# BHAGYANAGAR GAS LIMITED

(A JOINT VENTURE OF HPCL & GAIL)

## BID DOCUMENT FOR

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**Hiring of SAP Implementation Partner for Bhagyanagar Gas Limited**

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## UNDER OPEN DOMESTIC COMPETITIVE BIDDING

### e- tender

**Bid Document No.: BGL/608/2023-24**

## VOLUME-II of II

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## VOLUMEN II OF II

# SECTION-7

# SCOPE OF WORK

## I.   Overview

Bhagyanagar Gas Limited (BGL) a Joint Venture of GAIL (India) and Hindustan Petroleum (BPCL) "Requests for Proposal" (RFP) for implementation of Rise With SAP on S4 HANA Public Cloud. BGL is the sole supplier of City Gas for the City of Hyderabad, Vijayawada and Kakinada.   Bidder will respond to this bid in two parts i.e. in two separate envelopes one containing the technical bid and the other price bid.

## II.   Information to bidder.

1.   BGL has signed a license agreement with SAP for the subscription of RISE With SAP S/4 HANA Client Public Cloud (premium edition) for 25 FUE. Additionally, one component of SAP Document and Reporting Compliance has been also subscribed to. SAP has also given BGL for some complementary usage of BTP.
2.   BGL is a single legal entity and can be considered as a single company code.
3.   BGL presently uses TALLY for Financial transaction and the following invoices:
    i.    CNG
    ii.   Miscellaneous
    iii.  Scrap Sales
    iv.   Industrial and Commercial customers (This will not be part of the SAP scope)
4.   BGL has three Geographical Areas (GA) as mentioned all the financial reporting that will be done at the corporate level should be done at level of these Geographical areas too.
5.   It is expected that the bidder will create a proper Organization Structure in SAP.
6.   Presently we do not have any applications to maintain data of procurement, inventory, projects and maintenance. Some of these data are in MS-EXCEL. Considering the same we envisage that substantial time will be spent for data migration.
7.   This tender will be evaluated based on QCBS [Quality Cost Based Selection].
8.   ***All bidders will be invited to present their capabilities which will be a key component of the technical evaluation process based on QCBS.***
9.   Bidder will bring in their best practices from their past implementations.
10.  Depending upon the customization requirements and integration with third party application BGL contemplates acquiring the license of Integration Platform through the bidder / implementation partner.
11.  Our product viz. Natural Gas is not under the purview of GST, however compliances towards GST with respect to accounts payable and accounts receivable (where gas sale is not involved).
12.  BGL will allot a core team member from each module and a dedicated project manager.
13.  The scope presented in this tender document is a broad overview, the mapping of processes in SAP will be finalized after the sign-off of Business Blue Print.
14.  BGL desires that the project be implemented within six months from the date of project kick-off.
15.  The Post-Go-Live Hand holding cum warranty will be for six months. Based on the performance of the bidder during this period the SAP Production Application Support will be extended for further six months.
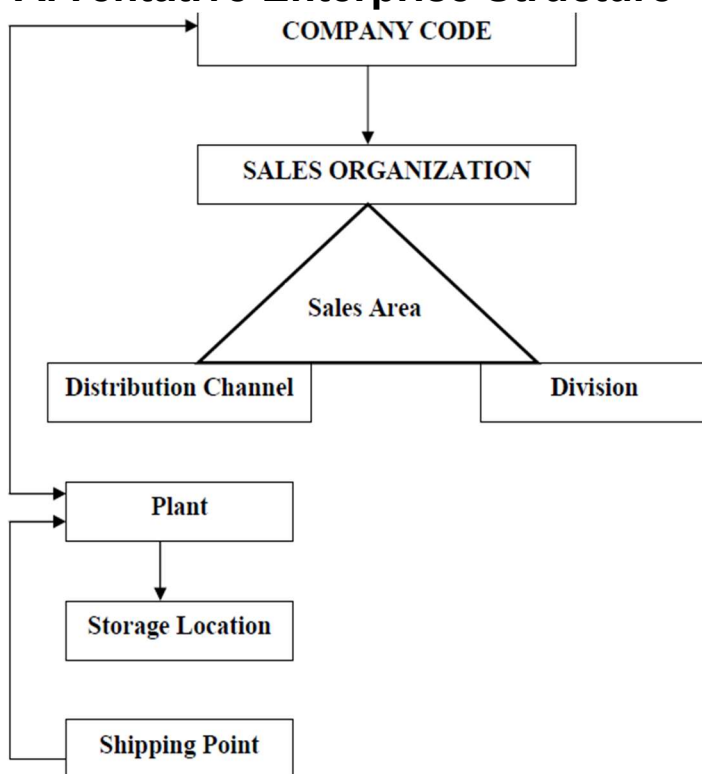
## III. General Scope of Services and Specifications

The indicative scope of implementation for each of the module is listed under:

# Sales and Distribution

## A. Tentative Enterprise Structure



1. Sale Organization: Can be categorized as CNG and Non Gas for each of the GA
2. Distribution Channels

   a. Direct Sales for non-gas

   b. Oil Marketing Companies for CNG

   c. Private organization for CNG

   d. BGL Outlets for CNG

   e. Private outlets for CNG

## B. Process of CNG Sales and Excise Invoice

Daily Meter Reading needs to be taken. The closing reading of the day becomes the opening reading for next day.

**Daily Meter Reading**

Daily meter reading of the outlets will be taken. If there is a change in price then two meter readings

will be taken – one before and one after the price change. An excel file (flat file) will be created to record these meter readings. This file will be used to upload the meter readings to a table of SAP. This table will be used to record the meter reading, calibration, testing/venting, Further it will also record sale to private parties, jumping and change of totalizer. At the time of change of totalizer new reading will be taken. Another flat file will be created which will be used to record the vehicles of parties like RTO. This flat file will be uploaded to another customised table. Changes to meter reading should be restricted to authorized person only.

Reconciliation of respective CNG station sales where credit sales, commercial sales etc to be considered whether it is filled from dispenser or loading points.

**Meter Reading Forms**

Following different meter reading forms / download files will be created for CNG meter reading:

1. Joint Tickets CNG Outlets – Download file
2. Joint Tickets CNG Outlets Daily – Print Format
3. Joint Tickets CNG Outlets Weekly – Print Format
4. Joint Tickets CNG Outlets Fortnightly – Print Format
5. Joint Tickets CNG Outlets Monthly – Print Format

Meter readings will be entered in a pre-defined format in EXCEL, going ahead BGL may develop a mobile App which will generate this daily format.

The upload program should in the minimum validate the following:

1. If Opening and Closing reading is same, then it will not be uploaded. The reading will be uploaded only if it is flagged after verification. Statistical invoice of zero value to be created for such cases.
2. Negative Reading will not be allowed.
3. Only one reading per dispensing point will be allowed except for price change or dispenser change
4. If sale is more than ……. Kg then it will not be allowed to upload unless flagged.

# Sale of CNG

## For Oil Marketing Companies:

a. The Oil Marketing Companies (OMC) will be created as Sold-To parties. The retail outlets will be created as Ship to Parties which in turn will be attached to the corresponding Sold to parties which are the OMCs.

b. After inputting meter reading of the outlets from the Joint Meter Reading, a program will be executed which would calculate the quantity sold from each outlet. This program will create a Sales order for each outlet. A delivery document will be created for each sales order. The Post Goods Issue will be done collectively to complete the delivery document. Billing document will be created with reference to these deliveries. Billing for these OMCs can be created on the billing date by creating the billing from the billing due list. Combined billing will be created from the delivery document for each OMC. Billing and invoicing are same. Automatic release to accounting will not take place. The release to accounting will be done manually.

## Provision for Proforma Invoice

There will be certain parties for whom, when Compressed Natural Gas is sold to them sales order and delivery order will be created for the quantity sold. A proforma invoice will be created for creating an excise invoice. Billing document (commercial invoice) would be created on the billing

date i.e. the date defined by BGL or on the same day & time.

Automatic release to accounting will not take place. The release to accounting will be done manually.

**For Company Owned Company Operated (COCO):**

Each COCO will be created as Sold to parties. Sales order and delivery will be created for each sold to party i.e. each COCO outlet. The sale to the private parties would be reduced from the sale of the outlet and invoice will be created for the purpose of collection. The number range of the invoices will be different.

**For Private Outlets:**

The private outlets will be created as separate sold-to party and ship to party where both Sold to party and Ship to Party will remain same for each outlet. The sale to the private parties would be reduced from the sale of the outlet. Sales order and delivery will be created and separate invoices for each outlet will be created for the purpose of collection. Automatic release to accounting will not take place. The release to accounting will be done manually.

## Sales Order & Excise Invoice Expected Features

1. Sales order will be having the Plant which represents the area for the excise purpose.
2. The excise invoice will be created daily Separate excise invoice will be created based on assessable value for each retail outlet.
3. For the Sale of CNG to the private parties excise invoice will be created in the name of the customer immediately. The same would be reduced from the sale of outlet for daily excise invoice.

*In addition to the invoice the bidder will map all Credit and Debit Notes requirement of BGL.*

## Incoming Payments / Accounts Receivable (AR)

1. Bidder is expected to map all the standard features of  AR including advance accounting and payment against proforma invoice.
2. The bidder solution will also take care of partial payments.
3. Knocking off outstanding against multiple open items.
4. Reversal of payments wrongly credited both individually and enmass.
5. Bidder will configure or customize the ageing reports of each customer.

## Process of Dunning

The process of dunning with the following features to be configured as under:

1. Dunning process for open items
2. Dunning levels (at least 3) to be configured.
3. Dunning lock of selective customers
4. Dunning program to auto assign dunning levels to customers
5. Warning notice to be sent along with bills
6. Dunning process to be run executed through a batch.
7. Assignment of creditworthiness to customers to be mapped based on dunning results.
8. Generation of Dunning report
9. Creditworthiness report.

## C. Scrap and Miscellaneous Sales

The overall flow for miscellaneous items will be as under:
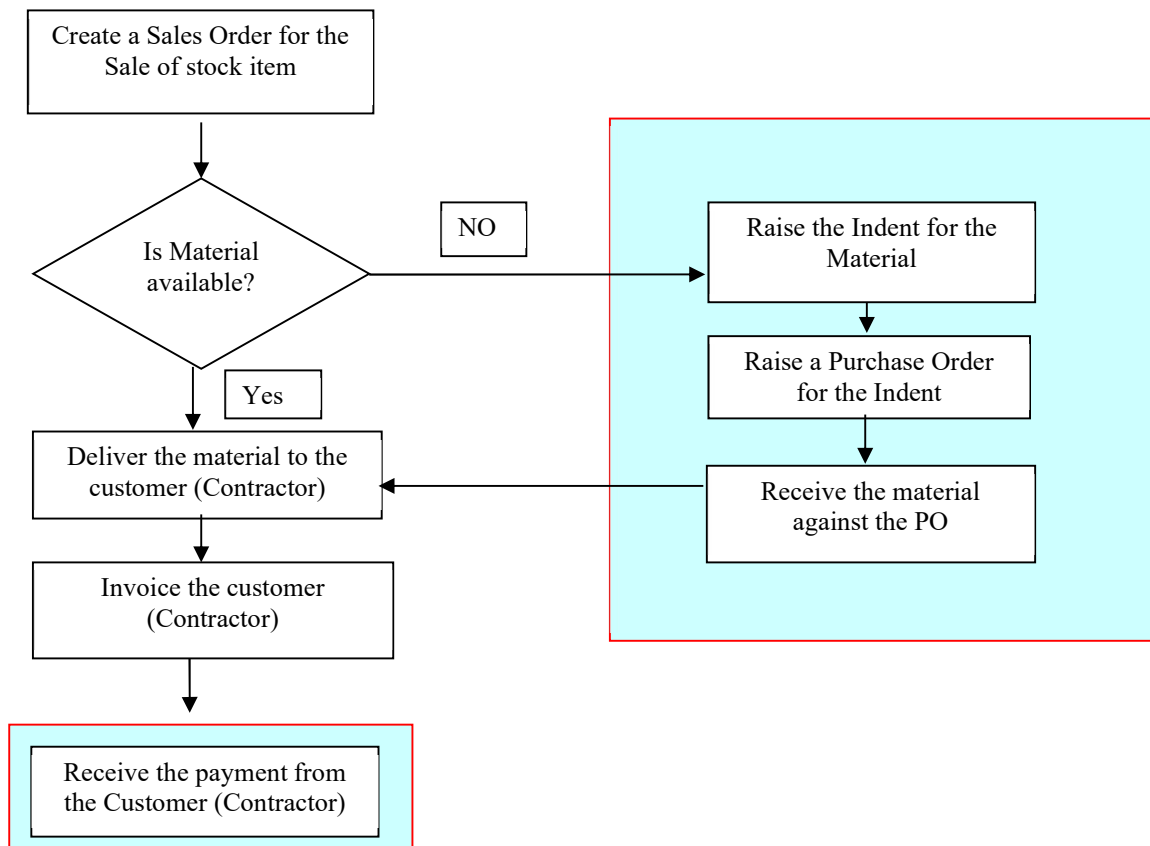


A Sales Order to be created with reference to the contract when the customer gives an order for the material. If a contract exists for the customer, then the sales order will be created with reference to the contract. The reference however will not be made mandatory. The system will give a message if the sales order is created without reference to the contract even though the valid contract is there.

During the creation of the Sales Order the system checks the availability of the material in the given Plant and confirms the available quantity for delivery. The pricing will be done automatically. The prices will be picked from the price master. These prices will not be editable in the sales order.

The Sales Order is saved and a Sales Order number is generated.

### Delivery Document

1. Delivery document to be created based on Sales Order
2. Inventory of the material to be reduced based on the delivery quantity
3. Appropriate accounting entries to be created based on material class.
4. Provision of partial delivery to be made in the system

### Billing

1. Billing document for the delivered quantity of the stock item to be generated with reference to the Delivery. Accounting document for the invoice is created automatically in the background.
2. The statutory taxes would be incorporated in the pricing procedure.
3. The prices will be copied from the sales order. The prices and pricing date cannot be modified as all the prices will be determined automatically from the master data.
4. The account assignment group will be mentioned in the customer master.
5. When the billing is executed for the traded items, then relevant following accounting entries will be passed to Finance Module.
6. All invoices to be digitally signed and e-Mailed to customers

**The Above Process will be applicable for Scrap Sales**

## D. GST Invoices

1. E-Invoices should be generated along with IRN number & QR Code with provision of cancellation of Invoices.
2. The solution should have the capability to push the invoices to the IPR portal near Real Time Basis during the execution of relevant transaction but as of now MNGL will do a batch upload.
3. Updation of IRN and QR Code against SAP Invoices.
4. Bulk Generation of Invoices and Bulk Cancellation
5. Printing by Replicating IPR and QR Code in the existing Output Format
6. Final Document should be printed ,emailed and store in designated folder.
7. Multi-level validation option should be provided and made available.
8. Data Extraction for end user and reconciliation of Invoices should be system based.
9. Rectification of Invoices should be available on dashboard.
10. Dashboard should be provided for reconciliation and error rectification.
11. e-Mails to vendors and other associates should be made available and will be subject to BGL representative approval to be dispatched by the system.
12. Bidder should provide data in format required by ASP-GSP for submitting data to GST portal.

# Procure to Pay

The following are the broad scope of implementation expected from the implementation partner:
1. Purchase Requisition
   - Creation, modification, and approval of purchase requisitions.
   - Assignment of appropriate approval workflows based on organizational hierarchy and purchasing policies.
2. Request for Quotation
   - Creation of RFQ documents for goods and services.
   - Vendor selection and quotation comparison

3. Purchase Order
   - Generation and management of purchase orders.
   - Integration with PRs and RFQs.
   - Handling different types of purchase orders (standard, asset, services, blanket, and framework).
4. Contract.
   - Provision to be kept if a contract is encompassing multiple financial years
   - A composite contract to be created initially and for each financial year a new PO to be generated.
   - The above step will be helpful for the implementation of fund management in future.
5. Release Strategies
   - Configuration of release strategies for PR, PO and contract based on predefined criteria.
   - Multiple levels of approval based on financial limits for PO.
6. Goods and services receipt
   - Recording and tracking of goods received against purchase orders.
   - Handling partial and complete receipts.
   - Service Entry Sheets with release strategies.
   - Recording of last service entry sheet.
7. Invoice verification with three way PO, GR and invoices. With the management of discrepancies.

# Detailed Processes

## Purchase Requisition (PR) Process

Bidder will configure the following processes of Purchase Requisition:

➢ Purchase requisitions can be created manually for all types of materials and services. It can also be automatically created for the materials through Material requirement planning, Plant Maintenance order and Project Network.
➢ PR will have various document types with independent number ranges
➢ PR will have the facility to attach documents like Technical specifications, drawings etc.
➢ Type of Purchase requisition such as service, subcontracting, material is to be controlled by 'Item category'
➢ PR can be created with an account assignment category
➢ One PR can be created for multiple plants, multiple account assignment, combination of different item category in several line items. In this case in one PR, maintain same material requisition per plant per line item.
➢ PR to have three levels of release strategy viz. indenter, HOD and Finance Concurrence.

## Process for Request For Quotation

➢ With reference to Purchase Requisitions generated Request for Quotation (RFQ) can be created. System will generate one document per vendor. Output of same can be taken and sent for vendor to quote.

- ➢ Each RFQ can have a common 'collective RFQ number' which clubs similar RFQ for comparison purpose.
- ➢ Once the quotes are received from vendors it can be entered in system by calling same RFQ document type. Prices can be entered in structured way such as Basic Price, Discount, Delivery costs, Taxes,
- ➢ Terms and conditions, INCO terms, can only be entered at header level.
- ➢ Earnest Money Deposit can be accepted and can be directly entered in FI. Reference document can be entered as quotation document number.
- ➢ At the end of quotation maintenance process, Quotation comparison can be made.
- ➢ Once entered / maintained quotation can be edited to modify prices, terms and conditions, and can be compared with other quotation.
- ➢ System will have provision of maintaining rejection indicator for rejected quotes. Rejection letter will be printed with the details of returning EMD amount to vendors.

## Process for Purchase Order (PO)

- ➢ In general PO will be created with reference to PR, there may be few exceptions like Gas purchase for which document type will be different.
- ➢ Each category of PO will have different number ranges.
- ➢ PO created with reference to PR will inherit the details from PR
- ➢ PO can also be created with reference to a contract. All terms and conditions will be same as contract and purchase order will be for executing and monitoring small amount of work in contract.
- ➢ Maintenance of various tax conditions and codes, which should be picked up automatically at the level of line item.
- ➢ Price structure should be configured and all prices must flow from Price Info Records
- ➢ In case of Import purchase order – different vendors such as customs commissioner, freight, Insurance, clearing agents need to be maintained.
- ➢ PO should have provision for milestone / periodic payment especially in case of services.
- ➢ Security Deposit can be accepted against Purchase order and entered in FI. A report need will be available to check security deposit per purchase order.
- ➢ Bank Guarantee document can be attached to Purchase order. Bank guarantee tracking can be done through FI module as a noted item. Bank guarantee expiry tracking will be done by a report.
- ➢ Release strategies to be configured in PO. A higher released strategy based on the value of PO also needs to be configured.
- ➢ With subsequent processes of Inbound Delivery, Goods Receipt, Invoice verification history gets updated to the contract document automatically.
- ➢ In case any advances paid to vendor, it needs to be updated in purchase order history tab as 'down payments' .
- ➢ Maintenance of delivery tolerance (slight under / over delivery)

- PO amendments can take place with appropriate authorization. Further if a PO had been created with reference to a PR, the PR needs to be amended and re-released before the amendment of PO.
- Repeat order can be placed to the vendor by coping / referencing old purchase order

## Contract Process

1. Contract to created based on PR.
2. Two level release strategy to be mapped.
3. PO created with reference to contract will be restricted to present financial year .
4. For the subsequent financial year(s) new PO will be created by referring to PR and Contract.
5. For subsequent PO(s), cannot exceed balance quantity / value (Total Qty of contract – exhausted Qty of Contract)..
6. Contract can be both based on Quantity or value.
7. Outline Agreement with condition records.
8. Print out of Contract.

## Goods Receipt (GR)

1. Upon physical receipts of goods – GR is to be created
2. Type of GR is to be identified [like with PO or without PO]
3. Verification of material received against PO.
4. Bidder will also implement batch management.
5. Goods receipt will also verify the stock types such as unrestricted stock, quality inspection stock, or blocked stock.
6. Quality inspection of materials: If quality inspection is required, the inspector performs the necessary checks. The system records the results, and the stock is made available based on the inspection outcome.
7. On selection of appropriate tax code against each item tax calculation should happen automatically. In GST items, based on GST rate tax should be calculated. The system will update the relevant General Ledger (GL) accounts for the IGST, CGST, and SGST components
8. The ITC(Input Tax Credit) can be claimed based on the GST amount paid during the procurement process.
9. Printing of GR.
10. The Goods Receipt document, including all relevant details and tax information, is to be stored for reference and auditing purposes.

### Service Entry Sheets (SES)

1. This process is similar to Goods receipt and will be used for acceptance of services rendered by service providers with reference to purchase order.
2. Account assignment object such as cost centre to be picked up by system automatically and cost is debited to the service. Multiple cost centres can be maintained in purchase order to use entering multiple cost centres during service acceptance.
3. System should automatically check the availed services and open quantity of service during acceptance. SAP will pop up error if tried to use more quantity of service than purchase order.
4. Tax applicable will flow automatically from the tax code maintained in purchase order at line item level
5. Release strategy (at least 2 levels) to be configured and should be restricted to the cost center (Department).
6. For every service line item detail service text can be maintained
7. After final release SES should not be modified.
8. A check-box to be maintained for the last SES.

### Invoice Verification (IV)

1. Integration of PO, GR, and vendor invoices to perform a three-way match.
2. Features of Parking.
3. Automatic generation of accounting entries in FI when invoices are verified and posted.
4. Tolerance for price and quantity needs to be configured.
5. PO based IV where the system will allow to post invoice verification without GR, however this option should be restricted.
6. IV based only on goods or service receipt and should validate goods receipt or SES posted. For multiple deliveries, the system to supply each delivery on a separate line.
7. Standard feature of subsequent debit and credit to be mapped by the bidder.
8. Post invoice verification vendor payment to be executed.

### Integration with Finance Module

Bidder will carry out the following integration with finance module:
1. Linking of purchase orders to specific cost centers, internal orders, or other account assignments for accurate financial tracking.
2. Automatic creation of commitment and accrual entries in FI when a purchase order is generated. This helps in reflecting future financial obligations.
3. Clearing of open goods receipt transactions in FI upon verification of the actual receipt of goods.
4. Synchronization of vendor master data between MM and FI to maintain consistency in vendor information.
5. Integration of payment terms and conditions from the vendor master data in FI to MM for accurate financial planning.

6. Allocation of procurement costs to specific cost centers or internal orders for detailed financial reporting
7. Automatic generation of payment documents in FI based on the payment terms specified in the purchase order or vendor master data.
8. Integration with cash management processes in FI for effective cash flow monitoring and financial planning.
9. Creation of a document flow in FI that traces the financial impact of procurement transactions, ensuring transparency and auditability.

# The Process of Inventory for BGL

## A. Basic Enterprise Structure
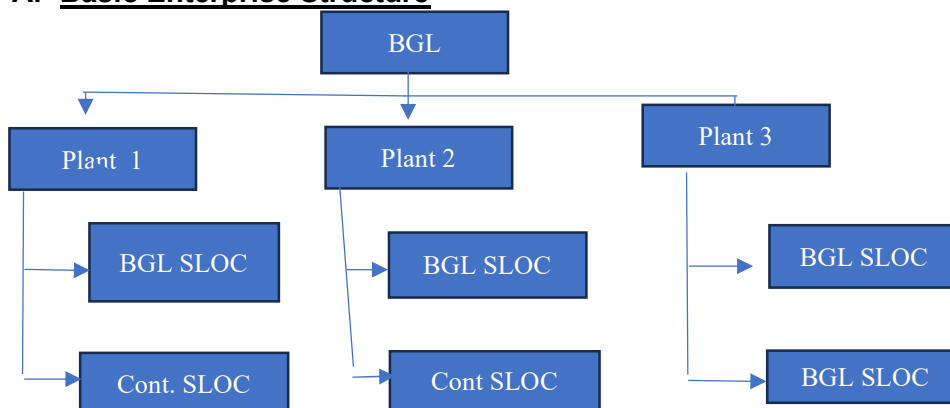


## B. Material Reservation (MR)

1. Bidder will map the process of material reservation where BGL employee will create request for transferring goods to project site, different BGL offices, stores etc. Request will be created as reservation document in SAP by user department such as Projects, O&M, IT, HR etc.
2. MR can be created for both transferring from stocking point to application site (SIV) or material return from Application site to Stocking point (MRN). Hence this document will serve the purpose of material indent to stores as well as material return note.
3. System should validate for restricted / un-restricted stock e.g. some stock is due for Quality inspection then its movement should be restricted.
4. In the minimum the document should record the following (in multiple line items):
   a. Material code
   b. Quantity
   c. Requisitioner name / employee id
   d. Required by (Date)
   e. Account assignment object like project stock, O&M etc.
5. The system should allow edit / delete of line item till material is not issued.

6.  Report showing the pending of list reservation to be configured.

## C. Goods Transfer

1.  Goods can be transferred from one plant to another plant. One Storage location to another storage location including contractor stores.
2.  All the goods transfer will happen based on reservation document created by user department (project, O&M etc). Also this process is used in sub contracting material issue process.
3.  Material return from Application sites to Stocking points will be done based on the reservations created by user dept.
4.  If transfer posting is done based on reservation it will pick the SAP movement type and type of stock from MR.
5.  Any movement of material created can also be reversed.
6.  The goods transfer should contain the details of from storage location and to storage location, type of stock (project, O&M), Account Assignment etc.
7.  On submission accounting document will be generated in case of plant to plant transfer of goods which will have following entry,
    * Receiving plant stock A/c Dr
    * Issuing plant Stock A/c Cr
8.  The profit centre will also be credited .
9.  In case of Plant to plant transfer of material, if goods are cen-vatable excise challan will be generated based on material document generated by transfer material document.
10. In case of plant to plant material transfer document printout will be generated which will contain the information of Material, Material Description, Quantity, Value of material, if material is serialised then serial number of material.
11. E-Way Bill generation of materials falling under GST. Bidder should configure and develop the e-Way Bill.

## D. Goods Receipt

1.  Goods receipt to take place with reference to PO
2.  The system to validate the quantity of the PO versus quantity received.
3.  The inventory should be updated by the quantity received.
4.  The material will be in the inventory as restricted stock and after Quality check it should move to un-restricted.
5.  System should automatically update inventory accounts in FI when goods are received against a purchase order.
6.  If any advances have been paid (down payment) the same should also be reconciled.

## E. Goods Issue
7.  Goods issue will be carried out with reference to material reservation.
8.  While issuing the goods, the system will record the following:
    i.   Issue to cost centre,
    ii.  Issue to Project,
    iii. Issue to Asset,

    iv.  Issue for maintenance

    v.  Issue to Network

    vi.  Plant and storage location from where material is being issued.

    vii.  System should have the provision to issue from multiple storage location.

9. Special stock to be identified by the system during goods issue.
10. Material issue document with unique id to be generated.
11. Accounting document will be generated which will have following entry,
    - Consumption A/c Dr
    - Stock A/c Cr
12. Controlling Document to be generated which will show the details of cost object debited.
13. Profit centre document: Show the details of profit centre credited.
14. Asset Document: In case of material issue to any asset.


Goods Issue To Contractor

15. Goods can be issued to contractor from one of BGL storage location to contractor storage location and the same will be identifiable system.
16. Goods contractor can be with reference or without reference to PO.
17. System should also provision for reversal of goods issue.
18. System will check the availability of material for sending. If partial material stock is available system can give error message.
19. For contractor goods issue no accounting document or FI entry will be needed.

## F. **Periodic Inventory Counting and Material Reconciliation.**

1. System will generate the document for inventory counting based list of materials to be processed in batch.
2. System will give list plant wise with A, B, C, & D indicator based on its fast, slow and non-moving status.
3. While creating physical inventory document system will provide option of Blocking storage location for movement and freezing book value.
4. A batch process must run to create physical inventory document.
5. The list can be printed and supplied for inventory counting. This slip will display Material Code, Its description Plant Storage location, Stock type. System will not show any current stock quantity.
6. After receiving the counts for each material per location, per stock type it can be entered in system. Facility of entering recount with audit logs to be made available.
7. After posting the counts, system to generate list showing system stock, physical stock and difference value. System must show the difference in value as Physical stock value & Book value.
8. After confirmation of these values, it can be posted which will create the physical inventory posting document with unique no. and accounting document to be generated. The accounting entry generated should be :,
    - Inventory Stock A/c Dr,
    - Loss or gain from Phyiscal Inventory Cr.

   (if physical stock is found more than system stock or book stock)

# Operations and Maintenance

## A. General

1. Details of all types of equipment which requires maintenance will be maintained.
2. The maintenance history of each equipment will also be maintained.
3. The system should be able to refer the equipment from the perspective of maintenance and inventory.
4. SAP System to be configured so that all equipment are appropriately categorised.
5. BGL has various types of Objects in the Equipment they should identifiable in the system e.g. Steel Pipe, Steel Valve, CNG Compressor, CNG Dispenser etc.
6. Locations of maintenance should be appropriately maintained.
7. System to be configured so that each location is to be managed independently in order to in the minimum carry out the following:
   i. Manage individual data from a maintenance perspective for the object
   ii. Perform individual maintenance tasks for the object
   iii. Keep a record of the maintenance tasks performed for the object
   iv. Collect and evaluate data over a long period of time for the object
8. System should group the recurring work sequences and help in planning them more effectively. Activities like Inspection, Maintenance and Repairs etc. should be part of each task.
9. The system will pre-record the tasks required for preventive maintenance.
10. Alerts to be configured for preventive maintenance.
11. Bidder will map the standard functionality of Cataloguing of the PM Module where data on problems, malfunctions, damages, causes and problem solutions or malfunction corrections is recorded in the system.

## B. Breakdown Maintenance

1. Intimation of breakdown is generally received at the control room of BGL.
2. The above intimation should be entered in SAP system to create a notification.
3. BGL's operation team member will record the exact time of receiving the Information on break down and also records the start of Repair work and completion of work.
4. The system will calculate the break down time based on this information.
5. This breakdown remains in the system for future analysis like 'Mean time to repair' and 'mean time between failure'.
6. Based on the notification the engineer will plan the maintenance activity.
7. The system should allow the engineer to create a work order, manpower requirement, external resources for the maintenance activity.
8. The above should be approved in the system by the supervisor and permit to work can be generated.
9. After permit is issued and material, man-power availability is checked order will be released in SAP.

10. After the maintenance activity is completed and confirmed in the system, by recording the details as mentioned in Sl.No.3. manager will authorize the TECO (Technical Completion).
11. Settlement of order will be done against respective cost centre of technical object.

## C. Predictive or Routine Maintenance

1. Master data to maintain the running parameters of each equipment.
2. Maintenance team member will notify the system on the requirement of maintenance which should generate a notification id.
3. Maintenance team member selects correct technical object while creating notification.
4. Along with object its damage code can be entered.
5. Operation checks the status of the equipment reported having problem and complete the work in the field if possible and completes the notification by recording damage and activity performed on the equipment.
6. If any additional service is required the system should forward it to the concerned and record the same.
7. The system to be configured to create maintenance order (where costs can be booked). The order should by default display the planned cost. Additionally, the system should have provision for capturing non-planned costs also (situations like external services).
8. The system should be configured to generate work permits and on approval of the permit by a higher authority the system the order must get released.
9. Once the order is released system should auto create a material reservation.
10. If the materials are not available in the stock system to create PR and PO based on the requirement.
11. The completion of the maintenance activity to be recorded and approved in the system.
12. If contractor is involved, then service entry sheet with reference to the order is created.
13. The system should report the comparison between actual cost and planned cost.
14. System to be configured for settlement of Order and cost should be captured against the cost centre where the technical object belongs.

## D. Preventive Maintenance

1. **Goal:** Ensuring a high availability of objects in the long term. Planned maintenance system will be configured so as to avoid system breakdowns or the breakdown of other objects, which - in addition to the repair costs - often result in much higher costs subsequently owing to production breakdown.
2. System to be configured for creation of Preventive Maintenance Plans for the equipment. Task Lists for the maintenance items will be assigned in SAP.
3. Time Based Plans should be configured in SAP.
4. Completion Requirement check will be active so that next order generation will be possible only after the completion of the order.
5. Maintenance team should be able to assign spares required for the operations in each of the task lists and will be assigned in the maintenance call generated from that plan.

6. System should give reports for planned jobs versus completed jobs.
7. System should be configured to create deadlines and if deadlines not met email to be triggered.
8. System should have the facility to reschedule a maintenance which can be done by appropriate authorization.
9. Technical completion of job by the supervisor to be configured.
10. System to be configured for creating appropriate maintenance strategy as per the standard functionality available.

### E. LCV Movement Monitoring

1. The movement of LCV should be monitored by enabling the feature of fleet management in SAP.
2. The LCV details like Vehicle No., Registration details, Engine Details etc. will be recorded in the system.
3. Cascades will also be identified in the system as an independent category of equipment.
4. The system should have provision to capture last test date, next due date and useful life remaining and expiry date of cascade.
5. A relationship to be maintained between a Daughter Booster Station, LCV and Cascade will be maintained.
6. All details of cascade the trip, pressure etc. will be recoded in the SAP System
7. The contractor payment of LCV movement to be paid through service entry sheet by deriving the data from PM Module.
8. Details of trip between mother station and daughter station to be generated from the system on a periodic basis.

### F. Other Processes

1. The Module must have integration with both Inventory and Finance.
2. Material reservation for maintenance to be carried out with respect to maintenance order.
3. After Goods issue is done in case of stock material and Goods Receipt in case of non-stock material against reservation. Purchase requisition will be generated from the maintenance order, in the event of unavailability of the material leading to procurement through PO.
4. System to generate reports of actual versus planned cost.
5. Cost of service to be also put into consideration if external services are obtained.
6. The cost should be transferred to the respective cost centre.
7. **Calibration**
   i. Equipment will be identified along with calibration frequency required for each of them.
   ii. Presently Calibration standards are maintained for individual instruments and readings are taken at standard predefined level and stored in hard

format against each equipment. This needs to be digitized and brought into SAP application.

iii. For internal calibration work order will be generated as per desired frequency.

iv. If calibration is done through external service provider, then scheduling is done for Services Procurement.

v. After the completion of the calibration job, equipment is checked for good or no-good status. If it satisfies the required parameters, then calibration report is generated and kept for future records.

vi. If it fails, then it is decided if it is repairable or not repairable; if not repairable then it is discarded otherwise it is repaired and then sent again for calibration.

# Note:

A. We have been given to understand from SAP that "Emergency Control Room" operation is not supported. BGL has the following requirement:

   a. BGL operates an Emergency Control Room (ECR) 24x7.

   b. The calls received will be recorded in SAP and instantaneously a ticket will be generated.

   c. If the call is related to CNG the contract account number will be entered and station details will be fetched.

   d. Notification of emergency will be created.

   e. Depending upon the nature of the notification the call will be forwarded to the concerned team through SMS initially.

   f. Emergency crew will record the exact nature of problem, reaching time and completion time and will update the same information in the notification created in SAP.

   g. Completion time will be entered in malfunction completion time and reaching time will be recorded in Start time in notification screen.

   h. The system to be configured to calculate the break down time based on the call received time and completion time.

   i. Notification will be completed after entering all details including the nature of the issue and its resolution (to serve as a reference)

   j. If Manpower Planning, material or services are required to attend the problem then Maintenance order to be created from the notification itself and system must pick up all the data from the notification and create order.

   k. Material and service can be planned for respective operations and confirmed after job is completed.

   l. Maintenance order and notification will be completed after all these activities and actual time of completion will be recorded by the system as completion time.

***Bidder as a response to this bid must suggest how to custom built the same.***
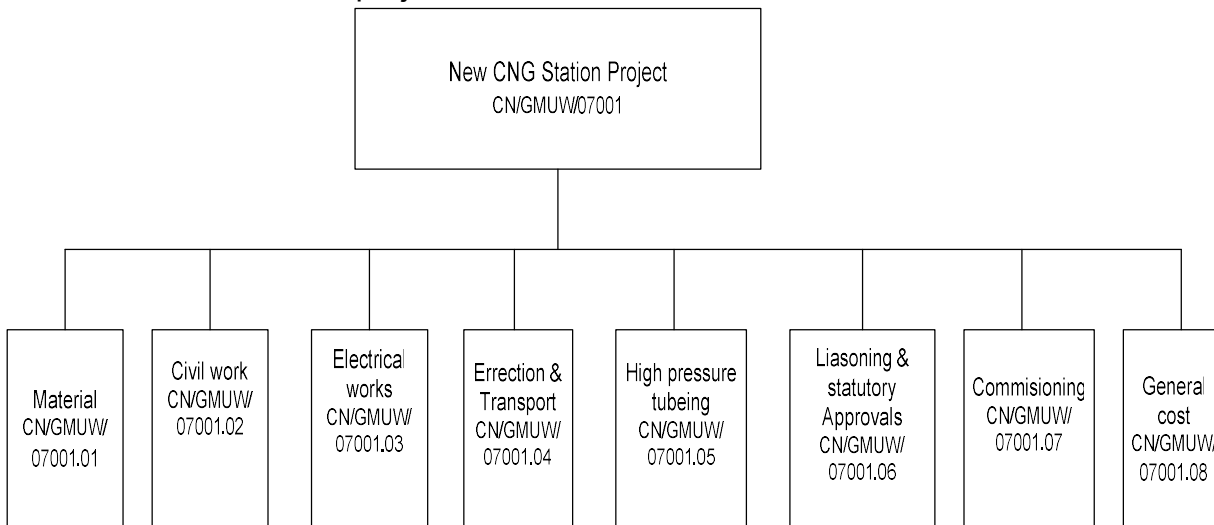
# Projects System

## A. Broad Scope of Work and Overview

Bhagyanagar Gas Limited (BGL) has various sections and categories of projects which are as under:

a. CNG (Compressed Natural Gas) – New CNG Stations
b. Laying of Steel Pipeline
c. Laying of Medium Pressure Pipeline (MP)
d. Laying of Low Pressure (LP) Pipeline in the society
e. Construction of Galvanized Pipes (GI)

1. Each project will have the following:
   a. Project Structure
   b. Planning
   c. Issue of work order
   d. Execution (Activity confirmation, Material Consumption, Service entry sheet where measurement book etc. can be attached)
   e. Period end closing
   f. Reporting and MIS
2. Bidder to configure the following standard features of SAP:
   a. Work Break Down Structure(WBS): Bidder must configure WBS which will organize the project tasks in an hierarchical manner.
   b. Network: Network to depict the flow of task within a project and their interdependencies. This should be viewable in graphical form also.
   c. Milestones to be mapped under WBS elements
3. Feature of Project Mask to be used to identify WBS in project hierarchy.
4. The system should be configured in such a manner that all the stages of the project viz. planning, approval, budgeting, execution, periodic settlement to AUC and finally capitalization is carried out.
5. Integration with other Modules:
   a. Material Management
      i. Check material availability
      ii. Material reservation
      iii. Transfer posting
      iv. Goods Issue (Consumption) from store to contract stores
      v. Goods Cancellation
      vi. Scrap Allowance Entry
   b. Finance
      i. Cost captured in a project needs to be settled periodically.

   ii.  Settlement rules to be automatically triggered for WBS/Network.

  iii.  CAPEX Projects: Cost captured in WBS/ Network is settled to Assets Under Construction (AUC) every month by Finance dept. After commissioning projects shall assign TECO status and then finance dept will settle to fixed asset.

  iv.  In OPEX project: Cost captured in WBS/ Network is settled to the project cost centers or GL Accounts every month by Finance dept.
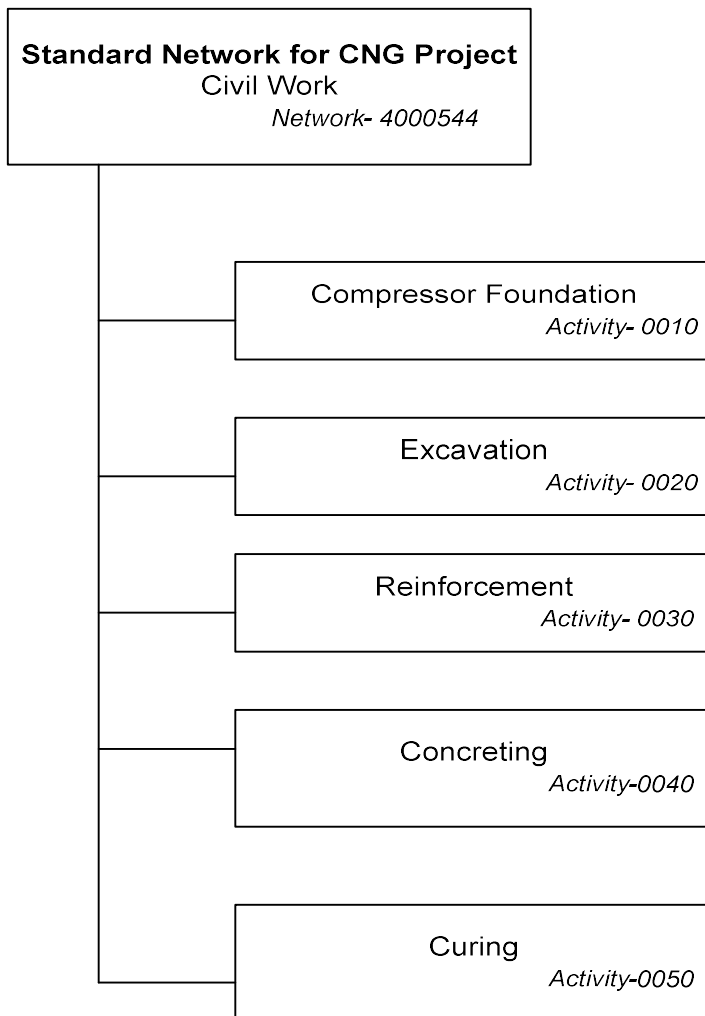
## B. Projects for New CNG Station

1. Each CNG Station project will be assigned a coding mask.
2. The project structure should be identified as under:



New CNG Station Project CN/GMUW/07001

- Material CN/GMUW/07001.01
- Civil work CN/GMUW/07001.02
- Electrical works CN/GMUW/07001.03
- Errection & Transport CN/GMUW/07001.04
- High pressure tubeing CN/GMUW/07001.05
- Liasoning & statutory Approvals CN/GMUW/07001.06
- Commisioning CN/GMUW/07001.07
- General cost CN/GMUW/07001.08

3.  The proposed network for CNG Project will be as under:

**Standard Network for CNG Project**
Civil Work
*Network- 4000544*

Compressor Foundation
*Activity- 0010*

Excavation
*Activity- 0020*

Reinforcement
*Activity- 0030*

Concreting
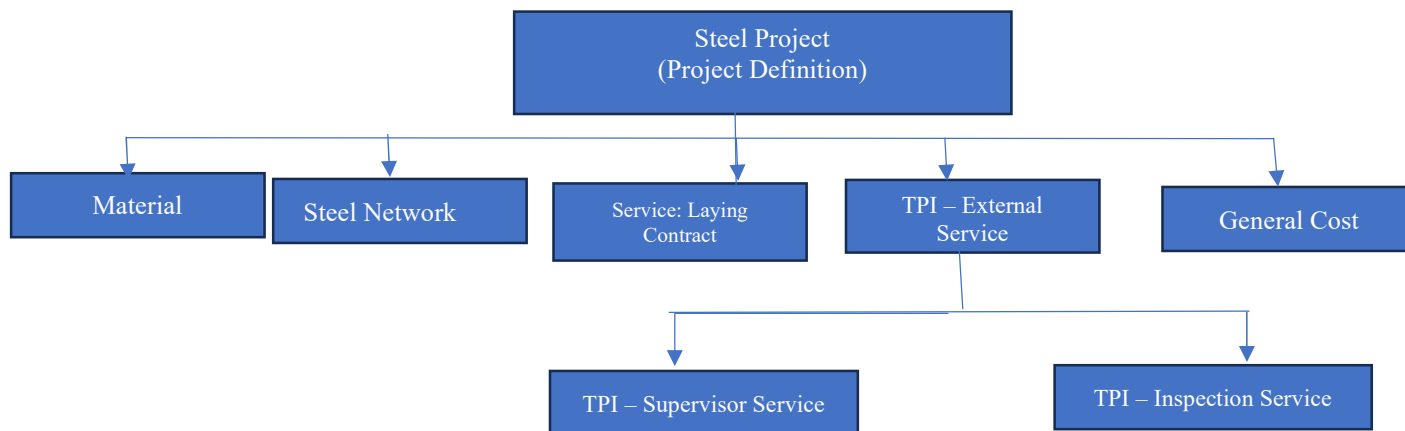*Activity-0040*

Curing
*Activity-0050*

4.  The Milestones of a CNG Project to be mapped as under:
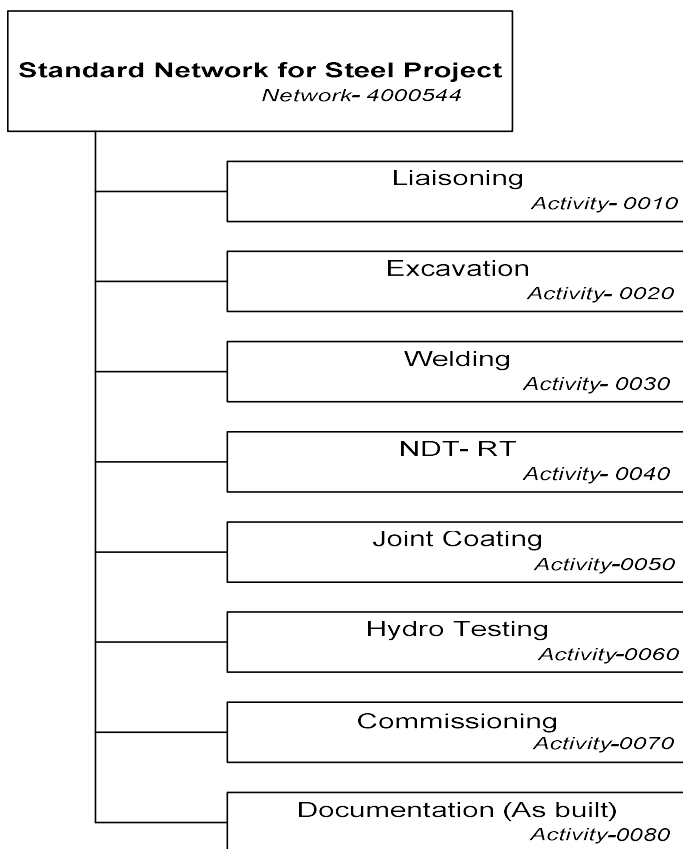    - Annual Budgeting
    - Statutory Permissions
    - Completion of Civil Activities
    - Completion of Electrical Activities
    - Installation of Equipment
    - Receipt of Gas
    - Receipt of Power with electrical meter
    - Statutory Inspections

## C. Laying of Steel Pipeline

1. Each Steel stretch project will be assigned a coding mask.
2. The WBS structure of the project to be mapped as under:



3. Steel Project Network to be mapped as under:



4. The standard milestones of Steel project will be:

- Statutory Permissions
- Pipeline laying up to commissioning
- Hydro testing
- Commissioning
- WBS closure

## D. <u>Polyethylene Project (PE)</u>

The PE project will have four distinct layers viz. Medium Pressure (MP), Low Pressure (LP), Service Regulator (SR) and GI (Galvanized Iron) / Riser. Each of this layer will have similar structure like Steel. Bidder organization will configure the system in such a manner that appropriate linkages are created between the project layers. Service Regulator to be identified as a Functional Location and bidder must suggest during implementation the structural hierarchy of Functional Location.

1. The cost booking will be through orders (may use maintenance order).
2. Material consumption will also be booked against order.
3. Service acceptance will be posted directly against order with appropriate account assignment.
4. The Cost planning to be carried out at the level of WBS for each project area in the project system. Once the quantities (like physical targets for a project area, in case of domestic project) and total value are entered into the system, then system to determine the average cost. The cost element planning value will flown to Cost Planning.
5. Once order gets released, system to be configured to auto create Asset Under Construction (AUC).

## E. <u>Project Cost planning and Budgeting</u>

2. Bidder will activate availability control at the level of WBS.
3. The system to be configured for tolerance limits, both above and below the actual budget amount.
4. Budget supplements to be configured.
5. Return option of budget should also be configured.
6. Planning Projects: One project will be created for each type of projects – PE, Steel and CNG projects, at the level of segment. Plants can be assigned at the level of WBS in each of the projects.
7. PE Projects: Cost element planning is done at the WBS level for each project area.

# Finance and Controlling

## 1. Broad Scope

1. Implement SAP Financial Accounting (FI) and Controlling (CO) modules to manage financial transactions and reporting.
2. Configure general ledger accounting, accounts payable, accounts receivable, asset accounting, and bank accounting.
3. Set up profit centers and cost centers for cost allocation and profitability analysis.
4. Ensure compliance with industry-specific regulations and standards, such as those related to rate structures, tariffs, and environmental reporting.
5. Configure the system to generate reports and data required for regulatory submissions accurately.
6. System to be configured for both Accounts Receivable and Payable.
7. BGL desires that SAP Controlling (CO) to monitor and control costs across different cost centers and projects.
8. Implement cost allocation methods for shared resources and overhead costs.
9. Create reports and dashboards for cost analysis and variance analysis.
10. Financial Statement versions.
11. Cash and Bank Management.
12. Notional Interest calculations.
13. Asset management.
14. Period end accounting.
15. Bidder will implement the full functionalities of S/4 HANA closing cockpit.
16. Bidder will study the BGL's implementation of TALLY and ensure that all the functionalities of TALLY are getting covered in the implementation.

## 2. Asset Management

The bidder will map the processes in SAP for:
1. Acquisition of assets.
2. Asset Under Construction and subsequent capitalization
3. Asset retirement (Partial / Full / Scrapping)
4. Transfer of fixed asset within company.
5. Sale of fixed asset
6. Asset accounting and depreciation.

## 3. Vendor Accounting

The bidder will map the processes in SAP for:
1. Vendor account creation with two factor authentication
2. Vendor down payment request
3. Vendor payment with linkage to invoice verification
4. Management Bank Guarantees from vendors
5. Security and EMD deposits from Vendor which will generate letter of credit.
6. Automatic calculation of interest and posting for mobilizations advance given to vendors.
7. Provision of cheque print for vendor payment.

8. There will be cases where payment can be made directly to vendors without any Purchase Order.  For instance payments to auditors, consultants, rents, utilities or any other payment as per BGL requirements.

## 4. Taxes and GST

1. Bidder will invoke and configure the functionalities of compliance for "Country India" (CIN).
2. The withholding taxes to be configured both as percentage or fraction.
3. Configuration related to GST will be mapped for the following:
   - Vendor invoice posting
   - Vendor invoice parking
   - Vendor credit memo posting
   - Vendor credit memo parking
   - Customer invoice posting
   - Customer invoice parking
   - Customer debit memo posting
   - Customer debit memo parking

4. GST tax codes to be configured for following categories:
   - Intra State – CGST and SGST
   - Inter State – IGST
   - Reverse Charge
   - Deductible and Non-deductible
   - Import of goods
   - Import of Services
   - Down Payment (Advance Payment) – Non-deductible .

5. Mapping of e-Way Bill for goods movement.

## 5. Accounts Receivable

System will be configured to have the following features:
1. Advances received from customers will be tracked distinctly.
2. Validation with terms of payment which will be entered in Customer Master data. Terms of payment will define the credit period, due date and cash discount, if applicable. The due date will be calculated from a baseline date as per the payment terms.
3. Accounts receivable can be from the following:
   a. Sale of CNG
   b. Sale of PNG (I&C) [??]
   c. Sale of Tender forms

    d.   Sale of Traded items

    e.   Sale of Scrap material

    f.   Sale of Fixed assets

    g.   The accounts of the domestic customers are maintained in a different application, the total outstanding of all domestic customers to be posted in a G/L through a reconciliation key.

4.   The system to be configured for the following transactions:

    a.   Post Advance/ Down payment receipt

    b.   Post Receipt (Both full and partial)

    c.   Clear Customer down payment

    d.   Clear Customer account

    e.   Customer line item display and its clearing for partial payment.

    f.   Display/List Document

    g.   Change Document

    h.   Reversal of individual document

    i.   Mass Reversal of documents

## 6.  Excise and CIN (Country India)

1.   Bidder will configure the appropriate master data for Excise. The system should classify material based on excise requirement in order to trigger the relevant treatment to material during its process.

2.   The Excise Master should have the following:

    i.   Chapter ID Details

    ii.   Material Chapter ID combination

    iii.   Material Assessable value

    iv.   Material Input Output Details

    v.   Vendor Excise Details

3.   Entry of amount in PLA.

4.   Configuring of Excise Adjustment amount so appropriate credit can be taken.

5.   Monthly Utilization Process: This process to be configured so that the Pending outgoing excise invoice (sales invoices) for debiting *CENVAT* credits in RG23A, RG23C registers, PLA credit in PLA register. This process is also applicable for utilization of service tax for service invoices from service tax credit in *CENVAT*.

6.   Bidder to configure balance credit on Capital Goods of past financial year.

## 7.  Handling Banks

Bidder to configure / customize the following:

1.   Create Master Data

a. Maintain G/L for Bank Accounts
b. Maintain House Bank
2. Create Posting rules.
3. Bank account statements.
4. Create encrypted files for payment through bank, the files will be downloadable from SAP.
5. Statements from Banks which can be uploaded to SAP. When the bank statement is uploaded in SAP setting can be done that either the clearing entries happens automatically, or batch input session is created. If the batch input session is created the same can be run separately and the error log will also be available. The batch session will show complete only when all the entries have run, if any, after the correction
6. Bank Reconciliation.

## IV. Other Essentials of Implementation

1. ***BGL desires that the project be implemented within six months from the date of project kick-off.***
2. During the project preparation phase bidder will publish a project charter clearly indicating the deliverables of each phase of the project viz: Business Blue Print, Realization, Go-Live preparation, Go-Live and Post-Go-Live hand holding.
3. Considering that BGL does not have any prior exposure to SAP bidder will conduct an on-site familiarization session of core team members and key stakeholders.
4. While BGL will try to take best advantage of standard reports, bidder should take into account that at least 10-12 reports for each module needs to be developed, which can be finalized during the BBP phase.
5. Bidder will execute this project in 70% - 30 % modality i.e. 70% offsite from bidder's office and 30% on-site i.e. from BGL's Hyderabad office. For any on-site requirement visit of bidder's consultant, BGL will not be billed separately. The on-site presence of bidder's consultants will be required during the Go-Live preparation and post go-live support period (time period can be mutually decided on award of contract)
6. **Training:**
   a. Familiarization training (during project preparation) – On Site
   b. Configuration Training for Core Team member (CTM) – preferably on site, post completion of User Acceptance Testing.
   c. End User training – online
   d. ABAP training: Bidder will train one of BGL's application developer on concepts of ABAP. This training can happen on-line for a period of 10 days. Post the training of the developer, bidder's functional and technical team will involve the developer of BGL of some developments.
7. **Documentation**: Bidder will submit BBP, Configuration documents, Functional Specifications, Technical Specifications and End user manuals. The end user manual can be prepared by the respective CTM with the assistance of bidder's consultants.

8. **Creation of Test Cases and Scenario**: Bidder will assist in creating test cases with respect to individual modules and for integration testing.

9. Bidder will assist BGL team to prepare appropriate Roles and Authorizations, keeping in view the best practices of Segregation of Duties and also BGL's manpower in the respective business function.

10. **Data Preparation** : During the data preparation phase the bidder's consultant will provide full assistance to the BGL core team / data preparation team.

11. *Post Go-Live Support:* Bidder will provide BGL six months of post-go-live / hand holding warranty support. ***If the support is found satisfactory the period will be further extended by six more months after the conclusion of hand-holding / warranty support.***

12. Bidder will configure and use the CALM (Cloud Application Lifecycle Management) for creating test cases, documentation, versioning and other features.

13. **Experience of the consultants of Bidder:**
    a. Functional Consultants: **Minimum** 2 years in business domain and 2 years in SAP Implementation / support
    b. Technical Consultants: 3 years in ABAP development and at least 1 year in BTP
    c. Project Manager : 10 years in SAP implementation and support out of which 3 years in project management.
    d. Delivery Head: 15 years in SAP implementation
    e. Desirable: SAP certification from SAP.

## V.   <u>Application support</u>

1. The bidder will provide BGL with a web-based ticketing tool which will have the capabilities for logging issue, criticality of the issue, tracking it and recording resolutions.

2. Any change involving 6 man-days of efforts (without the UAT) will be covered under the scope of application support.

3. It should be specifically noted that in general BGL operates from 9:15 AM to 6:00 PM, Monday to Saturday. So bidder should be responding to the help desk during these days and for any critical issue on Sundays and public holidays.

4. Currently BGL proposes the following severity resolution matrix:

| Sl. No. | Severity Category | Definition | Response Time in hours | Resolution time in hours |
|---|---|---|---|---|
| 1. | S1: Critical | Business has been impacted and operation has been halted | Immediate | 4 hours |
| 2. | S2: Very High | The impact has been on a group of users and / or has the potential to turn into S1, this may include the degradation of performance | Immediate | 08 hours |

| 3. | S3: Normal | Errors and bugs in functionality which does not have impact on the business functionality | 08 hours | 16 hours |
| --- | --- | --- | --- | --- |
| 4. | S4: Minor and cosmetic | These are cosmetic changes and enquires | 16 hours | 4 days |

## 5. **Penalty:**

a) The Go-Live of the project is expected to be within 25 weeks from the date of project kick-off, any delay may attract penalty of 0.5% per week to a maximum upto 5% of the Sl.No.1 and Sl. No.2 amount of Schedule of rates.

b) Penalty for post-go-live support will be levied in accordance to the following table:

| Sl. No. | Severity Level | % of Resolution not met within target | Penalty imposed |
| --- | --- | --- | --- |
| 1. | S1: Critical | > 9.9% | 3% of the bidder's monthly invoice value |
| 2. | S2:Very High | > 10.9% | 2% of the bidder's monthly invoice value |
| 3. | S3:Normal | >14.9% | 1% of the bidder's monthly invoice value |

6. Any issue that needs to be referred to be SAP will be logged by bidder in SAP's portal.

# VI. **Technical Evaluation criteria**

## 1. **Bidder As Respond to bid must submit following:**

### a. **Bidder's QA/QC System**

i. Bidder should detail out their Quality Plan to execute the contract.

### b. **Method Statement and Contract Execution Plan**

i. A detailed Method Statement should be submitted showing the procedure and arrangements the Bidder shall follow in executing the Services. Bidder shall also submit detail Execution Plan by tabulating the schedule and submitting a corresponding project Gantt chart for the same depicting various stages of supply and services.

ii. As part of the method statement bidder will tabulate each of the items as mentioned for every module in "General Scope of Services and Specifications" and mention against it the following:

- Standard (S)
- Configurable (C)
- Custom Development (CD) with ABAP Extension
- Possible with Integration suite / BTP (IS)
- Gap with the requirement / not possible (NP)

### c. **Subcontracting / Partnering**

a. Bidder will not sub-contract any of the part of the contract other than hosting of the solution.

| | **Hiring of SAP Implementation Partner for Bhagyanagar Gas Limited Bid Document No. BGL/608/2023-24** | Volume II of II |

Bhagyanagar Gas Limited

**d. Details of Bidder Personnel**

Bidder will deploy experienced consultants and not freshers. As response to the bid bidder will submit the C.V of their techno-functional consultants who will be available for the execution of services. Each CV having the following details in the minimum:

- Name
- Position Proposed in BGL Project:
- SAP skills
- Position in the Company

**e. Bidder's Organization Chart**

Bidder's Organization structure proposed for the contract, indicating reporting levels within his organization and proposed lines of contact / communication with BGL for the staff whose CV are included should be identified on the Organization Chart attached.

Additionally, bidder will enclose escalation matrix containing contact of personnel to be contacted during exigencies.

Bidder **shall provide sufficient details / writeup as to why they believe they have the capabilities to deliver the SAP Implementation project.**

# SECTION-8

# SPECIAL CONDITIONS OF CONTRACT (SCC)

## 1.1 Timelines, Deliverables & Payment Schedule

Contractor is expected to follow the schedule as mentioned below. This schedule shall be applicable for each application in scope of the project. Payments shall be released only on satisfactory acceptance of the modules for each Task as per the schedule.

i) **Implementation of rise with SAP module for BGL.**

ii) **Post Go Live – Hand holding & support for 6 months after implementation of SAP module.**

iii) **SAP application management support for six months post the conclusion of go live hand holding / warranty support.**

## 1.2 Payment Terms

The payment milestones SOR item wise and Notations are used in the payment schedule should be interpreted as follows:

1. **For SOR Item 1**:
   a. 20% on sign off of the BBP
   b. 25% on UAT and Integration testing
   c. 55% on Go-Live
2. **For SOR Item 2**: On completion of all three training
3. **For SOR Item 3**: On completion of the ABAP training
4. **For SOR Items 4 & 5**: Bidder to raise invoice at the beginning of the next month which will be approved by the project in-charge.
5. **For SOR Item 6**: As per license procurement terms and provisioning.
6. *The item No. 5 of the SOR will be considered for the implementation partner if and only if their hand-holding support is satisfactory.*
7. All invoices will be processed by BGL maximum within 30 days

## 1.3 Price Reduction Schedule (PRS)

Maximum PRS for all the delays combined shall be limited to maximum of 5% of total contract price as per the GCC. Penalties as mentioned in Scope of Work.

## 1.4 Contract Performance Security:

**The Contractor shall furnish to the Employer, within 30 days from the date of notification (FOI, LOI, LOA, WO) of award, a security of 7.5% of annualized Order/ Contract Value excl. of taxes & duties.**

**Contract Performance Security which will be valid for 90 days beyond the completion of contract / defect liability period. Further, GCC clause 2.13 of Contract Performance Security shall be followed.**

The Contract performance Security shall be released after completion of defect liability period and issuance of completion certificate by Engineer-In- Charge.

## 1.5    <u>CONFIDENTIALITY</u>:

The CONTRACTOR shall not communicate or use in advertising, publicity, sales releases or in any other medium, photographs, or other reproduction of the work/services under this CONTRACT or description of the site dimensions, quantity, quality or other information, concerning the work/services unless prior written permission has been obtained from the EMPLOYER

# SECTION-9

# SCHEDULE OF RATES (SOR)

REFER E-TENDER NO.: <u>BGL/608/2023-24</u> IN E-TENDERING

WEBSITE /PORTAL - **(https://petroleum.euniwizarde.com/)** FOR

SCHEDULE OF RATES

## Note: Prices Not to be Quoted Here (This is Format of SOR)

| Bhagyanagar Gas Limited |
|---|
| SCHEDULE OF RATES (SOR) |
| Financial Bid / Priced Bid |
| Bid Document ref: BGL/608/2023-24, dtd. 14.03.2024 |
| Item : Hiring of SAP Implementation Partner for Bhagyanagar Gas Limited |

| Name of Bidder: | |
|---|---|

| Sr. No. | Item Description | Unit (a) | Unit Rate (Rs.) (b) | Quantity (c) | Amount (Rs) d=bxc | Remarks ( e ) |
|---|---|---|---|---|---|---|
| 1 | Implementation of RISE With SAP modules for BGL (Refer Scope of Work ) | LS | | 1 | | |
| 2 | Training as mentioned under "Other Essentials of Implementation" Refer Scope of Work (Training a,b,c) | LS | | 1 | | Familiarization, Configuration and end-user |
| 3 | ABAP Training as mentioned under "Other Essentials of Implementation" Refer Scope of Work (Training d) | LS | | 1 | | |
| 4 | Post Go-Live Hand holding and Support (Refer Scope of Work) | Monthly | | 6 | | |
| 5 | SAP application management support post the conclusion Post Go-live hand holding support (Refer Scope of Work) | Monthly | | 6 | | |
| | | | **Total (i)** | | | |
| | | | **Optional Items** | | | |
| 6 | Integration Suite | One Object | | 1 | | This will not be considered for bid evaluation purpose |
| 7 | Change Request per man day | Man Day | | 30 | | |
| 8 | | | | Total (ii) | | |
| 9 | | | | Total (i+ii) | | |
| 10 | | | Taxes @ | | | |

| 11 | | Grand Total | | |
|---|---|---|---|---|

## Payment Terms:

1. **For SOR Item 1**:
   a. 20% on sign off of the BBP
   b. 25% on UAT and Integration testing
   c. 55% on Go-Live
2. **For SOR Item 2**: On completion of all three training
3. **For SOR Item 3**: On completion of the ABAP training
4. **For SOR Items 4 & 5**: Bidder to raise invoice at the beginning of the next month which will be approved by the project in-charge.
5. **For SOR Item 6**: As per license procurement terms and provisioning.
6. ***The item No. 5 of the SOR will be considered for the implementation partner if and only if their hand-holding support is satisfactory.***
7. All invoices will be processed by BGL maximum within 30 days