of number of users or locations.

3.7.6.1 Help Desk Activities

During the support period, the IP shall be required to provide support to WBSEDCL users through the use of the WBSEDCL CA HelpDesk tool, or an SAP recommended helpdesk tool, or any other third-party tool as agreed between WBSEDCL and the IP. IP's responsibilities shall include:

- Take over the operation of the CA HelpDesk Tool used by WBSEDCL and hosted on their on-premise infrastructure
- Acquaint themselves with existing help desk structure, escalation matrix and understand the detailed help desk methodology and process
- Update and maintain help desk manual (as necessary)
- Provide training to WBSEDCL on any new helpdesk management functionalities due to change in the processes
- Deploy resources for help desk management as per scope and requirement
- The Help Desk support shall include the following activities:
 - Provide basic menu/screen level support, addressing general queries of users, logging requests, assigning requests to specific help desk individuals
 - Log user calls (through system or verbal communication) and give them a call ID number
 - Assign severity level to each call
 - Track each call to resolution
 - Escalate the calls, to WBSEDCL if necessary, as per approved escalation matrix.
 - Provide feedback to callers.
 - Analyze the call statistics
 - Creation of knowledge base on frequently asked questions to aid users.

3.7.6.2 Resource Deployment

- Module leads who were part of the implementation team and configured the solution required to be **ONSITE** for at least financial closure of 2 quarters after successful stabilization period.
- Deploy minimum functional and technical resource on-site during FMS period including extended period (if any).
- In addition to the above, necessary additional functional & technical resources as per requirement should be deployed to maintain the SLAs.

3.7.6.3 Service Window

IP shall be required to deploy resources and provide onsite support during 9.30 AM to 5.30 PM during all working days of WBSEDCL. Further, remote support needs to be provided in case of emergency or non-working hours.

3.7.6.4 Maintenance Scope of Work

IP shall provide comprehensive on-site support within stipulated timelines and SLA parameters including but not limited to SAP S/4HANA based ERP and Billing Solution, database, patches and releases

The IP shall provide Post Implementation O&M Support services for the solution for 3 (three) years after the completion of post go live stabilization period. This support shall include but not limited to supporting the WBSEDCL team on the following services:

- Resolving end-user issues related to different modules
- Preparation of Functional Specifications/Technical Specifications
- Development/modification of processes and reports
- Testing of developments/modifications
- Bug-fixing
- Preparation/modification of user manuals.
- Upgrade support

The IP shall also support WBSEDCL for the following

- Development/adoption and activation of Fiori UI screens for various processes of different functions as per requirement.
- Implement any functional and/or technical enhancements through patches, updates and/or bug-fixes related to SAP S/4HANA based ERP and Billing Solution, database, middleware or any other software provided as part of the complete solution without any additional cost to WBSEDCL
- Addition, modification of any Functional, process level, reporting requirements as per WBSEDCL requirements
- Incorporation of any change in business conditions such as organization restructuring (e.g., change in structure, change in workflow, expansion etc.)
- Incorporation of any change in statutory requirements such as State / Central guidelines, Taxes & duties (e.g., GST), change in accounting standards & norms
- Incorporation of any change in solution to due to IFRS, IndAS or any such norms

- Provide training to WBSEDCL users if there is any change in the solution
- Updation and maintenance of all documents (user manual, configuration manual etc.)
- Installation, reinstallation of all software components as part of the complete SAP S/4HANA based ERP and Billing Solution (e.g., RDBMS, ERP software, third party tools etc.)
- IP shall be responsible for database and application performance monitoring and make necessary changes such as performance tuning and optimization to ensure the complete solution is performing as per contract requirements
- The IP shall be required to undertake regular analysis of events and logs regarding the solution and make necessary changes along with submission of relevant reports to WBSEDCL
- The IP shall be required to adopt a defined process for change and configuration management in the areas including, but not limited to changes in database, parameter settings, configuration settings, patches etc.
- The IP shall provide a detailed back-up and business continuity strategy after discussions and approval from WBSEDCL.
- The IP shall be required to coordinate with other service providers of WBSEDCL for back-up and recovery process and ensure that WBSEDCL has continuous access and availability of the solution.

3.7.7 Security

The IP shall ensure to incorporate any advisories / recommendations pertaining to cyber security like CEA (Cyber Security in Power Sector) Guidelines 2021 or any amendment from time to time etc.

The IP shall ensure to incorporate any advisories / recommendations pertaining to cyber security like cyber security policies for Govt of West Bengal, WBSEDCL or any amendment from time to time etc.

The IP shall

- Ensure that patches / workarounds for identified vulnerabilities should be patched / blocked immediately.
- Responding to security breaches or other security incidents and coordinate with respective OEM in case of a new threat is observed to ensure that workaround / patch is made available for the same.
- The SI should ensure that the security policy is maintained on an ongoing maintenance and updates to the same are made regularly.

- Appropriately configure the security groups in accordance with the WBSEDCL networking policies. Regularly review the security group configuration and instance assignment in order to maintain a secure baseline.
- Review the audit logs to identify any unauthorized access to Utility systems.
- Testing and application of patches: The IP shall carry out testing and application of periodic patches released by M/s SAP to plug vulnerabilities in the system.
- The IP shall undertake to treat information passed on to them under this Contract as classified. Such Information shall not be communicated / published / advertised by the IP to any person/organization without the express permission of WBSEDCL.
- The IP shall report forthwith in writing of information security breaches to WBSEDCL by unauthorized persons (including unauthorized persons who are employees of any Party) either to gain access to or interfere with the Project's Data, facilities, or Confidential Information.
- IP shall be responsible for data security, consumer's data privacy, protection, confidentiality, handling, and any kind of misuse of data by its own employees, third party employees and other government and private entities.
- The IP shall also ensure adherence to the latest Data protection and Data privacy regulations such as DPDP Act 2025 or any other such regulations, amendments from time to time. One agreement as per **ANNEXURE- XVI** shall be signed on non-judicial stamp paper of INR 100 before commencement of the contract.
- The IP shall be permitted to obtain WBSEDCL data only to deliver the services and shall be prohibited from using WBSEDCL data for any other purposes such as legitimate purposes (such as marketing, research etc.) and illegitimate purposes (as when data is sold in bulk to third party).

3.7.8 Timelines

Time is essence for this project. Following table indicates the overall timelines of the project. Bidder needs to adhere to the given timelines and provide detailed project plan in the bid. Final project plan shall be discussed mutually and agreed by the Purchaser. Unless otherwise agreed by the Purchase in pursuant to this clause, Bidder is required to meet the overall timelines of the project (end-to-end implementation) i.e., 18 months from the effective date.

Phase	Key Activities	Timelines
Effective Date		T0
Phase I: Project Preparation	Phase-wise activities and deliverables as detailed under Section 4, Clause 3.7.14	T0 + 1

		(1 Month)
Phase II: Business Blueprint	Phase-wise activities and deliverables as detailed under Section 4, Clause 3.7.14	T0 + 4 (3 Months)
Phase III: Realization	Phase-wise activities and deliverables as detailed under Section 4, Clause 3.7.14	T0 + 7 (3 Months)
Phase IV: Transition	Phase-wise activities and deliverables as detailed under Section 4, Clause 3.7.14	T0 + 11 (4 Months)
Phase V: Go- Live	Phase-wise activities and deliverables as detailed under Section 4, Clause 3.7.14	T0 + 12 (1 Month)
Phase VI: Post Go-Live Stabilization Period	Phase-wise activities and deliverables as detailed under Section 4, Clause 3.7.14	T0 + 18 (6 months)
Phase VII: O&M Support	Phase-wise activities and deliverables as detailed under Section 4, Clause 3.7.14	T0 + 54 (36 months)

Bidders can start the next phase of activities with mutual discussion to comply with timelines.

3.7.9 Resource Deployment

3.7.9.1 Deployment of Resources During Implementation & Stabilization Phase

The minimum resource deployment requirement in the Implementation and Stabilization period is given in table below:

Sl. No.	Position	Qualification	Experience	Minimum No. of Resources
1	Project Manager	Education: MBA/ M. Tech /B. Tech / B.E. / CA / ICWA or equivalent	<ul style="list-style-type: none"> 4 End-to-End ERP projects (Inception to Go-live) as Project Manager At least 1 End to End Project (Inception to Go-live) in SAP S/4HANA 1 End-to-End Billing Solution projects (Inception to Go-live) as Project Manager Experience of more than 15 years as consultant in SAP domain. 	1
2	Solution Architect	Education: MBA/MCA/ M. Tech /B. Tech / B.E. or equivalent	<ul style="list-style-type: none"> 3 End-to-End ERP project (Business Blueprint (BBP) to module Go-live) Experience of more than 10 years in SAP consulting domain 	1

3	Finance & Accounts	Education: MBA in Finance/ M. Tech /B. Tech / B.E. / CA / ICWA or equivalent	<ul style="list-style-type: none"> • 1 End-to-End ERP project (Business Blueprint (BBP) to module Go-live) • Experience of more than 6 years in SAP consulting domain • Relevant SAP Certification for the module 	1
4	Human Capital Management & Payroll	Education: MBA in HR (or related)/ MCA/ M. Tech /B. Tech / B.E. / CA / ICWA or equivalent	<ul style="list-style-type: none"> • 1 End-to-End ERP project (Business Blueprint (BBP) to module Go-live) • Experience of more than 6 years in SAP consulting domain • Relevant SAP Certification for the module 	1
5	Material & Quality management	Education: MCA/ M. Tech /B. Tech / B.E. / CA / ICWA or equivalent	<ul style="list-style-type: none"> • 1 End-to-End ERP project (Business Blueprint (BBP) to module Go-live) • Experience of more than 6 years in SAP consulting domain • Relevant SAP Certification for the module 	1
6	Procurement Management	Education: MCA/ M. Tech /B. Tech / B.E. / CA / ICWA or equivalent	<ul style="list-style-type: none"> • 1 End-to-End ERP project (Business Blueprint (BBP) to module Go-live) • Experience of more than 6 years in SAP consulting domain • Relevant SAP Certification for the module 	1
7	Plant Maintenance	Education: MCA/ M. Tech /B. Tech / B.E. / CA / ICWA or equivalent	<ul style="list-style-type: none"> • 1 End-to-End ERP project (Business Blueprint (BBP) to module Go-live) • Experience of more than 6 years in SAP consulting domain • Relevant SAP Certification for the module 	1
8	Project Systems	Education: MCA/ M. Tech /B. Tech / B.E. / CA / ICWA or equivalent	<ul style="list-style-type: none"> • 1 End-to-End ERP project (Business Blueprint (BBP) to module Go-live) • Experience of more 	1

			<ul style="list-style-type: none"> than 6 years in SAP consulting domain • Relevant SAP Certification for the module 	
9	Sales and Distribution	Education: MCA/ M. Tech /B. Tech / B.E. / CA / ICWA or equivalent	<ul style="list-style-type: none"> • 1 End-to-End ERP project (Business Blueprint (BBP) to module Go-live) • Experience of more than 6 years in SAP consulting domain • Relevant SAP Certification for the module 	1
10	Business Intelligence & Analytics	Education: MCA/ M. Tech /B. Tech / B.E. / CA / ICWA or equivalent	<ul style="list-style-type: none"> • 1 End-to-End ERP project (Business Blueprint (BBP) to module Go-live) • Experience of more than 6 years in SAP consulting domain • Relevant SAP Certification for the module 	1
11	Industry Solution Utilities (Device)	Education: MCA/ M. Tech /B. Tech / B.E. or equivalent	<ul style="list-style-type: none"> • 1 End-to-End SAP Billing Solution project (Business Blueprint (BBP) to module Go-live) • Experience of more than 6 years in SAP consulting domain • Relevant SAP Certification for the module 	1
12	Industry Solution Utilities (Billing)	Education: MBA (in Finance or equivalent)/ MCA/ M. Tech /B. Tech / B.E. / CA / ICWA or equivalent	<ul style="list-style-type: none"> • 1 End-to-End SAP Billing Solution project (Business Blueprint (BBP) to module Go-live) • Experience of more than 6 years in SAP consulting domain • Relevant SAP Certification for the module 	1
13	Industry Solution Utilities (FICA)	Education: MBA (in Finance)/MCA/ M. Tech /B. Tech / B.E. / CA / ICWA or equivalent	<ul style="list-style-type: none"> • 1 End-to-End SAP Billing Solution project (Business Blueprint (BBP) to module Go-live) • Experience of more than 6 years in SAP consulting domain • Relevant SAP 	1

			Certification for the module	
14	Team Lead - BASIS	Education: MCA/ M. Tech /B. Tech / B.E. or equivalent	<ul style="list-style-type: none"> • 1 End-to-End ERP project (Business Blueprint (BBP) to module Go-live) • Experience of more than 6 years in SAP consulting domain • Relevant SAP Certification for the module 	1
15	Team Lead - ABAP	Education: MCA/ M. Tech /B. Tech / B.E. / CA / ICWA or equivalent	<ul style="list-style-type: none"> • 1 End-to-End ERP project (Business Blueprint (BBP) to module Go-live) • Experience of more than 6 years in SAP consulting domain • Relevant SAP Certification for the module 	1
16	Network and Security Expert	Education: MCA/ M. Tech /B. Tech / B.E. or equivalent	<ul style="list-style-type: none"> • 1 End-to-End ERP project (Business Blueprint (BBP) to module Go-live) • Experience of more than 6 years in SAP consulting domain 	1
17	Cloud Infrastructure Expert	Education: MBA/ MCA/ M. Tech /B. Tech / B.E. or equivalent	<ul style="list-style-type: none"> • 1 End-to-End ERP project (Business Blueprint (BBP) to module Go-live) • Experience of more than 6 years in SAP consulting domain • Relevant Cloud Certification 	1
18	ABAP	Education: MCA/ M. Tech /B. Tech / B.E. or equivalent	<ul style="list-style-type: none"> • 1 End-to-End ERP project (Business Blueprint (BBP) to module Go-live) • Experience of more than 5 years in SAP consulting domain 	3
19	DMS/OpenText	Education: MCA/ M. Tech /B. Tech / B.E. or equivalent	<ul style="list-style-type: none"> • 1 End-to-End ERP project (Business Blueprint (BBP) to module Go-live) • Experience of more than 5 years in SAP consulting domain 	1
20	SAC/Analytics	Education: MCA/ M. Tech /B. Tech / B.E. / CA / ICWA or equivalent	<ul style="list-style-type: none"> • 1 End-to-End ERP project (Business Blueprint (BBP) to 	1

			<ul style="list-style-type: none"> module Go-live) • Experience of more than 5 years in SAP consulting domain 	
21	BASIS	Education: MCA/ M. Tech /B. Tech / B.E. or equivalent	<ul style="list-style-type: none"> • 1 End-to-End ERP project (Business Blueprint (BBP) to module Go-live) • Experience of more than 5 years in SAP consulting domain 	2
22	Business Technology Platform (BTP)	Education: MCA/ M. Tech /B. Tech / B.E. or equivalent	<ul style="list-style-type: none"> • 1 End-to-End ERP project (Business Blueprint (BBP) to module Go-live) • Experience of more than 5 years in SAP consulting domain 	1
23	Data Architect	Education: MCA/ M. Tech /B. Tech / B.E. or equivalent	<ul style="list-style-type: none"> • 1 End-to-End ERP project (Business Blueprint (BBP) to module Go-live) • Experience of more than 5 years in SAP consulting domain 	
24	Fiori	Education: MCA/ M. Tech /B. Tech / B.E. or equivalent	<ul style="list-style-type: none"> • 1 End-to-End ERP project (Business Blueprint (BBP) to module Go-live) • Experience of more than 5 years in SAP consulting domain 	1
25	Mobile Application Expert	Education: MCA/ M. Tech /B. Tech / B.E. or equivalent	<ul style="list-style-type: none"> • 1 implementation of mobile application for utility in India (Android and iOS) • Experience of 5 years or more in relevant domain 	

The IP is required to submit the proposed team members' profiles against each of the proposed position as per the format provided in **ANNEXURE- XVII**.

Penalty for non-deployment of resources during the eighteen-month implementation and stabilization period is provided in Section 3.7.14 Service Level Agreement.

Note: Resource deployment plan mentioned in this tender document is a bare minimum requirement. IP shall deploy additional manpower based on requirement to meet project objectives and timeline without any additional financial implication to WBSEDCL.

3.7.9.2 Deployment of Resources During Post Go-Live O&M Support Phase

Resource deployment during the three-year support period shall include both on-site and off-site mode of deployment. IP shall deploy the Project Manager, Technical & Functional Experts and Other Support Staff during the 3-year O&M support Phase. The deployed resources shall work from Monday to Friday as per WBSEDCL business hours.

Penalty for non-deployment of resources during the three-year maintenance support period is provided in Section 3.7.14 Service Level Agreement.

The minimum resource deployment requirement in the post Go-live O&M support period (three years) is given in table below:

Sl. No	Position	Minimum Number of Resources	Minimum Qualifications and Experience
1	Project Manager	1	<p>Education: MBA/MCA/ M. Tech /B. Tech / B.E. / CA / ICWA or equivalent</p> <p>4 End-to-End ERP projects (Inception to Go-live) as Project Manager</p> <p>1 End-to-End Billing Solution projects (Inception to Go-live) as Project Manager</p> <p>At least 1 End to End Project (Inception to Go-live) in SAP S/4HANA</p> <p>Experience of more than 10 years as consultant in SAP domain.</p>
2	Functional Consultants for all modules implemented in WBSEDCL as a part of this project	One for each module	<p>Education: MCA/ M. Tech /B. Tech / B.E. or equivalent</p> <p>Education for FI Module: MBA (in Finance)/ MCA/ M. Tech /B. Tech / B.E. / CA/ ICWA or equivalent</p> <p>Education for HR Module: MBA (in HR or equivalent)/ MCA/ M. Tech /B. Tech / B.E. or equivalent</p> <p>1 End-to-End ERP/Billing Solution project (Business Blueprint (BBP) to module Go-live)</p> <p>Experience of more than 3 years as consultant in respective SAP modules.</p>
3	Technical Consultants for all modules implemented in WBSEDCL as a part of this project	One for each module	<p>Education: MBA/MCA/ M. Tech /B. Tech / B.E. / CA / ICWA or equivalent</p> <p>1 End-to-End ERP/Billing Solution project (Business Blueprint (BBP) to module Go-live)</p> <p>Experience of more than 3 years as consultant in respective SAP modules.</p>
4	BASIS	2	<p>Education: MCA/ M. Tech /B. Tech / B.E. / CA / ICWA or equivalent</p> <p>1 End-to-End ERP project (Business Blueprint (BBP) to module Go-live)</p> <p>Experience of more than 3 years as consultant in respective SAP modules.</p>

5	ABAP and Fiori Consultants	4	Education: MCA/ M. Tech /B. Tech / B.E. / CA / ICWA or equivalent
			1 End-to-End ERP project (Business Blueprint (BBP) to module Go-live)
			Experience of more than 3 years as consultant in respective SAP modules.
6	SAC and BDC Consultants	2	Education: MCA/ M. Tech /B. Tech / B.E. / CA / ICWA or equivalent
			1 End-to-End ERP project (Business Blueprint (BBP) to module Go-live)
			Experience of more than 3 years as consultant in respective SAP modules.
7	Mobile Application Support	1	Education: MCA/ M. Tech /B. Tech / B.E. or equivalent
			1 implementation/support of mobile application for utility in India (Android and iOS)
			Experience of more than 3 years in respective domain.

The IP is required to submit the proposed team members' profiles against each of the proposed position as per the format provided in **ANNEXURE- XVII**.

3.7.10 Quality Assurance Scope

3.7.10.1 Testing

SAP S/4HANA based ERP and Billing Solution needs to be tested during various phases of the project to ensure that the developed/ configured solution meets WBSEDCL requirements and as per standard practice. The actual testing methodology, tools and success parameters shall be mutually decided by WBSEDCL and the IP before carrying out the tests. Different types of testing which shall be done during the project are mentioned below.

Test Plans & Procedures

Test plans and test procedures shall be provided by the IP, for all tests to ensure that each site and integration test is comprehensive and verifies all the features of the application to be tested. The IP shall prepare detail testing procedure in line with specification. The procedure shall be modular to the extent possible, which shall facilitate the completion of the testing at the least possible time. The test plans and test procedures shall be modular to allow individual test segments to be repeated as necessary.

Test Plan

The test plans shall describe the overall test process, including the responsibilities of individuals and the documentation of the test results. The following shall be included in the test plans:

- a) Test schedule on a day-by-day basis.
- b) Responsibilities of test engineer and WBSEDCL personnel.
- c) Record-keeping assignments, procedures, and forms.
- d) Procedures for monitoring, correcting, and retesting variances.
- e) Procedures for controlling and documenting all changes made to the application and its related infrastructure after the start of testing.

Test Procedure

The test procedures shall describe the individual tests segments and the steps comprising each segment, particularly the methods and processes to be followed. The test procedures shall include the following items:

- a) Name of function to be tested.
- b) References to the functional, design, user, and any other documents describing the function.
- c) List of test segments to be performed and the purpose of each test segment.
- d) Set-up conditions for each test segment, including descriptions of the test equipment.
- e) Descriptions, listings, and instructions for test software tools and displays if any.
- f) Step-by-step descriptions of each test segment, including user actions for each test step.
- g) Expected results for each test segment, including pass/fail criteria.
- h) Descriptions of the techniques and scenarios to be used to simulate system field inputs and controlled equipment.
- i) Copies of any certified test data to be used in lieu of testing.

Testing Tool

The IP shall provide at no additional cost to WBSEDCL a Testing Tool (**Not Excel based**) for the tracking, management, and reporting of test cases and test runs. The testing tool shall be used for the tracking of all test cases related to migration, implementation, bug fixing, patch updates, load testing, and change management activities.

Testing Types

Indicative list of tests to be conducted are given below. Additionally, the IP shall need to carry out testing as recommended by the SAP.

Testing Type	Objective
Unit Testing	Process/activity wise testing of developed / configured solution for each Module
System Integration Testing	End to End integrated test of business process involving multiple modules or applications
User Acceptance Testing	Complete testing of the SAP S/4HANA based ERP and Billing Solution based on user roles & responsibilities
Load & Stress Testing	To test the system based on simulated growth in terms of users and transaction volume. Solution should meet SLA parameters.
Stabilization Test	To test if the solution meets SLA parameters and complete functioning as per requirements

IP Responsibilities

- Prepare detailed testing strategy and plan
- Prepare template for testing
- Prepare test cases / test scripts/ business scenarios and submit the same to WBSEDCL for approval
- Conduct testing sessions
- Record and maintain logs for all issues identified during testing
- Provide resolution to all issues and demonstrate the same to WBSEDCL
- Carry out necessary changes in the developed/configured solution to rectify or change as per suggestions of WBSEDCL
- Solution shall be re-tested to ensure all issues/ defects are closed
- Ensure all issues are closed
- Furnish detailed test reports to WBSEDCL on closure of issues

WBSEDCL Responsibilities

- Carrying out tests with support from the IP
- Recording and submitting test results to IP
- Validation of resolved issues and/or reconfiguration

3.7.10.2 Data Collection & Migration

Scope of data migration shall cover all master data and transaction data required for the SAP S/4HANA ERP and Billing Solution to cover the functional areas covered in the project.

3.7.10.3 Third Party Audit

- WBSEDCL may conduct third-party audit for the solution w.r.t. security as per the guidelines of Government of India or Sectorial CERT during the tenure of the contract period.
- A designated team / person from Purchaser or its appointed third party shall review the performance of Bidder against the SLA as per requirement. The review / audit report shall form basis of any action relating to imposing penalty on or breach of contract of the IP.
- The IP shall provide unrestricted access to records, systems, tools and documentation for audit purposes.
- IP shall have to make necessary changes in the configuration and/or solution as per the recommendations of third-party auditor / WBSEDCL without any additional cost to the Purchaser.

3.7.11 Capability Development Scope

WBSEDCL considers adequate training & change management as vital for the success of the project. IP shall be required to carry out all necessary steps in ensuring that training and change management initiatives have been taken at appropriate phases of the project so that WBSEDCL shall be in a position to adopt and accept the SAP S/4HANA ERP and Billing Solution.

Following activities are envisaged as part of training & change management aspect:

3.7.11.1 Training

Scope of Training

- IP shall conduct training need assessment of WBSEDCL users. Training needs should be continuously refined and reconfirmed with WBSEDCL users and implementation team as per project progress and requirements
- IP shall prepare detailed training strategy and plan based on training requirements during different phases of the project.
- Training needs to be carried out at Corporate Office and Zonal Offices as per requirements of WBSEDCL
- IP shall prepare detailed training schedule, course material
- Post training, IP shall conduct a training assessment through training feedback forms along with WBSEDCL to assess the effectiveness of training. If the assessment is not satisfactory to WBSEDCL, IP shall repeat the training process.
- End-user training shall be conducted through "Train-the-Trainer" approach.

- IP shall provide training to respective WBSEDCL core team members during implementation to create awareness of features of ERP and Billing Solution including other solutions implemented. This shall help WBSEDCL core team to understand the features of the SAP product and enable them to correlate with their respective functions while suggesting TO-BE processes.
- The training calendar for imparting training to Core teams, Functional users, end users and top management shall be mutually finalized between WBSEDCL and SI during preparation phase.
- The training facility/online VC facility with seating capacity shall be provided by WBSEDCL. The IP shall arrange the necessary equipment's and peripherals to carry out the training of end users.

Training Material

- Industry standard / SAP recommended training tools / materials shall be used by the IP
- Adequate training materials such as training manual, practice guide, quick-reference guide shall be provided by the IP in both hard copy and soft copy
- Training material should cover subjects like ERP & Utility Billing Solution fundamentals, standard functionalities, WBSEDCL relevant configured system, functional training, technical training, job / activity wise training etc. as per agreed plan and requirements

Manuals & Knowledge Assets:

- **Text-Based Training Manuals (PDF):** Implementation Partner (IP) shall prepare and deliver comprehensive text-based training manuals in PDF format, including user guides, step-by-step procedures, business process flows, screenshots, and standard operating procedures (SOPs) for all implemented modules and functionalities.
- **Video-Based Training Manuals:** IP shall develop role-wise, module-wise and business process wise video training manuals, including screen recordings with voice-over explanations demonstrating end-to-end business processes and system operations.
- **Web-Based Training Platform:** IP shall deploy and configure a web-based training and knowledge management platform for hosting all PDF and video training materials. The platform shall be integrated and linked with the WBSEDCL Enterprise Portal (EP) for authorized user access.
- **Software Tools – Ownership:**
All software tools, platforms, licenses, and utilities used for hosting, version control, and management of training materials (text and video) shall be provided

by the IP.

- **Version Control, Upgrade & Maintenance Responsibility:**

All training materials and the associated software platform shall be maintained with proper version control.

The IP shall ensure updation and enhancement of training manuals in line with system upgrades, patches, enhancements, or configuration changes.

All upgrades, patches, and maintenance of the training software platform during the contract period shall be carried out by the Implementation Partner, without any additional cost to WBSEDCL.

The IP shall maintain version-controlled documentation aligned with SAP upgrades, patches and enhancements throughout the contract period. Any system upgrade or functional change shall be accompanied by:

- Updated user manuals
- Updated technical documents
- Upgrade impact note

- **Infrastructure Responsibility:**

WBSEDCL shall provide the necessary infrastructure, including servers (if on-premise), network connectivity, and training facilities.

All application-level software and tools shall remain under the scope and responsibility of the IP.

- **Ownership, Handover & Continuity:**

All training content, source files, software tools, databases, and documentation created under this contract shall be the exclusive intellectual property of WBSEDCL.

The IP shall ensure that WBSEDCL can independently operate, update, and reuse the training platform and materials without dependency on the IP after contract completion.

Ownership of Tools, Manuals & Training Material: All tools, scripts, migration utilities, training materials, manuals, videos, presentations and documentation developed or customized under this Contract shall become the perpetual property of WBSEDCL. Such assets shall be reusable by WBSEDCL for future upgrades, enhancements and internal training without any restriction or additional commercial implication.

Training Types

The following is an indicative training requirement for WBSEDCL users based on their responsibilities. These types of trainings are envisaged to be covered under the scope of this project:

Training topics	Participants
SAP S/4HANA ERP and Billing Solution Overview & Familiarization	Management
SAP S/4HANA ERP and Billing Solution standard functionality	Functional / Core team and IT team
Configured SAP S/4HANA ERP and Billing Solution (including configuration aspects)	Functional / Core team and IT team
Technical Training – HANA ABAP and Fiori	IT Team
Role based training and Self-Service functionality	All Users
Technical Training and SAP S/4HANA ERP and Billing Solution Administration	IT Team
Training on SAP Analytics Cloud	Functional / Core team and IT team
Training on SAP BTP	Functional / Core team and IT team
Training on SAP BDC (functional)	Functional / Core team and IT team
Training on SAP BDC (technical)	IT Team

The IP shall arrange separate training sessions for different categories (Familiarization, Overview, Functional, Technical wise) of participants in batches (batch size to be mutually agreed between the IP and WBSEDCL). The IP shall submit this document for approval of WBSEDCL before initiating this activity.

The following broad types of training have been considered based on the impact group and their influence on the overall project and future usage –

Familiarization Training

The IP will conduct an SAP Familiarization training for the top-level management, Advisory Committee, Steering Committee at the beginning of implementation on basic features of the SAP S/4 HANA ERP & Billing system and explain the principles of the SAP S/4 HANA ERP & Billing system and best practices to be followed for on time implementation, so that they can understand the best practices inbuilt into SAP S/4 HANA ERP & Billing along with how to imbibe those best practices during implementation.

Overview Training

The IP will conduct SAP Overview training for the Functional / Core team and IT team covering the following indicative topics –

- Creation of organizational structure
- Master data in S/4 HANA
- Purchase to Pay cycle
- Order to Cash cycle
- Master data in S/4 HANA Utilities
- Meter to Cash cycle including AMI and prepayment support
- Basic Financial accounting
- Basic management accounting
- Basic HCM capabilities
- Standard analysis capabilities of S/4 HANA

- SAP FIORI interface and capabilities
- SAP BTP capabilities
- SAP BDC and SAC capabilities
- Any other topic as mutually agreed between the IP and WBSEDCL

Functional Training

The IP will conduct hands-on SAP Functional training for the WBSEDCL SAP users covering the following indicative topics –

- Orientation training to include SAP S/4 HANA ERP Solution overview (methodology, tools, project planning, roles etc.)
- Training in the relevant function or module (mapped to business process)
- Business process walkthroughs as per relevance
- Employee self-service functionalities
- SAP FIORI and other user-interfaces (if any)
- Any other topic as mutually agreed between the IP and WBSEDCL

Technical Training

The IP will impart hands-on SAP Technical training for the WBSEDCL SAP Core/IT users on ABAP, Basis, FIORI, Database administration, System Administration etc. This training should be combination of covering theoretical aspects and should have provision of doing hands on. Technical training should cover topics on configuration and system administration aspects of SAP S/4 HANA ERP & Billing Solution.

Training Types	Indicative no. of trainings with duration
Familiarization	1 session of 1 day each
Overview	5 training sessions of 2 days each
Functional	20 training sessions of 4 days each
Technical	5 training sessions of 4 days each

3.7.11.2 Change Management

WBSEDCL considers implementation of ERP & Billing Solution shall have significant impact on its business processes and people. Effective change management activities shall be required to ensure that WBSEDCL employees are aware about the ERP & Billing Solution project and the change in work practices. IP shall be required to carry out following activities as part of change management initiatives:

Project Phase	Indicative Activities
Inception Phase	<ul style="list-style-type: none"> • Prepare a detailed change management & communication strategy along with plan covering the entire life cycle of the project • Provide support to WBSEDCL in identifying change managers, change champions and change agents including preparation of key skill requirements
Business Blueprint Phase	<ul style="list-style-type: none"> • Prepare change management related materials such as newsletters, booklets etc.

	<ul style="list-style-type: none"> Conduct minimum 2 (two) change management workshops at corporate office and each plant location Identify process level changes and/or role level changes due to SAP S/4HANA ERP and Billing Solution implementation and support WBSEDCL in conveying the same Preparation of Key Performance Indicators (KPIs)
Realization Phase	<ul style="list-style-type: none"> Management Awareness Workshop Risk Assessment and Business Impact Analysis Continuous communication & measurement of communication effectiveness
Final Preparation/Transition Phase	<ul style="list-style-type: none"> Train the Trainer on Change Management Activities Measurement of training effectiveness SAP S/4HANA ERP and Billing Solution readiness assessment Continuous communication
Go-Live	<ul style="list-style-type: none"> Cut-over and Go-Live communications
Go-Live / Post Go-Live Stabilization	<ul style="list-style-type: none"> Help Desk assessment

3.7.12 Integration Scope

All external systems should be integrated with the SAP S/4HANA ERP and Billing Solution on a consistent, on-line, real-time or batch processing or data exchange basis and needs to operate in an automatic manner without manual intervention unless specifically required. IP needs to propose appropriate solution for integration between SAP S/4HANA based ERP and Billing Solution and other applications including but not limited to WBSEDCL website, e-procurement portal and control system. In this context, IP needs to ensure that:

- All required data residing in legacy applications are identified and transferred / integrated with SAP S/4 HANA.
- All interfaces are self-checking so that any exceptions or data validation errors are reported by the system.
- Integration logs are maintained to confirm the success or otherwise of the interface, complete with control totals.
- Integration solution can be used to undertake any future integration between any applications.

In addition, please refer **ANNEXURE- XXIII** for existing List of integrations which shall be considered for integration scope.

3.7.13 OEM (M/s SAP) Audit Scope

The bidder is required to facilitate OEM Audit services which shall be carried out by M/s SAP involving the following broad areas:

- M/s SAP shall be part of the project steering committee, participate in critical review

meetings and recommend appropriate resolution to IP and WBSEDCL on critical activities

- Conduct audit as per below mentioned phases and provide appropriate recommendation to IP to ensure appropriate measures are taken as per OEM standards and practices
- SAP shall provide business function wise audit observations and recommendations to WBSEDCL for compliance by the SI
- All the recommendations made by SAP shall be reviewed by WBSEDCL and if WBSEDCL concurs, then the IP shall be required to implement the recommendation for configuration / development without any additional cost to WBSEDCL.
- After suitable incorporation of recommendations by the SI, SAP shall verify for compliance and submit compliance report to WBSEDCL
- In case of any version change or upgrade of the supplied product, SAP shall inform and explain the advantage/ disadvantages of the new product to WBSEDCL so that WBSEDCL management can take appropriate decision in this regard
- SAP shall provide Safeguarding and support services, with respect to finalized BoM, landscape, SAP S/4HANA ERP and Billing Solutions.
- If required and requested by WBSEDCL, SAP shall carry out assessment of IP's resources in terms of adequacy of knowledge and experience related to respective SAP S/4HANA ERP and Billing Solution module to meet WBSEDCL requirements. SAP shall be required to provide its suggestions and feedback independently to WBSEDCL.

Detailed scope of Work for OEM Audit services (to be carried out by M/s SAP) shall involve the following areas.

Business Blueprint / Solution Design Stage Review

- M/s SAP shall review as-is, to-be, gap analysis and solution mapping document along with any other related document.
- M/s SAP shall prepare function-wise detailed observations covering (including but not limited to) process coverage, usage of M/s SAP Product functionalities, risks in customized processes (if any). If any standard SAP S/4HANA ERP and Billing Solution functionality, module or sub-module is not used by the SI, same needs to be informed to WBSEDCL (with or without business process re-engineering)
- SAP shall recommend industry best practices for WBSEDCL as appropriate (e.g., organization structure, CoA structure, codification etc.). If there is any better solution other than the one proposed by SI, SAP shall recommend the same to WBSEDCL and ensure its compliance through IP.
- Audit process shall be carried out through review of documents and on-site discussions with IP and WBSEDCL team.
- SAP shall prepare a detailed audit report and submit the same to WBSEDCL. If required

by WBSEDCL, SAP needs to present audit findings to WBSEDCL management.

- IP shall be required to comply with SAP observations.
- After compliance by SI, SAP shall verify and confirm that either all relevant observations / recommendations are incorporated by the SI, or the solution provided by the IP is acceptable to SAP considering WBSEDCL requirements

Development Review and Configuration Review

Development review is to determine whether the design and implementation adheres to proven SAP standards.

- SAP shall review all custom developed components / objects.
- SAP shall verify that there is no standard SAP S/4HANA ERP and Billing Solution functionality, module, sub-module which can be used to meet WBSEDCL requirements.
- In such cases, SAP shall verify and review that the custom development approach and methodology is as per SAP recommended standards. Further, SAP shall also identify risks for WBSEDCL in such developments.
- Audit process shall be carried out through review of documents & solution and on-site discussions with the IP and WBSEDCL team.

After final configuration of the solution based on WBSEDCL requirements is done, SAP shall verify the following

- Configuration document prepared by IP is as per the solution and standards.
- Configuration is done to meet WBSEDCL requirements.
- There are no configuration level errors or incorrect processes
- Audit process shall be carried out through review of documents & solution and on-site discussions with the IP and WBSEDCL team.

Pre-Go-Live Audit

- SAP shall verify and confirm before go-live (number of audits shall be as per the IP implementation go-live approach) that technical preparedness of the system is appropriate for go- live
- SAP shall review technical & operational procedures, system performance, user support documents & structure is as per scope and SAP standards
- The IP shall have to take corrective actions based on SAP recommendations. SAP shall verify the compliance of the same.

Post Go-Live Audit

- M/s SAP shall conduct post go-live audit to confirm that the solution is performing as per WBSEDCL SLAs. M/s SAP report shall be pre-requisite to the completion of SAP S/4HANA ERP and Billing Solution stabilization phase.

- M/s SAP shall ensure closure of all audit observations to its satisfaction and provide final report to WBSEDCL.

Independent Audit & Inspection Rights:

WBSEDCL or its nominated agency shall have the right to conduct technical, security, process and compliance audits of the project deliverables at any stage of the Contract. The IP shall provide unrestricted access to records, systems, tools and documentation for audit purposes. Any adverse audit observation shall be rectified by the IP at no additional cost.

3.7.14 Schedule of Supply

The indicative Schedule of Supply of Licenses is provided below for SI's reference. Bidders are required to accordingly plan all the items as per the solution requirement and provide for the same in the BOQ Price Schedule (**ANNEXURE- VIII**)

3.7.15 Deliverables

Phase wise key deliverables are provided below. IP should note that all deliverables as part of ERP & Billing Solution implementation and necessary for the successful completion of the project needs to be provided whether exclusively mentioned or not. If the Purchaser requests for any other reasonable document / deliverable considering the project requirements, IP shall have to provide the same.

Deliverables Acceptance Procedure

- Initially, IP shall provide draft deliverable to WBSEDCL for their review and feedback within stipulated timelines.
- WBSEDCL shall provide feedback within the mutually agreed timelines to make necessary changes, corrections (if required). IP shall be required to re-submit the revised document/deliverable for final approval
- Feedback shall be an iterative process.

List of Deliverables

Phase	Key Deliverables
Phase I: Project Preparation	<ol style="list-style-type: none"> 1. Project Inception Report <ul style="list-style-type: none"> a. Detailed Project Plan (in Work Breakdown Structure along with dependencies) b. Project Governance Structure c. Detailed Site Survey Plan d. Resource Deployment Plan e. List of complete deliverables f. Communication Matrix

	<ol style="list-style-type: none"> g. Project Management Templates h. Roles & Responsibilities and Expectations from WBSEDCL 2. Detailed Training Strategy & Plan 3. Detailed Change Management (CM) and Communication Requirement & Strategy 4. WBSEDCL Change management team (such as CM managers, CM champions and Change Agents) requirement and structure. 5. Presentation on SAP S/4HANA ERP and Billing Solution Product overview to Sr. Management 6. Project Kick Off Presentation 7. Infrastructure sizing and specifications, M/s SAP recommendations and IP compliance 8. Project Preparation / Inception phase closure report 9. Exit Management Plan
Phase II: Business Blueprint	<ol style="list-style-type: none"> 10. Detailed as-is study report including all existing business processes, workflows, reporting requirements, process maps, diagrammatic business process flow 11. Functional Training Completion Certificate for Training to WBSEDCL team on standard functionalities of the RISE with SAP S/4 HANA Solution 12. Detailed to-be report with identified gap analysis and solutions. 13. Final Business blueprint / solution design document (including integration / Interface strategy and process with legacy and other required systems) 14. Finalisation of migration strategy to RISE with SAP S/4 HANA environment 15. Training report upto Business Blue Print Phase 16. Change Management Workshop deliverable 17. Process & roll change report for CM 18. Key Performance Indicator (KPIs) for SAP S/4HANA ERP and Billing Solution benefits 19. Data Collection, Preparation & Migration strategy along with templates 20. Business Blueprint / elaboration phase closure report 21. Compliance report with 1st OEM (M/s SAP) audit observations 22. Deployment of S/4 HANA solution on Test environment
Phase III: Realization	<ol style="list-style-type: none"> 23. Functional and Technical design documents for custom components (FRICE-W) 24. Draft Roles & Responsibilities of Users (Authorization Matrix) 25. Unit Test & System Integration Test: <ol style="list-style-type: none"> a. Test Plan, b. Roles & responsibilities, c. Test Scripts, d. Issue log, e. issue resolution report 26. Functional training (configuration) completion certificate for the complete solution to Core Team / Nodal Officers 27. Risk Assessment & Business Impact Analysis Report for CM 28. Implementation of SAP Notes as required by WBSEDCL

	<ul style="list-style-type: none"> business processes 29. Develop/activate and adopt Fiori apps in S/4 Hana along with required customisations/ validations /authorisations 30. Realisation Phase Closure Report 31. Mock-Runs in QA and Pre-Prod environments 32. Compliance of 2nd OEM (M/s SAP) audit report observations
Phase IV: Transition	<ul style="list-style-type: none"> 33. Final Roles & Responsibilities of Users (Authorisation Matrix) 34. Detailed training plan, User Training Manual 35. End User training completion Certificate 36. All Master data migration completion report 37. All Transaction data migration completion report 38. Load Test report 39. Stress Test Report 40. Standard Operating Procedure Documents 41. Configuration Manual and technical documents for all modules and processes 42. Help Desk structure, process and operational manual 43. Change readiness assessment 44. Cut-over communication strategy and detailed report 45. Pre-go-live assessment report (IP) 46. Compliance with Pre-go-live 3rd OEM (M/s SAP) audit observations 47. Final Preparation / Transition Phase closure report
Phase V: Go-Live	<ul style="list-style-type: none"> 48. Go-Live completion report (if multiple go-lives are considered, completion report for each go-live shall have to be provided) 49. Module wise sign off including integration activities 50. Control reports before and after migration 51. Successful Enterprise wide go-live completion report
Phase VI: Post Go-Live Stabilization Period	<ul style="list-style-type: none"> 52. System Performance Report (SLA compliance) 53. Solution usage reports – transactions and users 54. Issue log and resolution report 55. End-user survey assessment and report 56. Publication of Quarterly balance sheets from migrated SAP system for 2 quarters 57. Compliance with Post-go-live 4th OEM (M/s SAP) audit observations 58. Successful stabilization phase completion report
Periodic compliance reporting	<ul style="list-style-type: none"> 59. Monthly activities report 60. Issue log and resolution report (Action Taken Report) - as per requirement 61. Quarterly resource deployment report 62. System Performance Report (SLA compliance) as per requirement

The IP may raise claims against the delivered person-days for training along with supporting documentation and training related deliverables during the various phases of

the project. The same shall be in line with the person-day rate quoted in the BOQ and submitted as a part of the financial bid.

3.7.16 Service Level Agreements

3.7.16.1 Purpose of SLA

The purpose of this SLA is to clearly define the levels of service to be provided by the bidder for the duration of this contract or until this SLA has been amended. The benefits of this SLA are to:

1. SLA is between the bidder and purchaser.
2. Make explicit the performance related expectations on purchasers' requirements from the bidder
3. Assist the purchaser to control levels and performance of services provided by the bidder
4. Trigger a process that applies Purchaser and bidder management attention to aspects of performance that drop below an agreed upon threshold, or target.

3.7.16.2 Description of Services Provided

Bidder shall provide service as defined in Section 4: Scope of Work, in accordance to the definitions and conditions as defined in the Section 3: General Terms and Conditions for the contract.

3.7.16.3 Duration of SLA

This Service level agreement would be valid for entire period of contract. This SLA may be reviewed and revised as per mutual agreement.

3.7.16.4 SLA Targets

This section is agreed to by purchaser and bidder as the key bidder performance indicator for this engagement. The following section reflects the measurements to be used to track and report systems performance on a regular basis. The targets shown in the following tables are for the period of contract or its revision whichever is earlier.

3.7.16.5 Project Management SLAs

1. Enterprise Rollout of Integrated solution - Maximum of 12 (twelve) months for Completion of enterprise-wide rollout of above-mentioned project, from the date of signing of the contract agreement.

2. Post Implementation O&M support period for SAP S/4HANA ERP and Billing Solution (after successful stabilization period) shall be three years' mandatory and additional 1 year (optional) to the Purchaser

Parameter	Description	Target	Penalty	Validation tools/ method
Project setup time	Bidder is expected to mobilize the team for commencement of work	Within 30 calendar days from the date of award of contract	Purchaser reserves the right to terminate the contract	Team available as indicated in the proposal, Project kick-off meeting, Project management office setup
Project implementation timeline for Integrated solution	bidder expected to complete the enterprise rollout within 12 (fourteen) months	100% adherence to the timelines given in the project plan. No variation in deadlines.	Subject to Clause 3.30 of GCC, bidder bears all costs related to project implementation till the completion of contract.	<ul style="list-style-type: none"> • Project plan and schedule • Submission of Completed Deliverables and their approval • User acceptance completion • Implementation completion report

3.7.16.6 SAP S/4HANA ERP and Billing Solution Performance Management SLAs

Sl. No.	User Activity	Maximum permissible time
1	Menu Navigation - To display the menu as per the defined user role and profile	As admissible under SLAs guaranteed by SAP (Refer ANNEXURE- XXIV , SAP Cloud Architecture for WBSEDCL)
2	Screen Opening - To display the selected data entry screen from the menu chosen	
3	Field Navigation - To navigate between the data entry fields in the screen	
4	Look-up response time - To display items from list of values	
5	Look-up response time - To display items from table	
6	Screen navigation - Time taken to navigate from one screen (tab page) to another which does not involve processing in earlier screen	
7	Transaction commit - Response time taken to commit a simple transaction like Store Issue Indent, Stores Receipt Indent etc.	
8	Query Retrieval Response Time - Simple query	
9	Query Retrieval Response Time - medium complexity query	
10	Query Retrieval Response Time - High complexity query	
11	Reports Generation Response Time - Simple report	
12	Reports Generation Response Time - Medium complexity report	
13	Reports Generation Response Time - High complexity report	

3.7.16.7 Support Channels - Incident and Helpdesk

Support Channel refers to the CA helpdesk or any other future tool made available to the IP by WBSEDCL to handle issues and queries raised by WBSEDCL. The following are key parameters to be factored when gauging the support requirements from IP.

- Support hours:** The hours during which the IP provides a support interface that accepts general inquiries and requests from WBSEDCL.
- Support responsiveness:** The maximum time the IP shall take to acknowledge an inquiry or request raised by WBSEDCL. It is typical for responsiveness to vary depending on a severity level which is attached to the customer request, with a shorter response time associated with higher severity levels.
- Resolution time:** The time taken to complete any necessary actions as a result of the request.

3.7.16.8 Issue Severity Level & Resolution Time SLAs

The following section provides the service levels applicable during support period for various categories of issues.

3.7.16.8.1 Impact Type and Priority indicator of Incidents in CA Helpdesk

Sl. No.	Incident Impact Type	Incident Priority indicator
1	Very Critical	P0
2	Critical	P1
3	Urgent	P2
4	High	P3
5	Medium	P4
6	Low	P5

3.7.16.8.2 Severity Level

Very Critical	<ul style="list-style-type: none">• Showstopper and Business Critical.• Application breakdown/crash or serious degradation in the application performance.• Has serious implications on running the production server and has impacted all major business critical process.• More than 75% of the user community affected/ unable to access system.
Critical	<ul style="list-style-type: none">• Business Critical.• Application breakdown/crash or serious degradation in the application performance.• Has serious implications on running the production server and has impacted all major business critical process.• 60% to 75% of the user community affected/ unable to access system.
Urgent	<ul style="list-style-type: none">• Business Critical.• Application breakdown/crash or serious degradation in the

	<ul style="list-style-type: none"> application performance. Has serious implications on running the production server and has impacted all major business critical process. 50% to 60% of the user community affected/ unable to access system.
High	<ul style="list-style-type: none"> Showstopper. Application breakdown/crash or serious degradation in the application performance. Has serious implications on running the production server and has impacted all major business critical process. 40% to 50% of the user community affected/ unable to access system. Integrated solution not available for more than four hours continuously, in any office Any system downtime that impacts payroll run/ regulatory requirement deadlines.
Medium	<ul style="list-style-type: none"> Moderate degradation in application performance. Average response time of the application is more than 360 seconds. Has impacted majority of the business process but still be able to continue the operations with the system limitations. May have serious implications on the data 5% to 40% of the user community affected/ unable to access system. Any one office is not able to use the integrated solution for more than thirty minutes and less than four hours.
Low	<ul style="list-style-type: none"> Applications are stable and have no major impact on the day-to-day working. Less than 5% of the user community affected/ unable to access system. SAP S/4HANA ERP and Billing Solution is available with slightly degraded performance (response time is between 180 and 360 seconds), although the work can continue

3.7.16.8.3 Resolution time

Maximum time to log the call is defined as the time taken within which help desk has to log a complaint in the system provided by the end user. Help desk should provide the trouble ticket number to the end user within 30 min of logging the complaint.

Maximum time to restore is defined as the time taken to resolve the problem, starting from the time of logging the complaint and within the time specified in table below. Help desk should notify the end user within 30 min after resolution of problem.

Severity Level	Across all offices for the complete solution	
	Maximum time to log the call	Maximum time to restore
Very Critical	15 min	3 BH
Critical	15 min	1 BD
Urgent	15 min	2 BD
High	30 min	3 BD
Medium	45 min	4 BD
Low	60 min	5 BD

Note: Business working hours (BH)- 9.30 Hrs to 17.30 Hrs., 1 Business Day (BD)=8 Hours

3.7.16.8.4 Incident Management

Parameter	Description	Target	Penalty	Validation tools/ method
Incident logs	All incidents/ events raised with the IT helpdesk should be logged into the system by the service desk	100% calls to be logged and intimated to the end user with the trouble ticket number within the time as specified in the Notification and Resolution timetable above	<ol style="list-style-type: none"> 95%-99% calls logged: 5% penalty on the quoted monthly O&M Support charges Less than 95% calls logged and closed: 10% penalty on the quoted monthly O&M support charges 	<ol style="list-style-type: none"> Inspection based on count of trouble tickets for that month Complaints register maintained by WBSEDCL
Resolution of issues	All incidents/ events logged in the Incident management system should be resolved within the specified restoration time	100% of calls should be resolved within the specified resolution time specified in the table above	<ol style="list-style-type: none"> 95%-99% calls logged: 5% penalty on the quoted monthly O&M Support charges Less than 95% calls logged and closed: 10% penalty on the quoted monthly O&M support charges 	<ol style="list-style-type: none"> Inspection based on count of trouble tickets for that month

3.7.16.8.5 Problem Management

Parameter	Description	Target	Penalty	Validation tools/ method
Root cause Identification	Vendor shall analyze all the incidents and provide a root cause report every month if there are more than 10 incidents of the same type. Vendor shall	100% timely submission covering all incidents logged in that month	<ol style="list-style-type: none"> 5% penalty on the quoted monthly O&M support charges, if the vendor does not submit a problem report for that month 2.5% penalty on the quoted monthly O&M support 	<ol style="list-style-type: none"> Root cause report Incident report stating problems faced by the users Document detailing corrective action

	take the needed corrective action to prevent further issues due to the same cause.		charges, if the vendor does not perform the corrective action for more than one calendar month	
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Implementation of Audit Recommendations

Implementation of Audit Recommendations	Implementation of audit recommendations given by WBSEDCL or its auditor which have been agreed by IP to be implemented.	100%	Reports	0.2% of the Quarterly Payment for every non-compliance
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3.7.16.8.6 Security Incident and Management Reporting

Specifying measurable security level objectives in SLAs is useful to improve both assurance and transparency.

- a) **Percentage of timely incident reports:** describe the defined incidents to the cloud service which are reported to the WBSEDCL in a timely fashion. This is represented as a percentage by the number of defined incidents reported within a predefined time limit after discovery, over the total number of defined incidents to the service which are reported within a predefined period (i.e., month, week, year, etc.).
- b) **Percentage of timely incident responses:** describe the defined incidents that are assessed and acknowledged by the service provider in a timely fashion. This is represented as a percentage by the number of defined incidents assessed and acknowledged by the service provider within a predefined time limit after discovery, over the total number of defined incidents to the cloud service within a predefined period. (i.e. month, week, year, etc.).
- c) **Percentage of timely incident resolution** describe the percentage of defined incidents against the service that are resolved within a predefined time limit after discovery.

3.7.16.8.7 Vulnerability Management

Vulnerability Management refers to managing a weakness of an asset or group of assets, e.g., software or hardware related, that can be exploited by one or more threats. The information about technical vulnerabilities should be obtained in a timely fashion, the organization's exposure to such vulnerabilities evaluated and appropriate measures taken to address the associated risk.

- a) **Percentage of timely vulnerability corrections** describes the number of vulnerability corrections performed by the service provider and is represented as a percentage by the number of vulnerability corrections performed within a predefined time limit, over the total number of vulnerability corrections to the cloud service which are reported within a predefined period (i.e., month, week, year, etc.).
- b) **Percentage of timely vulnerability reports** describes the number of vulnerability reports by the IP to the WBSEDCL and is represented as a percentage by the number of vulnerability reports within a predefined time limit, over the total number of vulnerability reports to the cloud service which are reported within a predefined period (i.e., month, week, year, etc.).
- c) **Reports of vulnerability corrections** is a description of the mechanism by which the service provider informs the WBSEDCL of vulnerability corrections applied to the provider's systems, including the frequency of the reports.

Parameter	Description	Target	Penalty	Validation tools/ method
SLA Monitoring Report	Availability of SLA reports covering all parameters required for SLA monitoring within the defined time	7 working days from the end of the month	Monthly Report	5% of Quarterly Payment

3.7.16.9 Resource Management SLAs

3.7.16.9.1 Deployment of Resources During Implementation & Stabilisation Phase

- If Project Manager/a Team Lead is not deployed as per resource deployment plan or do not have adequate qualification/experience as per the specification, a deduction of Rs 15,000/- per day shall be made for the entire duration till deployment of suitable resource.
- If Project Manager/a Team Lead is absent without prior permission from WBSEDCL, a deduction of Rs 15,000/- per day shall be made.
- If any deployed resource is found to be non-performing, WBSEDCL reserves the right to ask IP for a replacement. IP shall provide a suitable replacement within 10 business days. If suitable replacement is not provided within the period by SI, a deduction of Rs 10,000/- per day shall be made for the entire duration from the date of WBSEDCL's request for replacement.
- Further, in case of non-deployment of resources or deployment of resources with inadequate qualifications/ experience/ performance WBSEDCL reserves the right to engage suitable resources, including from M/s SAP, at the cost of the SI.

3.7.16.9.2 Deployment of Resources During Post Go-Live O&M Support Phase

- If any functional or technical consultant is absent, IP shall provide a suitable

replacement. For each day's absence without replacement, a penalty of Rs. 10,000/- per day shall be deducted.

- If any key functional or technical consultant is found to be non-performing, WBSEDCL reserves the right to ask IP for a replacement. IP shall provide a suitable replacement within 10 business days. If suitable replacement is not provided within the period by SI, a deduction of Rs 10,000/- per day shall be made for the entire duration from the date of WBSEDCL's request for replacement.
- Further, in case of non-deployment of resources or deployment of resources with inadequate qualifications/ experience/ performance WBSEDCL reserves the right to engage suitable resources, including from M/s SAP, at the cost of the SI.

3.7.16.9.3 Objections and Removals of Personnel:

- WBSEDCL's Controlling Officer may, by written notice, object to any representative or person employed by the IP who is found *prima facie* guilty of misbehaviour or any corrupt or fraudulent act. Upon such notice, the IP shall forthwith remove such person and provide a qualified replacement within 14 days.

3.7.16.10 Indicative SLOs for Bidder:

The following Service Level Objectives (SLOs) are applicable to Bidder for managing the cloud & data lake services.

- a) **Availability of Reports** - Reports such as provisioning, utilization monitoring reports, user profile management etc.
- b) **Request - Response:** Percentage of successful requests

3.7.16.11 Breach of SLA

In case the bidder does not meet the SLA parameters as defined above for three continuous time periods of measurement (quarters/ 3 months), the purchaser shall consider this a breach of SLA and appropriate provisions under this contract shall be initiated.

3.7.16.12 Exclusions

The bidder shall be exempted from any non-adherence to SLAs under the following conditions:

1. Force Majeure.
2. Delay due to WBSEDCL.

3.7.16.13 Monitoring & Auditing

Bidder shall provide required reports as per the agreed date of each month or as per requirements. WBSEDCL authority shall review the performance of bidder against the SLA parameters each month, or at any frequency defined in the contract document.

The review / audit report shall form basis of any action relating to imposing penalty or breach of contract. Any such review / audit can be scheduled or unscheduled. The results shall be shared with the bidder as soon as possible. WBSEDCL reserves the right to appoint a third-party auditor to validate the SLA.

The SLA parameters shall be monitored on a periodic basis as per the individual SLA parameter requirements. However, if the performance of the system/services is degraded significantly at any given point in time during the contract and if the immediate measures are not implemented and issues are not rectified to the complete satisfaction of WBSEDCL or an agency designated by them, then WBSEDCL shall have the right to take appropriate disciplinary actions including termination of the contract. The full set of service level reports should be available to WBSEDCL on a monthly basis or based on the requirements.

The monitoring tools shall play a critical role in monitoring SLA compliance and hence shall have to be customized accordingly. The IP shall make available the monitoring tools for measuring and monitoring the SLAs. The Bidder may deploy additional tools and develop additional scripts (if required) for capturing the required data for SLA report generation in automated way.

The tools should generate the SLA Monitoring report in the end of every month which is to be shared with WBSEDCL on a monthly basis. WBSEDCL or its nominated agency shall have full access to the monitoring tools/portal (and any other tools / solutions deployed for SLA measurement and monitoring) to extract data (raw, intermediate as well as reports) as required during the project. The WBSEDCL or its nominated agency shall also audit the tool and the scripts on a regular basis.

Measuring methodology / criteria / logic shall be reviewed by WBSEDCL.

Parameter	Description	Target	Penalty	Validation tools/ method
SLA Monitoring Report	Availability of SLA reports covering all parameters required for SLA monitoring within the defined time	7 working days from the end of the month	Monthly Report	5% of Quarterly Payment

In case of default on any of the service level metric, the IP shall submit performance improvement plan along with the root cause analysis for WBSEDCL 's approval.

3.7.16.14 Periodic Reviews

WBSEDCL reserves the right to review the SLAs in course of time and shall have the following provisions to amend the changes to SLAs

- a) During the contract period, it is envisaged that there could be changes to the SLA, in terms of measurement methodology / logic / criteria, addition, alteration or deletion of certain parameters, based on mutual consent of both the parties, i.e., the WBSEDCL and IP.
- b) The WBSEDCL and Bidder shall each ensure that the range of the services under the SLA shall not be varied, reduced or increased except by the prior written agreement of the WBSEDCL and Bidder in accordance with the change control schedule.
- c) The SLAs may be reviewed on an annual basis by the WBSEDCL in consultation with Bidder and other agencies.

3.7.17 Exit Management & Knowledge Transfer

At the end of Contract period, the IP will be required to provide the necessary handholding and transition support including all information as may be necessary and reasonable to effect as a seamless handover as practicable in the circumstances to WBSEDCL or designated staff or any other agency that is selected for maintenance of ERP and Billing Solution post completion of Contract with the IP.

The IP will provide all information, handholding, and support for all the activities and information in its possession or control at any time during the exit management period. Anything in possession or in the control of IP , associated entity (CSP, SD-WANSP), or sub-OEM is deemed to be in possession or control of the IP. The transition and handholding process will include but not be limited to, conducting a detailed walkthrough and demonstrations of the ERP System, handing over all relevant documentation, addressing the queries/clarifications with respect to the working/performance levels of the DC/DR at Infrastructure, SD-WAN Service Provider (SD-WANSP), Software Licenses, handover of customized source codes, policies, and procedure document, conducting training sessions etc. The IP will provide all information, handholding, and support for all the activities and information in its possession or control at any time during the exit management period. Anything in possession or in the control of IP or sub-OEM is deemed to be in possession or control of the IP. The transition and handholding process will include but not be limited

to, conducting a detailed walkthrough and demonstrations of the SAP S/4HANA ERP and Billing Solution, handing over all relevant documentation, addressing the queries/clarifications with respect to the working/performance levels of SAP S/4HANA ERP and Billing Solution, handover of customized source codes, policies, and procedure document, conducting training sessions etc. The Knowledge transfer activity is an integral part of the scope of work assigned to IP. This knowledge transfer activity will have to be carried out effectively, even in the case of end of Contract with the IP or is terminated before the planned timelines. Please note that this is an indicative list, any other activity, over and above these, as may be deemed necessary by the WBSEDCL or designated staff or any other agency that is selected for maintenance of SAP S/4HANA ERP and Billing Solution to meet the service levels and requirements specified in the contract are also required to be performed by the IP at no additional cost. In the case of closure or termination of the project, the Parties shall agree at that time whether, and if so during what period, the provisions of this schedule shall be applied. The Parties shall ensure that their respective associated entities will carry out their respective obligations set out in this Exit Management Schedule.

3.7.17.1 Transfer of SAP S/4HANA ERP and Billing Solution

- a) WBSEDCL shall be entitled to serve notice in writing on the IP at any time during the Exit Management period requiring the IP and/or its sub-contractors to provide the WBSEDCL with a complete and up to date list of the assets and System configurations, License details, Customized Code within 30 days of such notice.
- b) WBSEDCL shall also be entitled to serve notice in writing on the IP at any time prior to the end of Exit Management period requiring the IP to transfer the overall control to WBSEDCL or its nominated agencies.
- c) In case of contract being terminated prematurely by WBSEDCL, the WBSEDCL reserves the right to ask IP to continue running the project operations for a period of 3 months after termination orders are issued. In case of contract being terminated by IP, WBSEDCL reserves the right to ask selected IP to continue running the project operations for a period of 6 months after termination notice is served by IP.
- d) Upon service of a notice under this clause, the following provisions shall apply:

- i. All title to the assets shall be transferred to WBSEDCL, on or before the last day of the exit management period.
- ii. Payment to the outgoing IP shall be made to the tune of last set of completed services/deliverables, subjected to the approval and compliance on contractual and SLA terms & conditions.

3.7.17.2 Transfer of Agreements

On the request of WBSEDCL or its nominated agency the IP shall effect such assignments, transfers, licenses and sub-licenses as WBSEDCL may require in favor of the WBSEDCL or its replacement implementation agency in relation to any equipment or service, maintenance or service provision agreement between selected IP and third party lessors, service providers, and which are related to the services and reasonably necessary for the carrying out of replacement services by the WBSEDCL or its nominated agency or its replacement IP.

3.7.17.3 Exit Management Plan

The IP shall prepare an Exit Management Plan for transfer of operations to the WBSEDCL or its nominated agency or its replacement IP. In the event of termination or expiry of contract with WBSEDCL, without affecting services to stakeholders adversely. The IP shall get this process approved by WBSEDCL. The Exist Management Plan shall include, but not be limited to, the following:

- a) A detailed program of the transfer process that could be used in conjunction with a replacement IP including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer
- b) Plans for communication with such of the IP 's sub-OEM, Bidder, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on Project's operations as a result of undertaking the transfer
- c) Plans for provision of contingent support to WBSEDCL and Replacement IP for a reasonable period after transfer.
- d) The IP shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.
- e) Each Exit Management Plan shall be presented by IP to the Competent authority at WBSEDCL and approved by WBSEDCL or its nominated agencies.
- f) In the event of termination or expiry of Agreement, Project Implementation, or Service Levels, each Party shall comply with the Exit Management Plan.
- g) During the Exit management period, IP shall use its best efforts to deliver the services.

- h) Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule and Contractual conditions or as mutually agreed between the IP and WBSEDCL.
- i) An Exit Management plan shall be furnished by the IP in writing to WBSEDCL or its nominated agencies within 90 days from the date of signing the contract.

3.7.15.4 Facilities to be provided by WBSEDCL

- 1) Providing required details of existing Legacy system and any other Systems which are required for Integration.
- 2) Providing necessary approvals and signoffs on mutually acceptable conditions.
- 3) Arranging any meeting or workshop with the Legacy Application Owners or Vendors.
- 4) Necessary sitting space with adequate facilities be provided by WBSEDCL at Corporate Headquarters (if applicable).



Chief Engineer
IT Cell,
WBSEDCL

ANNEXURE-I: BID PROPOSAL

West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/IT/118.02/2192 Dated: 26th December, 2025

BID PROPOSAL

From

Bidder's Name and Address :

Contact person :

Designation :

Telephone No (Land Line & mobile) :

Fax :

Tender Reference :

To
The Chief Engineer, IT Cell
West Bengal State Electricity Distribution Company Limited
3rd Floor, Block 'D', Vidyut Bhavan
Bidhannagar, Kolkata- 700 091

Sub: Invitation to bid for Engagement of Implementation Partner cum System Integrator (IP) for Migration/Conversion of SAP ECC (ERP & ISU) to SAP S/4HANA under SaaS model (RISE) and Integration with Allied SAP System.

Dear Sir,

We, the undersigned bidder(s), having read and examined in detail the specifications and other documents of the subject tender, do hereby propose to execute the contract as per specification set forth in your Bid-Document. We have read and examined in details all the clauses mentioned in NIT including representative of the vendor, SLA & LD, PBG, Additional PBG, SoW, etc. and unconditionally agree with the same.

1 Prices & Validity:

1.1 The offer against tender shall remain valid for a minimum period of 180 (One hundred eighty) days from the next day of opening of the tender. We further declare that prices stated in our proposal are in accordance with your bidding and the quoted unit rates shall remain firm throughout the period of the contract.

1.2 GST shall be payable over and above the quoted rate as per rate(s) prevailing in India.

2 Bid Guarantee:

We have enclosed a Bid Guarantee in the form of Bank Guarantee from drawn in favor of WBSEDCL / paid through online mode for an amount of Rs.....

3 Deviations:

We declare that contract shall be executed strictly in accordance with the specifications mentioned in the NIT and without any deviations. Further, we agree that additional conditions, deviations, if any, found in the proposal documents, shall not be given effect to.

4 Contract Performance Guarantee and Additional Contract Performance Guarantee:

We further agree that if our proposal is accepted, we shall provide a Contract Performance Guarantee of value, equivalent to 10 (ten)% of the Contract Price as stipulated in Bid document in the form of Bank Guarantee in your favor and enter into a formal agreement with you within 45 (forty-five) days from the date of placement of Letter of Award. Additionally, if applicable, we shall provide an additional Contract Performance Guarantee equivalent to 10 (ten)% of tendered amount as per terms and conditions stipulated in NIT.

Dated.....this.....day of.....2025

Thanking you, we remain,

Yours faithfully,

Date _____

Place _____

(Signature) _____

(Printed Name) _____

(Designation) _____

(Common Seal) _____

Business Address:

Name & Address of Authorized Signatory:

ANNEXURE-II: Mandatory Condition

West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/IT/118.02/2192 Dated: 26th December, 2025

Mandatory Condition

(Instruction: It shall be treated as reference for technical evaluation of bid.

Incomplete or improperly submitted bid detail may lead to rejection.)

These are mandatory qualifications, and Bid is liable to be rejected in case proposed candidate does not meet any of these mandatory qualifications.

Sl. No	Power of Attorney from Bidder		Page No in technical Proposal
1	Name of the Bidder (Company Name)		
2	Power of Attorney		
3	Person Issuing Power of Attorney		
4	Signing Authority/Person for this bid		

Sl. No	Correspondence Details (shall be used for communications related to this NIT)		Page No in technical Proposal
1	Contact Person		
2	Email Id		
3	Mobile No		
4	Telephone No		
5	Correspondence Address		

Legal Details of the Company			
Sl. No	Document Name	Number	Page No in technical Proposal
1	Corporate Identification Number (CIN)		
2	PAN No		
3	GST Registration No		
4	Form GSTR-1 (as on bid submission date)		
5	Form GSTR-3B (as on bid submission date)		
6	PF Registration No		

Sl. No	Payment Confirmation for EMD (Earnest Money Deposit)			Page No in technical Proposal
1	Payment Mode (NEFT/RTGS/E-Challan/Bank Guarantee)			
2	UTR No/ Challan No/BG Number			
3	Scanned Copy (Payment Receipt)			
4	BG Details (shall be used confirmation of BG from Issuing bank) as per ANNEXURE- V			
	i. Scanned Copy of BG			
	ii. BG Number			
	iii. BG Issue Date			
	iv. Issuing Bank Name			
	v. IFSC of Issuing Bank			
	vi. Email Id of Contact Person from Issuing bank for Confirmation of BG			

Mandatory Certifications					
Sl. No	Name of Certificate	Name of Issuing Authority	Issued on Date	Valid Up to Date	Page No in technical Proposal
1	ISO 27001 :2013				
2	ISO 9001 :2015				
3	ISO 20000-1:2018				
4	CMMI 5 Certificate				

Signed copy of NIT			
Sl. No	Name of Document	Submission Status (Yes/No)	Page No in technical Proposal
1	Signed copy of NIT		
2	Signed copy of Addenda or Corrigendum (if any)		

Financial Statements - Balance Sheet			
Sl. No	Fiscal Year	Submission Status (Yes/No)	Page No in technical Proposal
1	2024-25		
2	2023-24		
3	2022-23		

Financial Statements - Profit & Loss Statement			
Sl. No	Fiscal Year	Submission Status (Yes/No)	Page No in technical Proposal
1	2024-25		
2	2023-24		
3	2022-23		
CA Certificate for Net Worth			
Sl. No	Fiscal Year	Net Worth (in Lakh INR)	Page No in technical Proposal
1	2024-25		
2	2023-24		
3	2022-23		
CA Certificate for Liquid Asset			
Sl. No	Fiscal Year	Liquid Asset (in Lakh INR)	Page No in technical Proposal
1	2024-25		
2	2023-24		
3	2022-23		
Income Tax Return			
Sl. No	Fiscal Year / Assessment Year	Submission Status (Yes/No)	Page No in technical Proposal
1	2023-24/2024-25		
2	2022-23/2023-24		
3	2021-22/2022-23		

Sl. No.	CA Certificate for Turn-Over		
	Financial Year	Turnover (In Lakh INR rounded upto 2 digits after decimal)	Page No. in technical Proposal
1	2024-25		
2	2023-24		
3	2022-23		
Total			
Average Annual Turnover			

Work Experience Details (Only relevant orders are to be listed) Qualification Criteria (EC))					(Eligibility &	
Sl. No	Duration in Year	Project Details, Client Name & Sector, Project Start Date, Project Go- Live Date, Current Status, Modules Implemented, No. of Transactional users/FUEs, No. of Payroll Users, consumer base, Project Value and brief description of job	Documentary Evidence	Name of Ordering Authority details & Details of Assignment	Yearly average Project Value in INR.	Page No in technical Proposal
1	{e.g., Jan.2015– Apr.2017}	{e.g., Project Name, Client Name & Sector, Project Start Date, Project Go- Live Date, Current Status, Modules Implemented, No. of Transactional users/FUEs, No. of Payroll Users, consumer base, Project Value and brief description of job}	{e.g., LOA/PO No., etc}	{e.g., Ministry of .../ Distribution Sector/ Utility Details like /Name/Location/ Consumer /DC/DRC Type}	{e.g., INR}	
2						
3						
4						

NB.1: Copy of Work Order or Purchase Order or Letter of Award clearly mentioning yearly project value, contract period and other related information shall be submitted as documentary evidence to the satisfaction of WBSEDCL. In case sharing of exact copy of the document is not permitted, bidder shall share only relevant portions displaying requisite information as sought in this NIT.

Declaration regarding SAP-Certified Consultants across different modules in regular payroll of Bidder (Refer Clause IB 4.9)	
Number of SAP-Certified Consultant is at least 500 (five-hundred)	Yes/No

Properly Filled in Copy of Annexure

Sl. No	Annexure	Submission Status (Yes/No)	Page No in technical Proposal
1	ANNEXURE- I: BID PROPOSAL		
2	ANNEXURE- II: Mandatory Condition		
3	ANNEXURE- III: Power Of Attorney		
4	ANNEXURE- IV: Reverse Auction Form		
5	ANNEXURE- V: Bid Guarantee		
6	ANNEXURE- VI: PBG for Contract Performance		
7	ANNEXURE- VII: PBG for Additional Performance Security Deposit		
8	ANNEXURE- VIII: BOQ Format		
9	ANNEXURE- IX: SAP Authorization Form		
10	ANNEXURE- X: Declaration		
11	ANNEXURE- XI: Escalation Matrix		
12	ANNEXURE- XII: Service Level Agreement (SLA)		
13	ANNEXURE- XIII: Geographical Scope		
14	ANNEXURE- XIV: Agreement for Third Party Access Security Policy		
15	ANNEXURE- XV: NON-DISCLOSURE AGREEMENT		
16	ANNEXURE- XVI: Data Protection Agreement		
17	ANNEXURE- XVII: Format of CURRICULUM VITAE (CV)		
18	ANNEXURE- XVIII: Contract Agreement		
19	ANNEXURE- XIX: Change Request Form		
20	ANNEXURE- XX: Format for Completion /Go-Live/Operational Status Certificate – ERP Projects		
21	ANNEXURE- XXI: Format for Completion /Go-Live/Operational Status Certificate- Payroll Projects		
22	ANNEXURE- XXII: Format for Completion /Go-Live/Operational Status Certificate – Billing System Projects		
23	ANNEXURE- XXIII: List of Interfaces		
24	ANNEXURE- XXIV: List of SAP Documents		
25	ANNEXURE- XXV : Functional Requirements Specifications (FRS)		

ANNEXURE- III: Power of Attorney

West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/IT/118.02/2192 Dated: 26th December, 2025

Power of Attorney (PoA)

(Instruction: To be submitted on non-judicial stamp paper worth INR 100)

KNOW ALL MEN BY THESE PRESENTS THAT WE,[insert the name of the bidder]..... a company within the meaning of the Companies Act, 2013/ a partnership within the meaning of the Indian Partnership Act, 1932/ Limited Liability Partnership Act, 2009 and having its registered office/ office at[insert address](hereinafter referred to as the bidder) acting through[insert name of the person giving the Power of Attorney].....presently holding the position of (insert designation of the person giving the Power of Attorney) having been authorized by the partners/Board of Directors inter alia, to execute contracts in the name of and for and on behalf of the bidder do hereby constitute, appoint and authorize (insert name, designation and residential address of the person to whom the Power of Attorney is being given)..... as our true and lawful attorney to do in our name and on our behalf all such acts, deeds, things necessary and incidental for submission of our bid in respect of Tender Notice No: WBSEDCL/IT/118.02/2192 Dated: 26th December, 2025. We hereby further authorize the above attorney for signing and submission of the bid and all other documents, information related to the bid including undertakings, letters, certificates, declarations, clarifications, acceptances, guarantees, any amendments to the bid and such documents related to the bid, and providing responses and representing us in all the matters before the Corporation in connection with the bid for the said tender till the completion of the bidding process. We accordingly hereby nominate, constitute and appoint above named person, as the lawful attorney to do all or any of the acts specifically mentioned immediately herein above.

We do hereby agree and undertake to ratify and confirm whatever either of the said Attorney shall lawfully do or cause to be done under and by virtue of this Power of Attorney and the acts of the attorney to all intents and purposes are done as if the same had been done on behalf of the company if these presents had not been made.

IN WITNESS WHEREOF WE, _____ THE ABOVE NAMED
PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS _____ DAY OF
_____ 2025.

For
[Name of bidder]
[Signature]

Place: _____ [Name of authorized signatory]
[Designation]

[Affix rubber stamp of bidder]
[Date]

Witnesses:
1.
2.
[Notarized]

Accepted

(Signature)
(Name, Title and Address of the Attorney)

ANNEXURE- IV: Reverse Auction Form

West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/IT/118.02/2192 Dated: 26th December, 2025

Form for Acceptance of Reverse Auction

(To be submitted on Bidder's Letter Head)

To
The Chief Engineer, IT & C Cell
West Bengal State Electricity Distribution Company Limited
3rd Floor, Block 'D', Vidyut Bhavan
Bidhannagar
Kolkata- 700 091

Sub: <Name of the Tender>

We, (Bidder Name) having registered office at, (address) agree to have understood the Reverse Auction Process and the Business Rules and instructions for Reverse Auction given in the RFP documents. We agree to participate in the Reverse Auction and abide by the rules.

Name & Designation :
e-mail ID :
Contact Phone Nos :
Address :

(Signature & Seal)

Place:

Date:

ANNEXURE- V: Bid Guarantee

West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/IT/118.02/2192 Dated: 26th December, 2025
PROFORMA OF BANK GUARANTEE FOR BID GUARANTEE (Earnest Money)
(To be stamped in accordance with Stamp Act)

Ref. No. :

Date:

To
The West Bengal State Electricity Distribution Company Limited
Vidyut Bhawan
DJ Block, Sector - II
Salt Lake, Kolkata - 700 091

Dear Sirs,

In accordance with your Notice Inviting Tender (NIT) under your Specification No. _____ M/s _____ having its Registered Head Office at _____ (hereinafter called the Bidder) wish to participate in the said Tender for _____.

As an irrevocable Bank Guarantee against Bid Guarantee for an amount of _____ is required to be submitted by the Bidder as a condition precedent for participation in the said Tender, which amount is liable to be forfeited on the happening of any contingencies mentioned in the Tender Documents.

We, the _____ Bank at _____ having our Head Office at _____ (Address of Bank) guarantee and undertake to pay immediately on demand by West Bengal State Electricity Distribution Company Limited the amount of _____ (in words and figures) without any reservation, protest, demur and recourse. Any such demand made by said Purchaser shall be conclusive and binding on us irrespective of any dispute of difference raised by the Bidder.

This Guarantee shall be irrevocable and shall remain valid up to **_____. If any further extension of this guarantee is required, the same shall be extended to such required period on receiving instructions from M/s _____ on whose behalf this Guarantee is issued.

All rights of West Bengal State Electricity Distribution Company Limited under this Guarantee shall be forfeited and the Bank shall be relieved and discharged from all liabilities there under unless WBSEDCL enforce a claim under this Guarantee against the Bank within three months from the above-mentioned expiry date of validity or, from that of the extended date.

In witness whereof the Bank, through its authorized Officer, has set its hand and stamp on this _____ day of _____ 2025 at _____.

WITNESS:

(Signature)

(Signature)

(Name)

(Name)

(Official address) (Designation with Bank Stamp)

Attorney as per Power of Attorney No. _____
Date _____

** This date should be initially for one hundred eighty (180) days and may be extended from time to time.

ANNEXURE- VI: PBG for Contract Performance

West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/IT/118.02/2192 Dated: 26th December, 2025
Proforma for Bank Guarantee for Contract Performance
(To be stamped in accordance with Stamp Act)

Bank Guarantee No. _____
Ref No. _____

Date: _____

To

The West Bengal State Electricity Distribution Company Limited,
Vidyut Bhavan, Salt Lake,
DJ Block, Sector-II,
Kolkata -700 091 (India).

Dear Sir,

In consideration of West Bengal State Electricity Distribution Company Limited (hereinafter referred to as WBSEDCL) which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns having awarded to M/s _____ with its Registered/Head Office at _____ (hereinafter referred to as the 'Contractor') which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns, a Contract by issue of Order No. _____ dated _____ valued at _____ for _____ (Scope of Contract) and the Contractor having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract equipment to *----%(percent) of the value of the entire system vide Order No. date(reference of original order), against Contract to WBSEDCL.

We _____ (Name and Address) having its Head Office at _____ hereinafter referred to as the 'Bank' which expression shall, unless repugnant to the context or meaning thereof include its successors, administrators, executors and assigns do hereby guarantee and undertake to pay WBSEDCL, on demand any and all moneys payable by the Contractor to the extent of _____ as aforesaid at any time upto (day/month/year) without any demur, reservation, contest recourse or protest and or without any reference to the Contractor. Any such demand made by WBSEDCL on the Bank shall be conclusive and binding notwithstanding any difference between WBSEDCL and the Contractor or any dispute pending before any Court, Tribunal or any other Authority. The Bank undertakes not to revoke this guarantee during its currency without previous consent of WBSEDCL and further agrees that the guarantee herein contained shall continue to be enforceable till the WBSEDCL discharges this guarantee.

WBSEDCL shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee from time to time extend the time for performance of the Contract by the Contractor. WBSEDCL, shall have the fullest liberty, without affecting this guarantee to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Contractor and to exercise the same at any time and any manner, and either to enforce or to forbear to enforce any covenants, contained or implied in the Contract between WBSEDCL and the Contractor or any other course of remedy or security available to WBSEDCL. The Bank shall not be released of its obligations under this presents by any exercise by WBSEDCL of its liberty with reference to the matters aforesaid or any of them or by reason or any other acts of omission or commission on the part of WBSEDCL or any other indulgence shown by WBSEDCL or by any other matter or thing whatsoever which under the law would but for this provision have the effect of relieving the Bank. The Bank also agrees that WBSEDCL at its option shall be entitled to enforce this guarantee against the Bank as a Principal debtor, in the first instance without proceeding against the Contractor and notwithstanding any security or other guarantee that WBSEDCL may have in relation to the contractor's liabilities.

This Guarantee shall be valid upto..... it comes into force with immediate effect and shall remain in force and valid for a period up to the time of completion of the work under the stated contract plus claim period of Six months for the Bank Guarantee.

Notwithstanding anything mentioned above our liability against this guarantee is restricted to Rs..... (Rupees.) and unless a claim in writing is lodged with us within the validity period i.e. upto.....of this guarantee all our liabilities under this guarantee shall cease to exist.

Dated this _____ day of _____ 2025 at _____

Witness:

(Signature)

(Signature)

(Name)

(Name)

(Official address) (Designation with Bank Stamp)

Attorney as per Power of

Attorney No. _____
Date _____

ANNEXURE- VII: PBG for Additional Performance Security Deposit

West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/IT/118.02/2192 Dated: 26th December, 2025

Format of Bank Guarantee for Additional Performance Security Deposit

To

The West Bengal State Electricity Distribution Company Limited,
Vidyut Bhavan, Salt Lake,
DJ Block, Sector-II,
Kolkata -700 091 (India).

WHEREAS..... (name and address of "the Contractor")
Contractor (hereafter called "the Contractor") has undertaken, in pursuance of Contract no.
Dated..... to execute..... (name of Contract and brief description of
Works (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Contractor shall furnish
you with a Bank Guarantee by a Scheduled Commercial Bank for the sum specified therein for
'ADDITIONAL PERFORMANCE SECURITY DEPOSIT' for compliance with his obligation in accordance
with the Contract;

NOW WHEREAS we.....(indicate the name of the bank and branch) have agreed to
give the Contractor such a Bank Guarantee.

NOW THEREFORE we..... (indicate the name of the bank & branch)
hereby affirm that we are the Guarantor and responsible to you
on behalf of the Contractor, upto a total of Rs.(amount of guarantee)(in words).
We undertake to pay you, upon your first written demand and without cavil of argument, a sum
within the limits of.....(amount of guarantee) as aforesaid without your needing to prove
or to show grounds or reasons for your demand for the sum specified therein.

We (indicate the name of the bank and branch) hereby waive the necessity of your
demanding the said debt from the contractor before presenting us with the demand.

We..... (indicate the name of the bank and branch) further agree to pay to you any money
so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or
proceeding pending before any court or Tribunal.....the present absolute and unequivocal.
The payment so made by us under this bond shall be a valid discharge of our liability for payment
under there and the contractor(s) shall have no claim against us for making such payment, We
(indicate the name of the bank and branch) further agree that no change or addition to or other
modification of the terms of the Contract or of the works to be performed there under or of any of the
Contract documents which may be made between you and the Contractor shall in any way release
us from any liability under this guarantee, and we hereby waive notice of any such change, addition
or modification.

We..... (indicate the name of the bank and branch) lastly undertake not to revoke this
guarantee except with the previous consent of you in writing.

This Guarantee shall be valid upto..... it comes into force with immediate effect and shall remain in
force and valid for a period up to the time of completion of the work under the stated contract plus
claim period of Six months for the Bank Guarantee. Notwithstanding anything mentioned above our
liability against this guarantee is restricted to Rs..... (Rupees.) and unless a claim in writing is
lodged with us within the validity period i.e. upto.....of this guarantee all our liabilities under
this guarantee shall cease to exist.

Signed and sealed thisdayof 2025.....at

SIGNED, SEALED AND DELIVERED

by:

For and on behalf of the BANK

(Signature)

(Name)

(Designation),

(Code Number),

Address

NOTE (1) The bank guarantee should contain number of the officer(s) signing the guarantee. The address, telephone number and other details of the Head Office of the Bank as well as of issuing Branch should be mentioned on the covering letter issuing Branch.

ANNEXURE- VIII: BOQ Format

West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/IT/118.02/2192 Dated: 26th December, 2025

BOQ Format
NOT TO BE QUOTED HERE

All figures in INR								
S. No.	Description	UOM	Quantity	Unit Rate	GST Rate (%)	GST Amount	Total Price including GST (In Numbers)	Total Price including GST (In Words)
(A)	(B)	(C)	(D)	(E)	(F)	(G) = E x F	(H) = D*E+G	(H) = D*E+G
1	S/4HANA migration & implementation cost (including stabilisation period)	Lumpsum	1			0		
2	Facility Management Service (FMS) cost	Per Quarter	36			0		
3	Change Request	Person-days	250			0		
4	Training Person-Days	Person-days	110			0		
Total (1 + 2 + 3)						0	0	0

ANNEXURE- IX: SAP Authorization Form

West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/IT/118.02/2192 Dated: 26th December, 2025

(To be obtained from SAP on the SAP Letter Head)

From

Bidder's Name and Address : _____

Contact person : _____

Designation : _____

Telephone No (Land Line & mobile) : _____

Fax : _____

Tender Reference

To
The Chief Engineer, IT & C Cell
West Bengal State Electricity Distribution Company Limited
3rd Floor, Block 'D', Vidyut Bhavan
Bidhannagar
Kolkata- 700 091

WHEREAS _____ who are official manufacturers of _____ having factories at _____ do hereby authorize _____ to submit a Bid in relation to the Bids indicated above, the purpose of which is to provide the following Products, manufactured by us _____ and to subsequently negotiate and sign the Contract.

We hereby extend our full guarantee and warranty in accordance with RFP requirements, duly authorize _____ to participate in this tender (Tender reference number _____) as an authorized system integration service provider for the products supplied by SAP.

We further, endorse the support provided by our authorised bidder to WBSEDCL. The same support shall be extended for the entire period of contract as per the tender conditions.

Authorized Signature [In full and initials] of M/s SAP :
.....

Name and Title of Signatory :
.....

Name of Firm: :
.....

Business Address :.....
.....

Seal from M/s SAP

Place: Date:

ANNEXURE- X: Declaration

West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/IT/118.02/2192 Dated: 26th December, 2025
Declarations

From

Bidder's Name and Address : _____

Contact person : _____

Designation : _____

Telephone No (Land Line & mobile) : _____

Fax : _____

Tender Reference : _____

To

The Chief Engineer, IT & C Cell
West Bengal State Electricity Distribution Company Limited
3rd Floor, Block 'D', Vidyut Bhavan
Bidhannagar
Kolkata- 700 091

Sub: <Name of the Tender>

Dear Sir,

We the undersigned Bidder (s), having read and examined in details the specifications and other documents of the subject tender, do hereby propose to execute the contract as per specification set forth in your bid-document. In this regard we solemnly declare and agree to following points: -

- 1. M/s ----- (Name of the bidder) has not been blacklisted or involved in any forgery/data leak from any Government or reputed private organization across India in last three years.**
- 2. M/s ----- (Name of the bidder) has a valid ISO 27001:2013, ISO 9001:2015, ISO 20000-1:2018 for Information Security Management and CMMI-Level 5 certified as on bid submission date.**
- 3. All documents/information/Credentials submitted by Ms/----- (Name of the bidder) along with this bid are genuine, authentic, correct true and valid. Documents have been submitted after thoroughly examining all the clauses mentioned in NIT and subsequent amendment/corrigendum, if any.**
- 4. If any information and document submitted is found to be false/ incorrect any time, WBSEDCL may cancel this bid and penal action, as deemed fit, may be taken against us, including termination of the contract, forfeiture of all dues including Earnest Money and banning / delisting of our firm and all partners of the firm etc.**

5. We, M/s _____ declare that, shall establish a project management office at Kolkata (if not available) for continuing the service from Kolkata within 3 months from the placement of LOA.

Non-compliance of any of the above, if comes in the notice of WBSEDCL, may invite imposition of penal measures (like black-listing, forfeiture of EMD BG or PBG, etc.) as deemed fit by WBSEDCL

Dated.....this.....day of.....2025

Thanking you, we remain,

Yours faithfully,

Date _____

Place _____

(Signature) _____

(Printed Name) _____

(Designation) _____

(Common Seal) _____

Business Address:

Name & Address of Authorized Signatory:

ANNEXURE- XI: Escalation Matrix

West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/IT/118.02/2192 Dated: 26th December, 2025
Escalation Matrix

Level of Escalation	Name of the Associate	Designation	Contact No	Email	Requirements
Single Point of Contact (SPOC)					Project head
Level 1 Escalation					Should be at least one step higher than project head
Level 2 Escalation					Should be at least two steps higher than project head
Level 3 Escalation					Not below the rank of Regional head
Level 4 Escalation					Not below the rank of country head

Dated.....this.....day of.....2025

Thanking you, we remain,

Yours faithfully,

Date _____

Place _____

(Signature) _____

(Printed Name) _____

(Designation) _____

(Common Seal) _____

Business Address:

Name & Address of Authorized Signatory:

ANNEXURE- XII: Service Level Agreement (SLA)

West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/IT/118.02/2192 Dated: 26th December, 2025

Service Level Agreement (SLA)

We are hereby agreeing with the terms & condition of SLA as mentioned under Section 3.7.14 of the Tender document.

Signature of the bidder with Office Seal

Date-----

ANNEXURE- XIII: Geographical Scope

West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/IT/118.02/2192 Dated: 26th December, 2025

Company	Segment	Segment Description	Unit Name	
WBSEDCL	S1	Power Generation	CHIEF ENG HYDEL HQ	
			PIDD	
			JALDHAKA HYDEL PROJECT	
			MINI MICRO HYDEL DIVISION	
			RAMMAM HYDEL PROJECT	
			TEESTA CANAL FALL HYDEL PRO	
			Solar Power Generation Department	
		S2	Power Trading	DIRECTOR TRADING
		S3	Power Distribution	DISTRIBUTION H/Q
		KOLKATA DISTRIBUTION ZONAL OFFICE		
		SOUTH 24-PARGANAS REGION		
		BEHALA DIVISION		
		BARUJPUR DIVISION		
		GARIA DIVISION		
		JOYNAGAR DIVISION		
		DIAMOND HARBOUR DIVISION		
		KAKDWIP DIVISION		
		CANNING DIVISION		
		BIDHANNAGAR REGION		
		BIDHANNAGAR (D) DIVISION-I		
		BIDHANNAGAR (D) DIVISION-II		
		BHANGAR DIVISION		
		NEW TOWN DIVISION		
		HOWRAH REGION		
		HOWRAH O&M DIVISION I		
		ULUBERIA (D) DIVISION		
		HOWRAH D (O&M) DIVISION II		
		NORTH 24-PARGANAS REGION		
		BARRACKPUR (D) DIVISION		
		BARASAT (D) (O&M) DIVISION		
		HABRA (O AND M) DIVISION		
		NAIHATI (D) (O&M) DIVISION		
		BASIRHAT D DIVISION		
		BANGAON D DIVISION		
		BADURIA DIVISION		
		NEW TOWN		
		NEW TOWN DIVISION		
		MIDNAPUR DISTRIBUTION ZONAL OFFICE		
		PASHIM MEDINIPUR REGION		

	KHARAGPUR DIVISION
	GHATAL D DIVISION
	MIDNAPUR O&M DIST DIVISION
	JHARGRAM (D) DIVISION
	PURBA MEDINIPUR REGION
	TAMLUK DIVISION
	CONTAI (D) (O&M) DIVISION
	HALDIA (D) (O&M) DIVISION
	EGRA D DIVISION
	BANKURA REGION
	BANKURA (D) (O&M) DIVISION
	BISHNUPUR D DIVISION
	KHATRA D DIVISION
	PURULIA REGION
	PURULIA (D) (O&M) DIVISION
	RAGHUNATHPUR (D) DIVISION
	JHARGRAM REGION
	JHARGRAM DIVISION
	BERHAMPORE DISTRIBUTION ZONAL OFFICE
	MURSHIDABAD REGION
	BERHAMPORE (D) (O&M) DIVISION
	RAGHUNATHGANJ (D) DIVISION
	KANDI D DIVISION
	DOMKAL D DIVISION
	JIAGANJ D DIVISION
	BIRBHUM REGION
	SURI DIVISION
	RAMPURHAT DIVISION
	BOLPUR DIVISION
	NADIA REGION
	KALYANI (D) DIVISION
	KRISNANAGAR (D) DIVISION
	TEHATTA (D) (O AND M) DIVISION
	RANAGHAT (D) DIVISION
	NAKASHIPARA (D) DIVISION
	MALDA REGION
	MALDA (D) (O&M) DIVISION
	NORTH MALDA DIVISION
	GAZOLE DIVISION
	SILIGURI DISTRIBUTION ZONAL OFFICE
	DARJEELING REGION
	SILIGURI TOWN DIST(O&M) DIVISION
	KURSEONG DIST (O&M) DIVISION
	DARJEELING DIST O&M DIVISON
	SILIGURI SUBURBAN D O AND N DIVISION
	KALIMPONG DIVISION

	JALPAIGURI REGION
	JALPAIGURI (D) (O&M) DIVISION
	MAL D DIVISION
	RAIGANJ REGION
	UTTARDINAJPUR (D) DIVISION
	DAKSHINDINAJPUR (D) DIVISION
	ISLAMPUR DIVISION
	BUNIADPUR (D) DIVISION
	COOCHBEHAR REGION
	COOCHBEHAR (D) DIVISION
	MATHABHANGA DIV
	DINHATA DIVISION
	ALIPURDUAR REGION
	ALIPURDUAR (D) (O&M) DIVISION
	DAKSHIN DINAJPUR REGION
	BALURGHAT DIVISION
	BUNIADPUR DIVISION
	KALIMPONG REGION
	KALIMPONG DIVISION
	BURDWAN DISTRIBUTION ZONAL OFFICE
	PURBA BURDWAN REGION
	BURDWAN (NORTH) DIVISION
	ASANSOLE (D) DIVISION
	DURGAPUR (D) DIVISION
	KATWA DIVISION
	KALNA DIVISION
	MEMARI DIVISION
	BURDWAN (SOUTH) DIVISION
	BIRBHUM REGION
	SURI (D) (O&M) DIVISION
	RAMPURHAT (D) (O&M) DIVISION
	BOLPUR (D) DIVISION
	HOOGHLY REGION
	SREERAMPUR (D) DIVISION
	CHANDANNAGAR (D) (O&M) DIVISION
	ARAMBAGH (D) (O&M) DIVISION
	TARAKESWAR DIST (O&M) DIVISION
	SINGUR HARIPAL O&M D DIVISION
	MOGRA D O & M
	PASCHIM BURDWAN REGION
	ASANSOL DIVISION
	DURGAPUR DIVISION
	P&C DEPARTMENT
	DISTRIBUTION PROJECT III
	DISTRIBUTION PROJECT I
	DISTRIBUTION PROJECT II (DDUGJY)
	RE HEADQUARTERS

		RE HEADQUARTERS
		MALDA DISTRIBUTION ZONAL OFFICE
		MALDA REGION
		MALDA DIVISION
		CHANCHAL DIVISION
		GAZOLE DIVISION
		UTTAR DINAJPUR REGION
		RAIGANJ DIVISION
		ISLAMPUR DIVISION
		DAKSHIN DINAJPUR REGION
		BALURGHAT DIVISION
		BUNIADPUR DIVISION
S4	Corporate	CORPORATE
		HRD
		WBSEDCL_Corp
		IT & C CELL
		ESTATE MANAGEMENT DEPARTMENT
		COMMUNICATION CELL
		DELHI LIASON OFFICE
S5	Pump Storage	PURULIA PUMPED STORAGE PROJECT HQ
		PUMPED STORAGE PROJECT DEPARTMENT
		Turga Pumped Storage Project
T1	WGPF Segment-1	WGPF TRUST
T2	WCPF Segment 1	WCPF Trust
T3	WPEN Segment 1	Gratuity Trust
T4	WGRT Segment 1	Pension Trust

ANNEXURE- XIV: Agreement for Third Party Access Security Policy

West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/IT/118.02/2192 Dated: 26th December, 2025

Agreement for Third Party Access Security Policy of WBSEDCL

Organization Name & Address:	Date:
First Name Middle Name Last Name	Department:
Designation:	

Third Party Access Security Policy

- User shall access only the appropriate physical area of the premises and appropriate information resource.
- Users shall not access any information resources of WBSEDCL, without prior authorization of the concerned officials of WBSEDCL.
- User shall not carry any Personal storage media like USB, Hard drives, Mobile phones, DVD/CDs into secured zones like Data Centre, Disaster Recovery Centre, SCADA Centers, Smart Grid Control Centre, etc.
- Users shall not access any information resources without the presence of WBSEDCL's authorized personnel.
- Any passwords and access privileges given shall not be disclosed to anyone inside and outside WBSEDCL's physical and logical boundaries.
- Users shall not engage in abusive or improper use of information resources, which includes, but is not limited to, misuse of resource/ privileges, tampering with resource and unauthorized removal of resource components.
- User shall not conduct or permit "hacking" activities. User shall not run "packet sniffers". Users shall not distribute computer viruses, Trojan horses, worms, or any other malicious software.

I hereby declare that I have understood the information security practices followed at WBSEDCL, and I shall adhere to the procedures.

(Signature of the Bidder)

Date:

Name of the Bidder:

ANNEXURE- XV: NON-DISCLOSURE AGREEMENT

West Bengal State Electricity Distribution Company Limited

NON-DISCLOSURE AGREEMENT

(Instruction: To be submitted on non-judicial stamp paper worth INR 100)

This Non-Disclosure Agreement ("Agreement") dated Date, Month, Year ("Effective Date") is entered

BETWEEN

WBSEDCL a company incorporated under the provisions of Companies Act, 1956 and having its principal place of business at thereafter referred to as " " which expression shall mean and include its executions, administrations, subsidiaries and assigns).

AND

M/s a company incorporated under the provisions of Companies Act, 2013/1956 and having its principal place of business at thereafter referred to as which expression shall mean and include its parent, affiliates subsidiaries and assigns) WBSEDCL and collectively referred as parties.

Purpose

WBSEDCL embarked on implementing information Security Management System (ISMS) which involves disclosure of application Landscapes of WBSEDCL which are presently hosted at Data Centre and Data Recovery Centre. Such information is sensitive and confidential in nature. To protect the said confidential information both the parties desire to sign this Non-Disclosure Agreement.

Disclosure of Confidential Information

Either party may disclose to the other party either orally or in any recorded medium, information comprising or relating to its/ or its subsidiaries or franchisees techniques; schematics; designs; contracts; financial information; ERP information; SAP Modules; client data; business affairs; operations; strategies; inventions; methodologies; technologies; employees; subcontractors; pricing; service proposals; methods of operations; procedures; products and / or services (Confidential Information). Confidential Information shall include all nonpublic information furnished, disclosed or transmitted regardless its source.

Confidentiality

Either party shall use the Confidential Information solely in furtherance of the actual potential business relationship between the parties. The parties shall not use the Confidential Information in any way that is directly or indirectly detrimental to the other party and shall not disclose the Confidential Information to any unauthorized third party.

Parties shall ensure that access to Confidential Information is granted only to those of its employees or agents ("Representatives") who have a demonstrated need to know such information in order to carry out the business purpose of this Agreement. Prior to disclosing any Confidential Information to such /Representatives, party shall inform them of the confidential nature of the information and their obligation to refrain from disclosure of the Confidential Information. Each party and its Representatives shall take all reasonable measures to maintain the confidentiality of the Confidential Information, but in no. event less than the measures it uses for its own information of similar type. Parties and its Representatives shall not disclose to any person including, without limitation, any corporation, sovereign, partnership, limited liability company, entity or individual(i) the fact that any investigations, discussions or negotiations are taking place concerning the actual or potential business relationship between the parties, (ii) that it has requested or received Confidential information, or (iii) any of the terms, conditions or any other fact about the actual or potential business relationship.

Each party and its Representatives shall immediately notify the other party of any use of disclosure of the Confidential information that is not authorized by this Agreement. Each

party and its Representatives shall use its best efforts to assist the other party in remedying any such unauthorized use or disclosure of the Confidential Information. Either Party shall implement and follow the rules as laid down in the information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011 as and where apply.

The obligations contained under the agreement shall not apply to the extent that either Party can demonstrate that the Confidential information: (a) was part of the public domain at the time of disclosure or properly became party of the public domain, by publication or otherwise; (b) was rightfully acquired by Receiving Party prior to disclosure by Disclosing Party; (c) was independently developed by Receiving Party or its Representatives without reference to the Confidential information; or (d) is required to be disclosed by a government agency or by a proper court of competent jurisdiction; provided; however, that Receiving Party and its Representatives shall provide Disclosing Party prompt prior written notice of such requirement, shall consult with and assist Disclosing Party in obtaining a protective order prior to such disclosure, and shall only disclose the portion of Confidential information which it has been advised by written opinion of counsel is legally required to be disclosed and shall use its best efforts to obtain assurance that confidential treatment shall be accorded such information if the protective order is not obtained or if Disclosing Party waives disclosure of such information.

Ownership of Material/No Warranty

Each Party retains all rights, title and interest to its confidential information. No license under any trademark, patent or copyright, or application for same which are now or thereafter may be obtained by the other Party is either granted or implied by the disclosure of confidential information.

Term

This Agreement shall terminate years from the Effective Date. Receiving Party's obligations with respect to confidentiality shall expire after years from the date of disclosure.

Return of Confidential information

Upon written request of either Party, Parties and its Representatives shall promptly return to the other Party all copies of Confidential information in its possession including all copies of any analyses, compilations, studies or other documents prepared by Receiving Party or its Representatives containing or reflecting any Confidential information. Either Party shall clarify in writing that it and its Representatives have returned all such information to the other Party.

General

- (a) This Agreement shall be governed by and construed in accordance with the applicable laws of India.
- (b) Either Party agrees that breach of the provisions of this Agreement by any Party shall cause the other Party and irreparable damage for which recovery of money damages would be made in court of law' is Kolkata inadequate. Receiving Party and its Representatives hereby irrevocably and unconditionally consent to submit to the exclusive jurisdiction of the courts of Kolkata, West Bengal for any actions, suits or proceedings arising out of a relating to this Agreement and the transactions contemplated hereby (and agree not to commence any action, suit or proceeding relating thereto except in such courts), and further agree that service of any process, summons, notice 'or document by registered mail or tracked courier service to the address set for the above shall be effective service of process for any action, suits or proceeding brought against Receiving Party and its Representatives in any such court.

- (c) Neither party may assign any of its rights or obligations under this Agreement without the prior written consent of the other party. This Agreement shall be binding upon and inure to the benefit of the parties permitted successors and assigns.
- (d) This Agreement may be amended or supplemented only by a writing that is signed by duly authorized representatives of both parties.
- (e) No terms or provision hereof shall be considered waived by either party, and no breach excused by it, unless such waiver or consent is in writing signed an authorized representative of the non-breaching party. No consent to, or waiver of, a breach by a party, whether express or implied, shall constituted a consent to, waiver of, or excuse of any other, different, or subsequent breach.
- (f) If any part of this Agreement is found invalid or unenforceable, that part shall be amended to achieve as nearly as possible the same economic and legal effect as the original provision and the remainder of this Agreement shall remain in full force.
- (g) This Agreement constituted the entire agreement between the parties relating to this subject matter and supersedes all prior or simultaneous representations, discussions, negotiations, and agreements, whether written or oral, in the instant subject matter.

IN WITNESS WHEREOF the parties have executed these presents on the day, month and year first above written.

Signed, Sealed and delivered by:
Shri.....representing
WBSEDCL in presence of:
Witness:

1)

Authorized signature with
designation and seal

Signed, Sealed and delivered by:
Shri.....representing
M/S..... in presence of:
Witness:

1)

Authorized signature with
designation and seal

ANNEXURE- XVI: Data Protection Agreement

West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/IT/118.02/2192 Dated: 26th December, 2025

Data Protection Agreement

Between

<Utility>

&

XXXXX

XX

This Data Protection Agreement to **<Utility>**. **Agreement** (hereinafter referred to as the “Data protection Agreement”) is dated and made effective as of XXXX.

(the “Effective Date”), and is by and between **<Utility>**, with a place of business located at **<Address>**, including some of its affiliates and wholly owned subsidiaries in accordance of the Agreement (hereinafter collectively referred to as “**<Utility>**”) and XXXX. , a company existing under the laws of India, having a place of business at **<Address>**, (hereinafter referred to collectively as “XXXX.” or “Customer” as defined in the Agreement). This Addendum is an amendment to the **<Utility>** (and referred to as the “Agreement”) that was entered into by the parties on or about **<DATE>**

For clarity, this Addendum only applies if and to the extent to Data relating to **<Utility>** and its personnel that is received by the Service Provider from or on behalf of **<Utility>** for store , Process , and support as a service provider while performing those functions or activities as required by the Business Agreement.

The parties hereby agree as follows:

- 1. General Definitions.** All capitalized terms not otherwise defined herein shall have the meanings set forth in the Agreement.
- 2. Scope .** As of the Effective Date and for any period of time thereafter during

which Service Provider is either a data importer and has possession of or access to <Utility> Data in connection with the Services until expiration or termination of the Agreement, Service Provider shall have implemented at its Facilities, and shall thereafter maintain policies, procedures and practices that satisfy the applicable requirements set forth in this Data Protection Agreement. Additionally, at all times during the duration of the Agreement and for any period of time thereafter during which the Service Provider is a data importer and has possession of or access to <Utility> consumer Data in connection with the Services, Service Provider shall maintain compliance with all applicable Data Protection Laws, including, when it comes into force, Regulation Data Security Law (DSL) India," or "IT ACT). Notwithstanding the foregoing, if Service Provider cannot provide such compliance for whatever reasons, it agrees to promptly inform <Utility> of its inability to comply, in which case <Utility> is entitled to suspend the transfer of Data and/or terminate the related Design Services or Work as provided in the Business Agreement.

3. Data Protection/Privacy Definitions. For purposes of this Data Protection , "Data", "Process(ing)" and "Data Subject(s)" shall have the meaning given to these terms in accordance with the applicable country-specific Data Protection Laws, including but not limited to, the India Digital Personal Data Protection Act 2022. During the term of the Agreement:

"<Utility> Data" means the Data about <Utility> , PII of the customer and its personnel that Service Provider receives from <Utility> , or otherwise Processes for or on behalf of <Utility> in order to provide the Services (including any products) under the Agreement.

"India Digital Personal Data Protection Act 2022" means any law covering "Personal Data", "Process(ing)" and "Data Subject(s)", including the other country's privacy laws, including Member State's data protection laws and regulations applicable to Service Provider as a data importer of <Utility> Personal Data in the performance of the Services under the Agreement.

"Facilities" or "Facility" means the Service Provider's facility(s) used now or in the future to perform Design Services and/or work pursuant to the Agreement that has access, store, Process, or use <Utility> Personal Data.

“Member State” means a country that is a member of the Republic of India

“Personnel” means all workers, including but not limited to Service Provider’s employees, temporary personnel, and others employed or contracted by Service Provider that have access to, store, process, or use <Utility> Data.

Service(s) means the Design Services and/or Work provided by Service Provider pursuant to the Agreement.

“Subcontractor” means the Service Provider’s vendors, agents, subcontractors, and all other persons, entities, or organizations, exclusive of non-contingent employees who are subject to the direction, supervision, and control of the Service Provider.

“Sub-processor” means any Subcontractor engaged by the Service Provider to Process <Utility> Data who are identified in the Business Agreement

4. Processing. In performing its obligations in the Agreement, if the Service Provider at any time from the Effective Date and until termination of the Services or the Agreement undertakes Processing of Data for or on behalf of <Utility> , Service Provider shall process all Personal Data fairly and lawfully, respecting the Data Subject's privacy, and in accordance with all Data Protection Laws applicable to such Processing of Personal Data. Service Provider shall take reasonable measures to require that all of its Personnel and each of its Sub-processors process all Personal Data in a similar manner as further described in Section 5 below. Service Provider shall only Process <Utility> Data for the purposes of and in compliance with the terms set out in the Agreement or this Data Processing Addendum and in compliance with mutually agreed <Utility> 's instructions as issued from time to time. Service Provider shall not *(i)* obtain any rights to any Personal Data by virtue of complying with its obligations in the Agreement and/or this Addendum; *(ii)* except with respect to approved Sub-processors or pursuant to applicable law, transfer or disclose any Personal Data (in part or in whole) to any third party, except as stipulated in this Data Processing Addendum, *(iii)* except as technically necessary to perform its obligations under the Agreement, transfer, access or store any Personal Data outside of the country in which the applicable Service Provider Facility is established (the “Country Of Origination”), including via

cloud services, without the explicit prior consent of <Utility> , or (iv) Process or use any Personal Data for its own purposes or benefit. The Service Provider shall keep all Personal Data confidential and secure.

5. Third Parties & Sub-processors. Service Provider may subcontract its processing work that relates to Personal Data under the Agreement only with the prior written consent of <Utility>

. Additionally, The Provider must provide a list of current Sub-processors under Appendix 1 of this Addendum. The sub-processor list shall include the identities of those Sub-processors and their country of location and have been consented to by <Utility>. If Service Provider decides at a later date to use Sub-processors, Service Provider must inform <Utility> in writing. Service Provider must inform <Utility> prior to any changes or replacements of Sub- processors and request <Utility> 's explicit approval for such change. <Utility> shall not unreasonably object to such changes or replacements. If Service Provider is authorized by <Utility> to subcontract to a third party any of its performance obligations under the Agreement with respect to Processing <Utility> Personal Data, Service Provider shall require that its Sub-processors also maintain adequate measures (reasonably appropriate to such subcontractor's storage, maintenance or processing activities) that comply in all material respects with the relevant obligations in this Addendum, including, but not limited to, the obligations of data privacy, confidentiality, information security, and international transfers. Subject to the limitations set forth herein and in Section 10 of the Agreement, to the extent caused by Service Provider shall be held accountable and liable to <Utility> for any Personal Data privacy violations or security breaches within the Service scope, to the extent caused by Service Provider's breach of its obligations under this Addendum.

6. International Transfers. All transfers of <Utility> Personal Data outside of the Country Of origination by the Service Provider (if any) shall be in strict compliance with the relevant provisions of the Data Protection Laws in the originating country. Where the Personal Data originates in India, transfers can only occur within the country with adequate Data Protection Laws, or Binding Corporate Rules. All transfers of Personal Data by the Service Provider not technically necessary to perform its obligations under the Agreement shall be done with the prior written consent of <Utility> and shall be made in strict accordance with applicable Data Protection Laws or contractual obligations on

such transfers provided such contractual obligations do not violate applicable Data Protection Laws

7. **Cooperation & Enquiries.** Service Provider shall inform **<Utility>** without undue delay if Service Provider receives any inquiry, complaint, or claim from any court, governmental official, third parties, or individuals (including but not limited to the Data Subjects) arising out of the Services and shall provide **<Utility>** reasonable support and cooperation in a timely manner in responding to any such request. Should **<Utility>**, on the basis of applicable law, be obliged to provide access or information to a Data Subject about the Processing of Personal Data relating to him or her, Service Provider shall, without levying a fee, reasonably assist **<Utility>** in providing such access or information.
8. **Confidentiality & Information Security.** In addition to any other agreement and/or terms governing confidentiality between the parties, Service Provider shall adopt adequate (taking into account the nature of Processing and the information available to the Service Provider) technical and organizational measures reasonably necessary to secure the Personal Data and to prevent unauthorized access, alteration or loss of the same, including measures required by applicable Data Protection Laws. The service Provider shall also ensure the confidentiality of the Personal Data, including taking appropriate measures to ensure the same of its Personnel and Sub-processors. At the reasonable written request of **<Utility>**, Service Provider shall provide the former with a comprehensive and up-to-date data protection and security concept for the **<Utility>** Personal Data obtained under the Agreement while performing the Services under the Agreement.
9. **Privacy Violations, Security and Data Breach Incidents.** When known or reasonably suspected by Service Provider while performing the Services under the Agreement, Service Provider shall inform **<Utility>** promptly if: (i) Service Provider or its Personnel infringe the applicable Data Protection Laws or obligations under the Agreement, (ii) significant failures during the Processing occur, or (iii) third parties have unauthorized or unintended access to the Personal Data. The parties are aware that the applicable Data Protection Law may impose a duty to inform the competent authorities or affected Data Subjects in the event of the loss or unlawful disclosure of Personal Data or access to it. These incidents should therefore be notified by Service Provider to **<Utility>** without delay, regardless of their origin. This also applies to serious operational faults or where there is any suspicion of an infringement of

provisions relating to the protection of Personal Data or other irregularities in the handling of Personal Data belonging to <Utility>

. In consultation with <Utility> , Service Provider must take appropriate measures, within the Service scope, to address the Breach, including, where appropriate, measures to secure the Personal Data and work in good faith to reduce risk to the Data Subjects whose Personal Data was involved. Service Provider must coordinate the messaging related to any privacy violation, security breach, or data breach incident with the <Utility> prior to making any public disclosures.

10. Inspection & Audit Rights. Upon at least 30 days prior written notice as described in Section 12 of the Agreement and subject to the obligations herein, <Utility> may inspect Service Provider's operating Facilities or conduct an audit (each an "Audit"), Service Provider's security, manufacturing processes, quality processes, and environmental systems control used for processing <Utility> Personal Data to ascertain compliance with this Data Processing Addendum at <UTILITY> 's expense (although <UTILITY> shall in no way be responsible for any expenses or costs incurred by Service Provider's commercially reasonable support in assisting <Utility> with the Audit or allowing <UTILITY> to inspect their Facilities, and in the event, a violation of Service Provider's obligations under this Addendum is found that has the potential to compromise <Utility> Personal Data, Service Provider shall be responsible for all reasonable costs and expenses incurred by <UTILITY> in conducting the Audit). To the extent applicable to Service Provider's obligations under this Addendum, this Audit may include, but is not limited to, the verification of whether the procedures for the technical and organizational requirements of data protection and information security are appropriate in accordance with <UTILITY> 's Third Party Information Security Requirements Addendum (or similar obligations negotiated by the parties either in an agreement and/or separate amendment/addendum). Service Provider shall provide <UTILITY> with any reasonably necessary information and documents during the Audit. The Audit may be carried out once a year by <UTILITY> 's data protection officer or a mutually accepted authorized representative unless a violation of the Service Provider's obligations under this Data Processing Addendum is found, and in such an event, <UTILITY> may conduct another Audit within six months or if <UTILITY> reasonably believes

that Service Provider is not complying with the obligations contained in this Addendum. All Audits shall be performed during normal working hours; subject to Service Provider's reasonable security, safety, and confidentiality requirements; and in such a way that the Audit does not disrupt or compromise Service Provider's infrastructure or ability to process normal business operations. In addition, Service Provider shall reasonably allow and assist in the Audit of its obligations (at its own expense) under this Addendum. In addition, Service Provider shall cooperate with any audit ordered by a relevant Data Protection Authority that arises from its performance under the Agreement.

Notwithstanding the forgoing, any Audit, shall not entitle <UTILITY> to view, or in any way access records and/or processes:

- i. Not directly related to <UTILITY> Data Processed by Service Provider;
- ii. Not directly related to the Design Services or Work provided to <UTILITY> under the Agreement;
- iii. In violation of applicable laws; and/or
- iv. In violation of the Service Provider's confidentiality obligations owed to a third party

For clarity, Audits shall only be performed if the parties have mutually agreed in writing on the scope of the Audit prior to any Audit. <UTILITY> shall provide a prior written notice, including a written explanation of the reason for the Audit, to the Service Provider no later than 30 days before any such Audit commences. Prior to any Audit, both parties shall agree to pursue, in good faith, other means of reconciling the documents that would render such Audits not necessary. The mutually accepted third-party auditor shall sign Service Provider's standard, confidential disclosure agreement, which shall limit the third-party auditor's rights to disclose to <UTILITY> anything other than the results of the Service Provider's compliance or non-compliance with the Audit. Audit Costs and expenses shall be mutually agreed upon between the parties in writing prior to any Audit.

11. Indemnity. Subject to the remaining provisions of this Section 11, the parties hereby agree that Service Provider shall have the obligation of defense and indemnification for any Claim incurred by or assessed against any Customer

Indemnitee by a third party for any shallful or negligent acts or omissions by the Service Provider or any violation of this Addendum or the Data Protection Laws but to the extent such violation has been caused by the Service Provider's shallful or negligent acts or omissions while Processing <UTILITY> Personal Data as a data importer under this Addendum and this obligation shall be added to the Agreement as Section.

Notwithstanding anything contained in the Agreement, this Addendum, or any other amendment or addendum, the parties agree (i) that if one party is held liable for a violation of the Data Protection Laws committed by the other party, the latter shall, to the extent to which it is liable, indemnify the other party for any cost, charge, damages, expenses or loss it has incurred as part of its obligations to indemnify under as applicable; and (ii) the limitations and exceptions (Limitation of Liability) of the Agreement, including Service Provider's total liability cap, applies.

The non-indemnifying party shall:

- (i) promptly notify the other party upon learning of a Claim; and
- (ii) cooperate in the defense and settlement of the Claim.

12. Return of Personal Data. Following termination of the Agreement, Service Provider, except to the extent prohibited by applicable law, at the sole discretion and written request of <UTILITY>, shall return to <UTILITY> or destroy and delete all <UTILITY> Personal Data subject to Processing. Service Provider must certify in writing to <UTILITY> that it has complied with the foregoing obligations.

13. Counterparts. This Addendum may be executed in counterparts, each of which when executed and delivered shall constitute an original of the Addendum, but all the counterparts shall together constitute the same document. No counterpart shall be effective until each party has executed at least one counterpart. Facsimile or electronic signatures shall be binding to the same extent as original signatures.

14. Integration. Except as otherwise set forth in this Addendum, all terms and conditions contained in the Agreement and not amended herein shall remain in full force and effect. In the event of a conflict between the Agreement and this Addendum or any other confidentiality term in an agreement between the

parties, the order of precedence in respect of the Processing of <UTILITY> Personal Data shall be: this Addendum and then the Agreement.

IN WITNESS WHEREOF, the parties hereto have executed this through their authorized representatives identified below.

On behalf of the Service Provider:

Name (written out in full):

Position:

Address:

Other information necessary in order for the contract to be binding (if any):

Signature /s/ <<NAME>>

On behalf of the Service Provider:

Name (written out in full):

Position:

Address:

Other information necessary in order for the contract to be binding (if any):

Signature /s/ <<NAME>>

On behalf of the Data Owner: <UTILITY>,

Name (written out in full):

Position:

Address:

Other information necessary in order for the contract to be binding (if any):

Signature /s/ <<Name >>

ANNEXURE- XVII: Format of CURRICULUM VITAE (CV)

West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/IT/118.02/2192 Dated: 26th December, 2025
Format of CURRICULUM VITAE (CV)

(Instruction: Individual CV's shall be submitted in respective format given below in accordance with Resource Deployment mentioned in NIT)

A. Format of CURRICULUM VITAE (CV)-- Project Manager, K1

CV serial no.	Format-1
Position Title & No.	Project Manager, K1
Name of Expert:	{Insert full name}
Date of Birth:	{day/month/year}
Country of Citizenship/Residence	
Total Year of Experience	{Years as Relevant Experience to this project i.r.o. as mentioned elsewhere in NIT}
Area of Expertise	Overall project and delivery management

Education: {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained}

Employment record relevant to the assignment: {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.}

Sl. No.	Period	Employing organization and Contact information for references (In India only)	Work as title/position	Summary of activities performed relevant to the Assignment	Name of the Project
	[e.g., May 2005-present]	[e.g., Ministry of, advisor/Bidder to... For references: Tel...../e-mail.....; Mr. Hbbbb, deputy minister]			

{day/month/year}

Name of Expert
Date

Signature

{day/month/year}

Name of authorized
Date
Representative of the Bidder

Signature

(the same who signs the Proposal)

Experience Compliance as per my work/Assignments:

Details of Required experience as mentioned elsewhere in NIT	Experience complied (Yes/No)	Reference to Prior Work/Assignments that Best Illustrates against the complied experience.

Expert's contact information: (e-mail

.....,
phone.....)

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available, as and when necessary, to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification as well as my organization's disqualification or dismissal by the Client. {Signature should be made on every page}.

{day/month/year}

Name of Expert
Date

Signature

{day/month/year}

Name of authorized
Date
Representative of the Bidder
(the same who signs the Proposal)

Signature

B. Format of CURRICULUM VITAE (CV)-- DB Administration and Apps Administration for all the modules, K-2

CV serial no.	Format-2
Position Title & No.	Team Lead - DB Administration and Apps Administration for all the modules, K-2
Name of Expert:	{Insert full name}
Date of Birth:	{day/month/year}
Country of Citizenship/Residence	
Total Year of Experience	{Years as Relevant Experience to this project i.r.o. as mentioned elsewhere in NIT}
Area of Expertise	SAP-Basis Administration, DB Administration, DB2 Administration

Education: {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained}

Employment record relevant to the assignment: {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.}

Sl. No.	Period	Employing organization and Contact information for references (In India only)	Work as title/position	Summary of activities performed relevant to the Assignment	Name of the Project
	[e.g., May 2005-present]	[e.g., Ministry of , advisor/Bidder to... For references: Tel...../e-mail.....; Mr. Hbbbb, deputy minister]			

Membership in Professional Associations and Publications:

Indicate significant Certification which are relevant for this Project:

Language Skills (indicate only languages in which you can work): _____
{day/month/year}

Name of Expert _____ Signature _____
Date _____ {day/month/year}

Name of authorized _____ Signature _____
Date _____

Representative of the Bidder
(the same who signs the Proposal)

Experience Compliance as per my work/Assignments:

Details of Required experience as mentioned elsewhere in NIT	Experience complied (Yes/No)	Reference to Prior Work/Assignments that Best Illustrates against the complied experience.
<ul style="list-style-type: none"> At least a Graduate Engineering degree in IT or CSE or its equivalent or a Master's degree in Computer Applications or its equivalent At least 8 years of experience in DBA and SAP Basis Admin Experience in designing complete SAP Landscape consisting SAP ERP Experience in designing Role and Authorization Matrix. Project experience in SAP implementation, SAP ABAP, Java and Solman installation on multiple OS and cluster environments, Post-installation configuration, parameters tuning and system optimization, CTS+ and STMS configuration, SPS and Kernel upgrade, SAP System Copy, CUA configuration. User and authorization designing and Management, SAP Audit configuration, Change management, Administrative tasks, SAP Data Archiving, Job schedule and Calendar maintenance, backup management, IAM, Expert and advance troubleshooting and analysis Project Experience in Database Installation, Upgradations, Administration and configuration on multiple operating systems, Performance tuning, Version or Patch upgrade, High availability installations, configuration and management including business continuity planning and designing, database migration, Auditing, SQL, Shell scripting, Capacity Planning, Database modelling. Experience in DB2. DB Administration and Apps Administration for all the modules of SAP ERP Backup and Restore Management 		

Expert's contact information: (e-

mail.....phone.....)

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available, as and when necessary, to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification as well as my organization's disqualification or dismissal by the Client. {Signature should be made on every page}.

{day/month/year}

Name of Expert
Date

Signature

{day/month/year}

Name of authorized
Date
Representative of the Bidder
(the same who signs the Proposal)

Signature

C. Format of CURRICULUM VITAE (CV)-- SME (Subject Matter Expert) (ABAP, FICO and HCM with Payroll), K2

CV serial no.	Format-3
Position Title & No.	SME (Subject Matter Expert) (ABAP, FICO and HCM with Payroll), K2
Name of Expert:	{Insert full name}
Date of Birth:	{day/month/year}
Country of Citizenship/Residence	
Total Year of Experience	{Years as Relevant Experience to this project i.r.o. as mentioned elsewhere in NIT}
Area of Expertise	Business module expert-SAP-ERP, SAP-BW, SAP-EP, SAP-PO

Education: {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained}

Employment record relevant to the assignment: {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.}

Sl. No.	Period	Employing organization and Contact information for references (In India only)	Work as title/position	Summary of activities performed relevant to the Assignment	Name of the Project
	[e.g., May 2005-present]	[e.g., Ministry of, advisor/Bidder to... For references: Tel...../e-mail.....; Mr. Hbbbb, deputy minister]			

Membership in Professional Associations and Publications:

Indicate significant Certification which are relevant for this Project:

Language Skills (indicate only languages in which you can work): _____

{day/month/year}

Name of Expert
Date

Signature

{day/month/year}

Name of authorized
Date
Representative of the Bidder
(the same who signs the Proposal)

Signature

Experience Compliance as per my work/Assignments:

Details of Required experience as mentioned elsewhere in NIT	Experience complied (Yes/No)	Reference to Prior Work/Assignments that Best Illustrates against the complied experience.
At least a Graduate Engineering degree or a Master's degree in Computer Applications. For FICO, resource shall be either CA/CMA qualified or SAP Certified in FICO.		
At least 8 years of experience as SAP Consultant in respective module (ABAP, FICO and HCM with Payroll)		
SAP Certified in Respective Module(ABAP, FICO and HCM with Payroll).		

Expert's contact information: (e-mail..... phone.....)

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available, as and when necessary, to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification as well as my organization's disqualification or dismissal by the Client. {Signature should be made on every page}.

{day/month/year}

Name of Expert
Date

Signature

{day/month/year}

Name of authorized
Date
Representative of the Bidder
(the same who signs the Proposal)

Signature

D. Format of CURRICULUM VITAE (CV)-- SME (Subject Matter Expert) (Basis, ABAP, Finance and Controlling (FICO), Material Management (MM),Sales and Distribution (SD), Project System (PS) & Investment Management (IM), Plant Maintenance (PM), Human Capital Management (HCM) & Payroll, Workflow , Enterprise Portal (EP), Fund Management (FM)), K3

CV serial no.	Format-4
Position Title & No.	SME (Subject Matter Expert) (Basis, ABAP, Finance and Controlling (FICO), Material Management (MM),Sales and Distribution (SD), Project System (PS) & Investment Management (IM), Plant Maintenance (PM), Human Capital Management (HCM) & Payroll, Workflow , Enterprise Portal (EP), Fund Management (FM)), K3
Name of Expert:	{Insert full name}
Date of Birth:	{day/month/year}
Country of Citizenship/Residence	
Total Year of Experience	{Years as Relevant Experience to this project i.r.o. as mentioned elsewhere in NIT}
Area of Expertise	Business module expert-SAP-ERP, SAP-BW, SAP-EP, SAP-PO

Education: {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained}

Employment record relevant to the assignment: {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.}

Sl. No.	Period	Employing organization and Contact information for references (In India only)	Work as title/position	Summary of activities performed relevant to the Assignment	Name of the Project
	[e.g., May 2005-present]	[e.g., Ministry of , advisor/Bidder to... For references: Tel...../e-mail.....; Mr. Hbbbb, deputy minister]			

Membership in Professional Associations and Publications:

Indicate significant Certification which are relevant for this Project:

Language Skills (indicate only languages in which you can work): _____

{day/month/year}

Name of Expert
Date

Signature

{day/month/year}

Name of authorized
Date

Signature

Representative of the Bidder
(the same who signs the Proposal)

Experience Compliance as per my work/Assignments:

Details of Required experience as mentioned elsewhere in NIT	Experience complied (Yes/No)	Reference to Prior Work/Assignments that Best Illustrates against the complied experience.
At least a Graduate Engineering degree or a Master's degree in Computer Applications. For FICO, resource shall be either CA/CMA qualified or SAP Certified in FICO.		
At least 4 years of experience as SAP Consultant in respective module (Basis, ABAP, Finance and Controlling (FICO), Material Management (MM), Sales and Distribution (SD), Project System (PS) & Investment Management (IM), Plant Maintenance (PM), Human Capital Management (HCM) & Payroll, Workflow, Enterprise Portal (EP), Fund Management (FM))		
SAP Certified in Respective Module (Basis, ABAP, Finance and Controlling (FICO), Material Management (MM), Sales and Distribution (SD), Project System (PS) & Investment Management (IM), Plant Maintenance (PM), Human Capital Management (HCM) & Payroll, Workflow, Enterprise Portal (EP), Fund Management (FM))		

Expert's contact information: (e-mail.....phone.....)

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available, as and when necessary, to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification as well as my organization's disqualification or dismissal by the Client. {Signature should be made on every page}.

{day/month/year}

Name of Expert
Date

Signature

{day/month/year}

Name of authorized
Date

Signature

Representative of the Bidder
(the same who signs the Proposal)

E. Format of CURRICULUM VITAE (CV)-- SME (Subject Matter Expert) (Basis, ABAP, Finance and Controlling (FICO), Material Management (MM), Sales and Distribution (SD), Project System (PS) & Investment Management (IM), Plant Maintenance (PM), Human Capital Management (HCM) & Payroll, Workflow, Enterprise Portal (EP), Fund Management (FM)), K4

CV serial no.	Format-5
Position Title & No.	SME (Subject Matter Expert) (Basis, ABAP, Finance and Controlling (FICO), Material Management (MM), Sales and Distribution (SD), Project System (PS) & Investment Management (IM), Plant Maintenance (PM), Human Capital Management (HCM) & Payroll, Workflow, Enterprise Portal (EP), Fund Management (FM)), K4
Name of Expert:	{Insert full name}
Date of Birth:	{day/month/year}
Country of Citizenship/Residence	
Total Year of Experience	{Years as Relevant Experience to this project i.r.o. as mentioned elsewhere in NIT}
Area of Expertise	Business module expert-SAP-ERP, SAP-BW, SAP-EP, SAP-PO

Education: {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained}

Employment record relevant to the assignment: {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.}

Sl. No.	Period	Employing organization and Contact information for references (In India only)	Work as title/position	Summary of activities performed relevant to the Assignment	Name of the Project
	[e.g., May 2005-present]	[e.g., Ministry of , advisor/Bidder to... For references: Tel...../e-mail.....; Mr. Hbbbb, deputy minister]			

Membership in Professional Associations and Publications:

Indicate significant Certification which are relevant for this Project:

Language Skills (indicate only languages in which you can work): _____

{day/month/year}

Name of Expert
Date

Signature

{day/month/year}

Name of authorized
Date
Representative of the Bidder
(the same who signs the Proposal)

Signature

Experience Compliance as per my work/Assignments:

Details of Required experience as mentioned elsewhere in NIT	Experienc e compl ied (Yes/ No)	Reference to Prior Work/Assign ments that Best Illustrates against the complied experience.
At least a Graduate Engineering degree or a Master's degree in Computer Applications. For FICO, resource shall be either CA/CMA qualified or SAP Certified in FICO.		
At least 2 years of experience as SAP Consultant in respective module (Basis, ABAP, Finance and Controlling (FICO), Material Management (MM), Sales and Distribution (SD), Project System (PS) & Investment Management (IM), Plant Maintenance (PM), Human Capital Management (HCM) & Payroll, Workflow, Enterprise Portal (EP), Fund Management (FM))		
SAP Certified in Respective Module (Basis, ABAP, Finance and Controlling (FICO), Material Management (MM), Sales and Distribution (SD), Project System (PS) & Investment Management (IM), Plant Maintenance (PM), Human Capital Management (HCM) & Payroll, Workflow, Enterprise Portal (EP), Fund Management (FM))		

Expert's contact information: (e-mail.....phone.....)

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available, as and when necessary, to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification as well as my organization's disqualification or dismissal by the Client. {Signature should be made on every page}.

{day/month/year}

Name of Expert
Date

Signature

{day/month/year}

Name of authorized
Date
Representative of the Bidder
(the same who signs the Proposal)

Signature

ANNEXURE- XVIII: Contract Agreement

West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/IT/118.02/2192 Dated: 26th December, 2025

Contract Agreement

This agreement is made at KOLKATA on this _____ day of,(Month) 2025 between:

WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED, registered under the Companies Act 1956, having its registered office at "Vidyut Bhavan", Block-DJ, Sector-II, Salt Lake City, Kolkata- 700 091 (hereinafter referred to as WBSEDCL, which term shall be deemed to mean and include its successors and assigns) of the first part

And

M/s(Name of the Company), registered under the Companies Act 1956 as per laws of India, having its registered office at(hereinafter referred to as ".....", which expression shall, unless it be repugnant to the subject or context thereof, mean and include its successors and assigns) of the OTHER PART:

(WBSEDCL and M/s are hereinafter referred to collectively as "Parties" and individually as "Party", wherever the context so admits.)

Reference:

1. E-tender for <Name of the Tender> via Tender Notice No: Tender Notice No: WBSEDCL/IT/118.02/2192 Dated: 26th December, 2025.
2. Letter of Award (LoA) placed by WBSEDCL on M/ s vide Memo No WBSEDCL/IT&C /XX.X /XXXX Dated. XX.XX. XXXX

This agreement is entered into by above mentioned parties for FMS Services in WBSEDCL for the period, quantity, terms and conditions guided by above mentioned NIT & LoA.

M/s hereby agrees to adhere to all the clauses mentioned in NIT & LoA.

In WITNESS WHEREOF the parties hereto have executed this agreement on the _____ Day of(Month), 2025 herein above mentioned.

In the presence of (Witness)

(1)

Signed, sealed and delivered by the
within named M/s
by the hands of its authorized signatory

(2)

(1)

In the presence of (Witness) (2)

Signed, sealed and delivered by the
within named WBSEDCL by the hands
of its authorized signatory

ANNEXURE- XIX: Change Request Form

West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/IT/118.02/2192 Dated: 26th December, 2025

Change Request Form**CRF No: CRF/ XX/XX Date:**

Request Information: To be completed By Requester			
Change Requested by	DC In charge	Change Title	.
Change Reference number (if any)		Location	
Change Urgency	Emergency Normal	Implementation Date	
Reason for Change			
Change Description			
Initiated By	<input type="checkbox"/> Incident/Problem Operational/Business Request <input type="checkbox"/> Security requirements <input type="checkbox"/> Audit requirements <input type="checkbox"/> Others	Change Related To	
Additional Notes			

Roles	Name	Action taken	Date/Time
Requester			
Implementer			
Authorized by		Accepted <input type="checkbox"/> Rejected	
Approved by		Accepted <input type="checkbox"/> Rejected	

UAT by Application Team	
Date	
UAT by Business Team	
Date	
Reasons for not conducting UAT	Remarks:

Change Roll-Back Procedure (If Applicable)	
Details of Roll Back Procedure	
Prepared By	Date
Reasons for not preparing Roll Back Procedure	

Date of Migration to Production:	Migrated By:
Impact on Information Security	<input type="checkbox"/> Yes(If yes, kindly fill remarks) <input type="checkbox"/> No
Remarks (Action Taken):	

**ANNEXURE-XX: Format for Completion /Go-Live/Operational Status Certificate –
ERP Projects**

**Completion /Go-Live/Operational Status Certificate showcasing satisfactory
completion of project**

**West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/IT/118.02/2192 Dated: 26th December, 2025**

(To be issued on Client's Letterhead)

Certificate No.: [Insert Number]

Date: [Insert Date]

TO WHOMSOEVER IT MAY CONCERN

This is to certify that <**Bidder Name**(s)> has been awarded the works of <**Project Name**> by <**Client Name**> vide Letter of Award/Work Order/Contract Agreement

Reference: [Insert Number] dated [Insert Date]

This details of the Project are as follows:

- Project Name: [Insert Project Name]
- Letter of Award/ Contract Agreement Reference: [Insert Number/Date]
- Scope of Work: [Brief description of services provided/ activities carried out]
- Start Date of Services: [Insert Date]
- End Date of Services: [Insert Date] **(Optional)**
- Go Live Date / FMS Start Date: [Insert Date]
- Value of Contract awarded to <Bidder Name>: [Insert Value of Contract excluding taxes]
- List of Modules Implemented: [Insert List of Modules implemented under the Project]
- No. of Transactional Users / FUEs: [Insert Number of transactional users for the project] – **Applicable for ERP Implementation Projects**
- No. of Customers or Consumer Base: [Insert Number of consumers in the scope of the project] – **Applicable for Billing Solution Implementation Projects**

The above-mentioned services awarded to <Bidder Name(s)> are <ongoing/completed> and the services provided till date have been satisfactory. Currently, the project is operational Post Go-Live and in Annual Maintenance Support since [Insert Date or Number of Years].

This certificate is issued upon request of the <Bidder Name(s)> for tender submission purposes and does not create any obligation or liability on the <Client Name>.

Authorized Signatory:

Name: _____

Designation: _____

Organization: _____

Seal & Signature: _____

ANNEXURE-XXI: Format for Completion /Go-Live/Operational Status Certificate – Payroll Projects

Completion /Go-Live/Operational Status Certificate showcasing satisfactory completion of project

West Bengal State Electricity Distribution Company Limited

Tender Notice No: WBSEDCL/IT/118.02/2192 Dated: 26th December, 2025

(To be issued on Client's Letterhead)

Certificate No.: [Insert Number]

Date: [Insert Date]

TO WHOMSOEVER IT MAY CONCERN

This is to certify that <**Bidder Name**(s)> has been awarded the works of <**Project Name**> by <**Client Name**> vide Letter of Award/Work Order/Contract Agreement

Reference: [Insert Number] dated [Insert Date]

This details of the Project are as follows:

- Project Name: [Insert Project Name]
- Letter of Award/ Contract Agreement Reference: [Insert Number/Date]
- Scope of Work: [Brief description of services provided/ activities carried out]
- Start Date of Services: [Insert Date]
- End Date of Services: [Insert Date] (**Optional**)
- Go Live Date / FMS Start Date: [Insert Date]
- Value of Contract awarded to <**Bidder Name**>: [Insert Value of Contract excluding taxes]
- List of Modules Implemented: [Insert List of Modules implemented under the Project]
- No. of Payroll Users : [Insert Number of Payroll users for the project]

The above-mentioned services awarded to <**Bidder Name**(s)> are <ongoing/completed> and the services provided till date have been satisfactory. Currently, the project is operational Post Go-Live and in Annual Maintenance Support since [Insert Date or Number of Years].

This certificate is issued upon request of the <**Bidder Name**(s)> for tender submission purposes and does not create any obligation or liability on the <**Client Name**>.

Authorized Signatory:

Name: _____

Designation: _____

Organization: _____

Seal & Signature: _____

**ANNEXURE-XXII: Format for Completion /Go-Live/Operational Status Certificate
– Billing System Projects**

**Completion /Go-Live/Operational Status Certificate showcasing satisfactory
completion of project**

West Bengal State Electricity Distribution Company Limited

Tender Notice No: WBSEDCL/IT/118.02/2192 Dated: 26th December, 2025

(To be issued on Client's Letterhead)

Certificate No.: [Insert Number]

Date: [Insert Date]

TO WHOMSOEVER IT MAY CONCERN

This is to certify that <**Bidder Name**(s)> has been awarded the works of <**Project Name**> by <**Client Name**> vide Letter of Award/Work Order/Contract Agreement Reference: [Insert Number] dated [Insert Date]

This details of the Project are as follows:

- Project Name: [Insert Project Name]
- Letter of Award/ Contract Agreement Reference: [Insert Number/Date]
- Scope of Work: [Brief description of services provided/ activities carried out]
- Start Date of Services: [Insert Date]
- End Date of Services: [Insert Date] **(Optional)**
- Go Live Date / FMS Start Date: [Insert Date]
- Value of Contract awarded to <Bidder Name>: [Insert Value of Contract excluding taxes]
- List of Modules Implemented: [Insert List of Modules implemented under the Project]
- List of Modules Integrated : [Insert List of Modules integrated under the Project scope]
- No. of Customers or Consumer Base: [Insert Number of consumers in the scope of the project]

The above-mentioned services awarded to <**Bidder Name**(s)> are <ongoing/completed> and the services provided till date have been satisfactory. Currently, the project is operational Post Go-Live and in Annual Maintenance Support since [Insert Date or Number of Years].

This certificate is issued upon request of the <**Bidder Name**(s)> for tender submission purposes and does not create any obligation or liability on the <**Client Name**>.

Authorized Signatory:

Name: _____

Designation: _____

Organization: _____

Seal & Signature: _____

ANNEXURE- XXIII: List of Interfaces

West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/IT/118.02/2192 Dated: 26th December, 2025

SNo .	Source	Target	Supported Business Requirement	Interface Mechanism	Interface Type	Frequency of Use
1	ERP	CRM	Sending Meter Details to CRM	PI/PO	Proxy	Daily
2	ERP	CRM	Sending Vendor Details send to CRM	PI/PO	Proxy	Weekly
3	ERP	CRM	Sending of Issue document list to CRM against Maintenance Order for real-time meter flow from ERP to CRM	RFC(Web Service)	SOAP over HTTP	As & when required
4	ERP	CRM	Sending List of meter serial numbers details against issue Material document number for real-time meter flow from ERP to CRM	RFC(Web Service)	SOAP over HTTP	As & when required
5	ERP	CRM	Capture meter details with warranty period against meter serial number in CRM	RFC(Web Service)	SOAP over HTTP	As & when required
6	ERP	CRM	Checking Meter Serial No. & Cost Center in CRM	RFC(Web Service)	SOAP over HTTP	As & when required
7	ERP	CRM	Creation of reservation no. at ERP for damage meter within warranty Period for received at Store	RFC(Web Service)	SOAP over HTTP	As & when required
8	ERP	CRM	Creation of reservation no. for damage meter & UH Meter for received at Store	RFC(Web Service)	SOAP over HTTP	As & when required
9	ERP	Mobile Application	Sending Plant Stock Values from ERP to Mobile Application	RFC	RFC	As & when required
10	ERP	Mobile Application	Sending Material Req. in Work Order from ERP to Mobile Application	RFC	RFC	As & when required
11	ERP	ISU	Automatic Role Revoke	PI/PO	Proxy	Daily
12	ERP	ISU	Automatic Role Assign	PI/PO	Proxy	Daily
13	ERP	ISU	FICA-FICO Integration	DB Connector	DB to DB connection	Daily

14	ERP	Vendor Portal	Vendor Portal Host TDS certificate(Form 16)	RFC	RFC	As & when required
15	ERP	Vendor Portal	Periodical payment advice certificate	RFC	RFC	As & when required
16	ERP	Invoicemart	MSME payment process	PI/PO	Proxy	As & when required
17	ERP	CRM	New Service Connection	PI/PO	Proxy	Daily
18	ERP	CRM	Restriction in CRM during cancelation of work order for New service Connection	RFC(Web Service)	SOAP over HTTP	Weekly
19	ERP	ID Card Generation	RFC to transfer I-card application related data from SAP to Legacy system for final I-card Print	RFC	RFC	As & when required
20	ERP	ID Card Generation	RFC to transfer I-card application related data for contractual employees from SAP to Legacy system for final I-card Print	RFC	RFC	As & when required
21	ERP	ID Card Generation	RFC to transfer I-card reapplication related data from SAP to Legacy system for final I-card Print	RFC	RFC	As & when required
22	ERP	Third Party Portal	RFC for Pensioner's Payslip	RFC	RFC	As & when required
23	ERP	Third Party Portal	RFC for Pensioner's Icard	RFC	RFC	As & when required
24	ERP	Third Party Portal	RFC for Pensioner's Annual Statement	RFC	RFC	As & when required
25	ERP	Third Party Portal	RFC for Pensioner's Life Certificate details	RFC	RFC	As & when required

26	ERP	Third Party Portal	RFC for Pensioner's PPO details	RFC	RFC	As & when required
28	ERP	Third Party Portal	RFC for Employee Biomeric integration	RFC	RFC	As & when required
30	ERP	Third Party Portal	RFC 2 for Family pensioner I Card	RFC	RFC	As & when required
31	ERP	Third Party Portal	RFC 3 for Family pensioner I Card	RFC	RFC	As & when required
32	ERP	Third Party Portal	ID Card Application with document upload/status/download	RFC	RFC	As & when required
33	ERP	Third Party Network	Salary of individual employee has been sent to BANK	PI/PO	Proxy	As & when required
34	ERP	ISU Portal	SMS generated at every workflow level to user's mobile number for PAR SAR application	SOAMAN AGER	SOAP over HTTP	As & when required
35	ERP	ISU Portal	SMS generated at every workflow level to user's mobile number for Special PAR application	SOAMAN AGER	SOAP over HTTP	As & when required
36	ERP	ISU Portal	SMS generated at every workflow level to user's mobile number for Asset declaration	SOAMAN AGER	SOAP over HTTP	As & when required
37	ERP	ISU Portal	SMS containing OTP generated to user's mobile number at every instance of login	SOAMAN AGER	SOAP over HTTP	As & when required
38	ERP	ISU Portal	SMS consisting of an Initial password is generated to user's mobile number for every instance of password reset through ZNEWPASSWORD	SOAMAN AGER	SOAP over HTTP	As & when required

39	ERP	Vendor Portal	Vendor Online self-service and Registration process	RFC	RFC	As & when required
40	ERP	Vendor Portal	Online application creation	RFC	RFC	As & when required
41	ERP	Vendor Portal	Online application creation Pre-checking	RFC	RFC	As & when required
42	ERP	Vendor Portal	Online Application Reject by Portal	RFC	RFC	As & when required
43	ERP	Vendor Portal	Application And Enlistment Status	RFC	RFC	As & when required
44	ERP	Vendor Portal	Online Get Intimation/Quotation/Enlistment PDF	RFC	RFC	As & when required
45	ERP	Vendor Portal	Get Vendor details	RFC	RFC	As & when required
46	ERP	Vendor Portal	Update Vendor details in online portal	RFC	RFC	As & when required
47	ERP	GIS application	Integration with GIS application	RFC	RFC	When Needed
48	ERP	O365 Mail Server	For sending mail from ECC to mail server	RFC	RFC	When Needed
49	ERP	CRM	Meter Serial Creation from CRM for UH & DAM Meter	RFC(Web Service)	SOAP over HTTP	As & when required
50	ERP	ISU Portal	Sending SMS to users on unlocking by batch job	RFC(Web Service)	SOAP over HTTP	Daily 5 min interval
51	ERP	Vendor Portal	RFC for Vendor's Bank Details from Vendor Portal	RFC	RFC	As & when required
52	ERP	Vendor Portal	VENDOR DETAILS WITH PO DETAILS	RFC	RFC	As & when

						required
53	ERP	Vendor Portal	After intimation vendor wise Meter & DTR details	RFC	RFC	As & when required
54	ERP	O365 Mail Server/vendor email.	For sending mail from ECC to mail server	RFC	RFC	As & when required
55	ERP	CRM	PO creation /updation in CRM for Smart meter replacements by local vendor	RFC(Web Service)	SOAP over HTTP	As & when required
56	ERP	CRM	RFC for creation of functional location	RFC(Web Service)	SOAP over HTTP	As & when required
57	ERP	CRM	RFC for creation of functional location Updation	RFC(Web Service)	SOAP over HTTP	As & when required
58	ERP	CRM	RFC for creation of functional location Deletion	RFC(Web Service)	SOAP over HTTP	As & when required
59	ERP	OMS	RFC to create notification for OMS	RFC(Web Service)	SOAP over HTTP	As & when required
60	ERP	OMS	RFC to cancel notification for OMS	RFC(Web Service)	SOAP over HTTP	As & when required
61	ERP	Pension Portal	For sending pensioner details to pension portal	RFC	RFC	When Needed
62	ERP	Pension Portal	For sending non-pensioner details to pension portal	RFC	RFC	When Needed
63	ERP	Pension Portal	update pensioner/non-pensioner details in custom table from pension portal	RFC	RFC	When Needed
64	ERP	E-waste Management Portal	E-Waste Process Related RFC	RFC	RFC	As & when required
65	ERP	E-waste Management Portal	RFC For E-Waste Printout	RFC	RFC	As & when required
66	ERP	Portal	SMS containing OTP generated to user's mobile number at every instance of login	RFC(Web Service)	SOAP over HTTP	As & when required

67	ISKRAE MECO	CRM	pool creation service for ISRAEMECO	EPortal API	REST	ACTIVE
68	ISKRAE MECO	CRM	pool creation status service for ISRAEMECO	EPortal API	REST	ACTIVE
69	ISKRAE MECO	CRM	consumer mapping for ISRAEMECO	EPortal API	REST	ACTIVE
70	ISKRAE MECO	CRM	replacement service for ISRAEMECO	EPortal API	REST	ACTIVE
71	CRM	ISKRAEM ECO	work order generation service for ISRAEMECO	EPortal API	REST	ACTIVE
72	CRM	ISKRAEM ECO	Sm rejection service for ISRAEMECO	EPortal API	REST	ACTIVE
73	ISKRAE MECO	CRM	Solar consumer mapping for ISRAEMECO	EPortal API	REST	ACTIVE
74	ISKRAE MECO	CRM	Solar replacement service for ISRAEMECO	EPortal API	REST	ACTIVE
75	HPL	CRM	pool creation service for HPL	EPortal API	REST	ACTIVE
76	HPL	CRM	pool creation status service for HPL	EPortal API	REST	ACTIVE
77	HPL	CRM	consumer mapping for HPL	EPortal API	REST	ACTIVE
78	HPL	CRM	replacement service for HPL	EPortal API	REST	ACTIVE
79	CRM	HPL	Sm rejection service for HPL	EPortal API	REST	ACTIVE
80	CRM	HPL	work order generation service for HPL	EPortal API	REST	ACTIVE
81	APRAAV A	CRM	pool creation service for APRAAVA	EPortal API	REST	ACTIVE
82	APRAAV A	CRM	consumer mapping for APRAAVA	EPortal API	REST	ACTIVE
83	APRAAV A	CRM	replacement service for APRAAVA	EPortal API	REST	ACTIVE
84	CRM	APRAAVA	Sm rejection service for APRAAVA	EPortal API	REST	ACTIVE
85	CRM	APRAAVA	work order generation service for APRAAVA	EPortal API	REST	ACTIVE
86	GVPR	CRM	pool creation service for GVPR	EPortal API	REST	ACTIVE
87	GVPR	CRM	pool creation status service for GVPR	EPortal API	REST	ACTIVE
88	GVPR	CRM	consumer mapping for GVPR	EPortal API	REST	ACTIVE
89	GVPR	CRM	replacement service for GVPR	EPortal API	REST	ACTIVE
90	CRM	GVPR	Sm rejection service for GVPR	EPortal API	REST	ACTIVE
91	CRM	GVPR	work order generation service for GVPR	EPortal API	REST	ACTIVE
92	CRM,FIC A,BILLING,DEVIC E,ERP ETC	SMS Vendor	send sms service	EPortal API	SOAP	ACTIVE

93	CRM,FIC A,BILLIN G,DEVIC E,ERP ETC	SMS Vendor	send otp service	EPortal API	SOAP	ACTIV E
94	Portal	CRM	EODB Application entry	EPortal API	REST	ACTIV E
95	Portal	CRM	EODB Application status	EPortal API	REST	ACTIV E
96	Portal	CRM/ISU	smart prepaid balance fetch API	EPortal API	REST	ACTIV E
97	BI	NIC	Monthly report of feeders	EPortal API	REST	ACTIV E
98	CRM	Portal	Fetch interruption details from database	EPortal API	REST	ACTIV E
99	CRM	Portal	Region list fetch from database	EPortal API	REST	ACTIV E
100	KARIX, ONE XTE L	Portal	Sending OTP	EPortal API	REST	ACTIV E
101	SAP IS-U	Portal	Fetching Balance for smart prepaid consumer	EPortal API	REST	ACTIV E
102	SAP IS-U	Portal	Fetching Payment Receipt details for smart prepaid consumer	EPortal API	REST	ACTIV E
103	SAP IS-U	Portal	Fetch mobile number for consumer ID from database	EPortal API	REST	ACTIV E
104	KARIX, ONE XTE L	Portal	Sending OTP to mobile number	EPortal API	REST	ACTIV E
105	NETCOR ECLOUD	Portal	Sending OTP to email	EPortal API	REST	ACTIV E
106	CRM	Portal	Fetch problem type form database	EPortal API	REST	ACTIV E
107	Portal	CRM	Submit grievance details to database	EPortal API	REST	ACTIV E
108	CRM	Portal	Fetch Grievance List By Consumer from database	EPortal API	REST	ACTIV E
109	CRM	Portal	Fetch Order Files from database	EPortal API	REST	ACTIV E
110	CRM	Portal	Download Order Copies from database	EPortal API	REST	ACTIV E
111	CRM	Portal	Download Docket Receipt from database	EPortal API	REST	ACTIV E
112	SAP IS-U	SBI RTGS	SBI RTGS Payment Post	EPortal API	REST	Active
113	SAP IS-U	SBI RTGS	SBI RTGS Authentication	EPortal API	REST	Active
114	Police Commiss ionerate	CRM	Aasaan Application Entry	EPortal API	SOAP	Active
115	CRM	Police Commiss ionerate	Pass Aasaan Details	EPortal API	SOAP	Active

116	Portal	3rd Party	Push application status(Quotation/Payment)	EPortal API	SOAP	Active
117	Billdesk	SAP IS-U	Auto Reconciliation for BillDesk PG	EPortal API	SOAP	Active
118	SBI	SAP IS-U	Refund for SBIEPay	EPortal API	REST	Active
119	SBI	SAP IS-U	Auto Reconciliation for SBIEPay PG	EPortal API	REST	Active
120	BSK	Portal	SBI Double Verification for BSK Payment	EPortal API	REST	Active
121	SAP IS-U	CEI	CEI Certificate	EPortal API	REST	Active
122	SAP IS-U	3rd Party	Rooftop Solar program through National RTS Portal	EPortal API	REST	Active
123	SAP IS-U	3rd Party	Electricity consumption data of Rice Mills	EPortal API	REST	Active
124	BSK	Portal	BSK Sign-in to WBSEDCL	EPortal API	REST	Active
125	BSK	Portal	Push BSK application status	EPortal API	REST	Active
126	BSK	CRM	Push BSK application status	EPortal API	SOAP	Active
127	SG	SAP IS-U	Smart Grid Meter Reading Upload	EPortal API	SOAP	Active
128	SAP IS-U	SG	SG Consume Replace Meter Service	EPortal API	SOAP	Active
129	SAP IS-U	SG	SG DisConnection Service	EPortal API	SOAP	Active
130	SG	SAP IS-U	SG Meter Change	EPortal API	SOAP	Active
131	SG	SAP IS-U	SG Disconnection Reconnection Service	EPortal API	SOAP	Active
132	SAP IS-U	APRAAVA MDM	Postpaid invoice list fetch API	EPortal API	REST	Active
133	SAP IS-U	APRAAVA MDM	Invoice pdf print	EPortal API	REST	Active
134	SAP IS-U	Atlantis MDM	Fetching consumer mobile mapping	EPortal API	REST	Active
135	Portal	SAP IS-U	Verify whether AADHAR number is valid	EPortal API	SOAP	Active
136	Portal	SAP IS-U	Month End Statement for Smart Prepaid MDMS Consumers from t-code ES32	EPortal API	SOAP	Active
137	SECURE Meter	SAP IS-U	Voucher Code Generation from Cashdesk for Offline Prepaid Consumer	EPortal API	SOAP	Active
138	HES	SAP IS-U	Meter Reading Upload from HES to SAP	EPortal API	SOAP	Active
139	SECURE Meter	CRM	Retain , Refund mechanism for Offline Prepaid Consumer	EPortal API	SOAP	Active
140	SAP IS-U	Atlantis MDM	Download Receipt PDF of Smart Prepaid Consumers	EPortal API	REST	Active

141	SAP IS-U	Atlantis MDM	Month End Statement for Smart Prepaid MDMS Consumers for MDM Web Portal & Mobile Apps	EPortal API	REST	Active
142	SAP IS-U	Atlantis MDM	List View of last 6 month end statement generated in IS-U	EPortal API	REST	Active
143	SAP IS-U	Atlantis MDM	Mail Delivery from MDMS system via IS-U Portal WS	EPortal API	REST	Active
144	SAP IS-U	Atlantis MDM	Update Consumer Profile	EPortal API	REST	Active
145	Portal / LDAP	Atlantis MDM	Authenticate Smart Prepaid Consumer from LDAP	EPortal API	REST	Active
146	SAP IS-U	GVPR MDM	Download Receipt PDF of Smart Prepaid Consumers	EPortal API	REST	Active
147	SAP IS-U	GVPR MDM	List View of last 6 month end statement generated in IS-U	EPortal API	REST	Active
148	SAP IS-U	GVPR MDM	Month End Statement for Smart Prepaid MDMS Consumers for MDM Web Portal & Mobile Apps	EPortal API	REST	Active
149	SAP IS-U	GVPR MDM	Smart Prepaid Receipt History fetch from GVPR Web Portal & Mobile Apps	EPortal API	REST	Active
150	SAP IS-U	Route Mobile	Pull SMS based Value Added Services for Consumer	EPortal API	REST	Active
151	Portal / LDAP	IT&C Cell	Check User Availability in LDAP	EPortal API	SOAP	Active
152	SAP IS-U	Whatsapp chatbot	Whats app based Value Added Services for Consumer	EPortal API	REST	Active
153	O365	IS-U	Mail Delivery from IS-U via Portal WS	EPortal API	SOAP	Active
154	SAP IS-U	Portal , MDMS	Identify Smart Prepaid Consumer in Smart Prepaid Recharge Application	EPortal API	REST	Active
155	SAP IS-U	Portal Smart Recharge	Insert Payment Record in stagging table if redirected towards PG page	EPortal API	REST	Active
156	SAP IS-U	Portal , MDMS	Fetch Available Balance / Minimum Payable amount in Smart Prepaid Recharge Application	EPortal API	REST	Active
157	Portal	IS-U	Validate Painting Code in IS-U	EPortal API	SOAP	Active
158	SAP IS-U	IGR	integration with IGR based on Aadhaar to trigger SMS for name change	EPortal API	REST	Active
159	SAP IS-U	Digilocker Platform	Integration with Digilocker for accessing billing	EPortal API	REST	Active

			document of an electricity consumer			
160	SAP IS-U	Passport Seva	Passport Department shall enquire for Consumer Name & Address	EPortal API	REST	Active
161	CRM	IS-U	Check SCN Validity in FICA	EPortal API	SOAP	Active
162	SAP IS-U	IVRS	Consumer Validation in IVRS	EPortal API	REST	Active
163	SAP IS-U	ISKRAEM ECO	Basic data fetch by either providing meter number or consumer id	EPortal API	SOAP	Active
164	SECURE Meter	CRM	Obtain Initial Voucher for 1st Time for offline prepaid consumer	EPortal API	SOAP	Active
165	SAP IS-U	Atlantis MDM	Fetch Last 6 invoice details for smart prepaid consumer by VIRTUOSO	EPortal API	REST	Active
166	CRM	HES	Fourth service for smart meter replacement URL	EPortal API	REST	Active
167	KIOSK	SAP-ISU	KIOSK energy bill fetch	PO	SOAP	Active
168	KIOSK	SAP-ISU	KIOSK3 payment	PO	SOAP	Active
169	KIOSK	SAP-ISU	KIOSKW payment	PO	SOAP	Active
170	KIOSK	SAP-ISU	KIOSKW2 payment	PO	SOAP	Active
171	KIOSK	SAP-ISU	KIOSK non energy bill fetch	PO	SOAP	Active
172	BILLDES K	SAP-ISU	BBPS bill fetch	PO	SOAP	Active
173	BILLDES K	SAP-ISU	BBPS payment	PO	SOAP	Active
174	BILLDES K	SAP-ISU	BBPS refund	PO	SOAP	Active
175	EPRADA N	SAP-ISU	EPRADAN energy bill fetch	PO	SOAP	Active
176	EPRADA N	SAP-ISU	EPRADAN non energy bill fetch	PO	SOAP	Active
177	EPRADA N	SAP-ISU	EPRADAN payment	PO	SOAP	Active
178	ICICI	SAP-ISU	ICICI payment	PO	SOAP	Active
179	WTL	SAP-ISU	Consumer details fetch	PO	SOAP	Active
180	Virtuoso(MDM)	SAP-ISU	MDM meter create confirmation	PO	SOAP	Active
181	Virtuoso(MDM)	SAP-ISU	Register create confirmation	PO	SOAP	Active
182	Virtuoso(MDM)	SAP-ISU	Register change confirmation	PO	SOAP	Active
183	Virtuoso(MDM)	SAP-ISU	Meter change confirmation	PO	SOAP	Active
184	Virtuoso(MDM)	SAP-ISU	MRO request confirmation	PO	SOAP	Active
185	Virtuoso(MDM)	SAP-ISU	Send daily reads against a meter	PO	SOAP	Active
186	Virtuoso(MDM)	SAP-ISU	Connection status change confirmation	PO	SOAP	Active

187	SAP-ISU	MDM	MDM meter create	MDM	SOAP	Active
188	SAP-ISU	MDM	Register create	MDM	SOAP	Active
189	SAP-ISU	MDM	Register change	MDM	SOAP	Active
190	SAP-ISU	MDM	Meter change	MDM	SOAP	Active
191	SAP-ISU	MDM	MRO request	MDM	SOAP	Active
192	SAP-ISU	MDM	Location notification request	MDM	SOAP	Active
193	SAP-ISU	MDM	Flexsync request	MDM	SOAP	Active
194	SAP-ISU	MDM	Meter reading insertion confirmation	MDM	SOAP	Active
195	SAP-ISU	MDM	Current balance sync	MDM	REST	Active
196	SAP-ISU	MDM	Current balance sync	MDM	REST	Active
197	SAP-ISU	MDM	Balance Sync	MDM	REST	Active
198	SAP-ISU	MDM	Balance Sync	MDM	REST	Active
199	SAP-ISU	MDM	Update master data	MDM	REST	Active
200	SAP-ISU	MDM	Update master data	MDM	REST	Active
201	SAP-ISU	MDM	Fetch Bill detail	MDM	REST	Active
202	SAP-ISU	MDM	Fetch Bill detail	MDM	REST	Active
203	SAP-ISU	MDM	Master data sync	MDM	REST	Active
204	SAP-ISU	MDM	Master data sync	MDM	REST	Active
205	SAP-ISU	MDM	ISU prepaid activation	MDM	REST	Active
206	SAP-ISU	MDM	Bill Re-generation	MDM	REST	Active
207	SAP-ISU	MDM	Bill Re-generation	MDM	REST	Active
208	SAP-ISU	MDM	ISU prepaid activation	MDM	REST	Active
209	SAP-ISU	MDM	Prepaid recharge sync	MDM	REST	Active
210	SAP-ISU	MDM	Postpaid reconnection update	MDM	REST	
211	SAP-ISU	MDM	Postpaid reconnection update	MDM	REST	
212	SAP-ISU	MDM	Prepaid recharge sync	MDM	REST	Active
213	MDM	SAP-ISU	Billing determinant	PO	REST	Active
214	MDM	SAP-ISU	Consumer basic details fetch	PO	REST	Active
215	MDM	SAP-ISU	Initialmaster data responsne	PO	REST	Active
216	MDM	SAP-ISU	RC/DC status update	PO	REST	Active
217	ICICI	SAP-ISU	PFMS payment	PO	REST	Active
218	KARIX	SMS gateway(K ARIX)	For sending SMS after BBPS payment	SMS gateway(KARIX)	REST	Active
219	CRM	ERP	New connection details to ERP	PO	SOAP	Active
220	IVRS	CRM	Consumer Complaint Register	PO	REST	Active
221	IVRS	CRM	Consumer Complaint status check	PO	REST	Active
222	ERP	INVOICE MART	Invoicemart	NA	NA	
223	INVOICE MART	ERP	Invoicemart	NA	NA	
224	NIC	ERP	Digital Life Certificate	NA	NA	
225	ERP	NIC	Digital Life Certificate	NA	NA	
226	ERP	SBI	Pensioner details	NA	NA	

227	SBI	ERP	Pensioner details reverse file	NA	NA	
228	ERP	PNB	Pensioner details	NA	NA	
229	PNB	ERP	Pensioner details reverse file	NA	NA	
230	ERP	SAP-ISU, Oracle CRM	Emp retiral data	NA	NA	
231	ERP	SAP-ISU, Oracle CRM	Emp joining data	NA	NA	
232	SAP-ISU	Oracle CRM	Meter availability check	NA	NA	
233	ERP	SAP-ISU	Vendor management	NA	NA	
234	SAP-ISU	ERP	Employee auth status check	NA	NA	
235	SAP-ISU	Oracle CRM	Meter details	NA	NA	

ANNEXURE- XXIV: List of SAP Documents

West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/IT/118.02/2192 Dated: 26th December, 2025

The following documents have been attached separately with this NIT document. The IP is requested to review the readiness check reports, Bill of Materials, Architecture documents and design the To-Be processes and solutions proposed accordingly based on WBSEDCL's business requirements and SAP best practices/processes.

Document list:

1. SAP Cloud Bill of Materials
 - a. RISE with SAP S/4HANA Private Cloud Bill of Materials
 - b. RISE with SAP S/4HANA Public Cloud Bill of Materials
2. SAP Cloud Architecture for WBSEDCL
3. Readiness Check reports for ERP
 - a. Process Discovery Summary for SAP S/4HANA ERP Transformation
 - b. Readiness Check Report for ERP
 - c. Custom Code Analyzer Report for ERP
 - d. SAP Early Watch Alert Report for ERP
4. Readiness Check reports for IS-U
 - a. Readiness Check Report for IS-U
 - b. SAP Early Watch Alert Report for IS-U

ANNEXURE- XXV: Functional Requirements Specifications (FRS)

West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/IT/118.02/2192 Dated: 26th December, 2025

List of FRS documents –

- A. Functional Requirements Specification for ERP
- B. Functional Requirements Specification for IS-U

Bidder is requested to respond to each of the requirements specified in the FRS in the vendor response column(s) in Annexure- XXV (Column 'F' to Column 'K' in the excel sheets). Bidder's solution approach to meet the business requirements should also align to the compliance provided by the bidder in the FRS.