

**Request for Proposal for
Upgradation of SAP System
Migration from SAP R/3 Enterprise 4.7 SR2 to SAP ECC 6**

**Information Technology Department
Head Office, National Housing Bank
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BID SUMMARY

1.	Date of commencement of sale of Bidding Documents	09/09/2011
2.	Last date and time for sale of Bidding Documents	14/10/2011 17.00 hrs
3.	Last date and time for receipt of Bidding Documents	14/10/2011 17.00 hrs
4.	Date and Time of first pre-bid meeting	19/09/2011 15.00 hrs
5.	Date and Time of 2 nd pre-bid meeting	26/09/2011 15.00 hrs
6.	Date and Time of Technical Bid Opening	17/10/2011 12.00 hrs
7.	Cost of RFP	Rs. 5,000/- (non refundable)
8.	Earnest Money Deposit Amount	Rs.100,000/- (Refundable)
9.	Place of opening of Bids	National Housing Bank, Information Technology Department Head Office Core 5-A, 3 rd Floor,India Habitat Centre, Lodhi Road, New Delhi - 110003

Note:- Technical bids will be opened in the presence of bidders who choose to attend as above

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1. ABOUT NATIONAL HOUSING BANK

National Housing Bank (NHB), a statutory organisation is a wholly owned subsidiary of the Reserve Bank of India. NHB is an Apex Financial Institution formed under the Act of the Parliament with a mandate for Promotion, Development and Regulation of the Housing Finance Sector.

Apart from regulating the housing finance companies (HFC), NHB also extends financial support by way equity participation in HFCs and refinance facility to financial institutions such as Banks, HFCs, Co-operative Sector Institutions, Housing Agencies, etc. benefiting the masses both in urban and rural areas.

The head office of NHB is located in New Delhi and it has a regional office located at Mumbai and representative offices at Ahmedabad, Bangalore, Chennai, Hyderabad, Kolkata , Lucknow and Patna.

2. PURPOSE

- National Housing Bank (hereinafter referred to as the Bank) with Head Office at New Delhi is interested to get the SAP System migrated from SAP R/3 Enterprise 4.7 SR2 (existing implementation) to SAP ECC 6.0 through reputed IT company who provides implementation and maintenance support for SAP system. Related activities are defined in the scope of work. The scope of the system can be enhanced as per requirements of Bank.
- The purpose of RFP is to solicit proposals from qualified bidders for upgrading SAP system implemented in the Bank to SAP ECC 6. Technical and commercial bids (to be submitted separately) are invited from bidders for the aforesaid job as per the terms and conditions mentioned hereunder.
- Subject to any law to the contrary, and to the maximum extent permitted by law, NHB and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any

negligence, omission, default, lack of care or misrepresentation on the part of NHB or any of its officers, employees, contractors, agents, or advisers.

3. INSTRUCTION TO BIDDERS

The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents may result in the rejection of its bid and will be at the bidder's own risk.

- No binding legal relationship will exist between any of the Respondents and Bank until execution of a contractual agreement.
- Each Recipient acknowledges and accepts that Bank may in its absolute discretion apply selection criteria specified in the document for evaluation of proposals for short listing / selecting the eligible vendor(s). The RFP document will not form part of any contract or arrangement, which may result from the issue of this document or any investigation or review, carried out by a Recipient.
- A Recipient will, by responding to Bank for RFP, be deemed to have accepted the terms of this Introduction and Disclaimer.
- Recipients are required to direct all communications related to this RFP, through the Nominated Point of Contact person:

Contact : R K Pandey
Position : General Manager (IT)
Email : rkpandey@nhb.org.in
Telephone : +91 - 11 - 24649432
Fax : +91 - 11 - 24649432

Contact : Sourav Seal
Position : Assistant General Manager (IT)
Email : souravs@nhb.org.in
Telephone : +91 - 11 - 24611070
Fax : +91 - 11 - 24649432

- Bank may, in its absolute discretion, seek additional information or material from any Respondents after the RFP closes and all such information and material provided must be taken to form part of that Respondent's response.
- Respondents should provide details of their contact person, telephone, fax, email and full address(s) to ensure that replies to RFP could be conveyed promptly.

- If Bank, in its absolute discretion, deems that the originator of the question will gain an advantage by a response to a question, then Bank reserves the right to communicate such response to all Respondents.
- Queries / Clarification if any, may be taken up with the contact persons detailed above before the deadline for submission of bids between 10.00 am to 5.00 pm on any working days (Monday to Friday except holidays) .
- Bank may, in its absolute discretion, engage in discussion or negotiation with any Respondent (or simultaneously with more than one Respondent) after the RFP closes to improve or clarify any response.
- Bank will notify all short-listed Respondents in writing or by mail or by publishing in its website as soon as practicable about the outcome of their RFP. Bank is not obliged to provide any reasons for any such acceptance or rejection.
- The bids qualify the Minimum Eligibility Criteria will be eligible for further evaluation and subsequently the bids qualify both Minimum Eligibility Criteria and Technical Evaluation will be eligible for Commercial Evaluation.

3.1 Pre-bid Meeting

For the purpose of clarification of doubts of the bidders on issues related to this RFP, NHB intends to hold a Pre-Bid meetings on the date and time as indicated in the RFP. The queries of all the bidders, in writing, should reach by by e-mail or by post on or before 23/09/2011 on the address as mentioned above. It may be noted that no queries of any bidder shall be entertained received after the Pre-Bid meeting. Clarifications on queries will be given in the Pre-Bid meeting. Only the authorized representatives of the bidders, who have purchased the RFP, will be allowed to attend the Pre-Bid meeting.

3.2 Soft Copy of Tender Document

The soft copy of the tender document will be made available on Bank's website <http://www.nhb.org.in> . The bidders will need to pay the non-refundable fee of Rs. 5000/- (Rupees Five Thousand only) by way of a demand draft / bankers' cheque in favour of **National Housing Bank** payable at **New Delhi** along with the bid towards the cost of the bid.

3.3 Language of Bid

The bid prepared by the Bidders , as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Bank and supporting documents and printed literature shall be written in English.

3.4 Masked Commercial Bid

The bidder should submit a copy of the actual price bid (as per the format specified by Bank) being submitted to NHB by masking the actual prices with the technical bid. This is mandatory. The bid may be disqualified if it is not submitted by masking it properly. Bank reserves the right to cancel the bid at the time of commercial evaluation, if the format/detail (except price) of 'Masked Commercial Bid' does not match with the format/detail of actual Commercial Bid submitted.

3.5 Cost of Bidding

The bidder shall bear all the costs associated with the preparation and submission of bid and Bank will in no case be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.

3.6 Bidding Document

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Document. Submission of a bid not responsive to the Bidding Document in every respect will be at the bidder's risk and may result in the rejection of its bid without any further reference to the bidder.

3.7 Amendment to Bidding Documents

At any time prior to the last Date and Time for submission of bids, the Bank may, for any reason, modify the Bidding Document by amendments at the sole discretion of the Bank. All amendments shall be uploaded on Bank's website.

In order to provide, prospective bidders, reasonable time to take the amendment if any, into account in preparing their bid, the Bank may, at its discretion, extend the deadline for submission of bids.

3.8 Period of Validity

Bids shall remain valid for **six months** from the date of bid opening prescribed by the Bank. A bid valid for shorter period shall be rejected by the Bank as non-responsive.

3.9 Bid Currency

Prices shall be expressed in Indian Rupees only.

3.10 Submission of Bids

The bidders shall duly seal each envelope with RED LAC SEAL (Wax Seal) and place both the envelopes in a third envelope, which shall also be only sealed with red lac.

The bid should be addressed to Bank at the following address up to the time and date mentioned on page 2 of this document.

General Manager
Information Technology Department
National Housing Bank,
Head Office
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,
New Delhi - 110003

3.11 Last Date and Time for Submission of Bids

Bids must be received by the Bank at the address specified in the Bid Document not later than the specified date and time as specified in the Bid Document or as extended by the Bank as per clause 7. In the event of the specified date of submission of bids being declared a holiday for the Bank, the bids will be received up to the appointed time on next working day.

3.12 Late Bids

Any bid received by the Bank after the deadline for submission of bids will be rejected and/or returned unopened to the Bidder, if so desired by him.

3.13 Modifications and/or Withdrawal of Bids

- Bids once submitted will be treated, as final and no further correspondence will be entertained on this.

- No bid will be modified after the deadline for submission of bids.
- No bidder shall be allowed to withdraw the bid, if the bidder happens to be a successful bidder.

3.14 Content of Documents to be Submitted

3.14.1 Documents required in Technical Bid Envelope (Sealed Cover):

- i. Bidder's information as per part "I" of Annexure-'A'.
- ii. Service Information as per part "II" of Annexure -'A'.
- iii. Undertaking Letter as per part "III" of Annexure -'A'.
- iv. Compliance Statement Declaration - Annexure-'B'

3.14.2 Documents required in Commercial Bid Envelope (Sealed Cover):

- i. Commercial offer: The offer should be as per commercial bid format in Annexure 'C' and should be **all-inclusive, including taxes and other Govt. levies etc.**

3.15 Bid Earnest Money and Cost of RFP

The bidders have to submit the bid earnest money(refundable after live implementation and project sign-off for successful bidders and after finalizing the selection process for unqualified bidders) of Rs.1,00,000(Rs. One Lac only) and Cost of RFP(Non refundable) of Rs. 5000/- (Five Thousand Only) in the form of a demand draft favouring "National Housing Bank", payable at Delhi. EMD Draft & Cost of RFP Draft should be sealed with the Technical Bid; in the absence of which the bid may not be considered for further evaluation.

- The EMD security may be forfeited:
 - If a Bidder withdraws its bids during the period of bid validity
 - If a Bidder makes any statement or encloses any form which turns out to be false/incorrect at any time prior to signing of the contract
 - In case of successful Bidder , if the Bidder fails to Sign the contract.

4. PRESENT SET-UP

1. An overview of existing implantation of SAP in the Bank is outlined below:

Bank has implemented SAP (R/3 Enterprise version 4.7 SR2) to cover all the operations of the Bank. The application has been deployed in windows server with SQL server-2000 as backend database. The existing systems specifications implemented at the Data Center (DC) are as follows:

Sl No	SAP System	Hardware	OS and DB
1.	Production	IBM X345 and X346 Servers - dual processor 4 GB RAM Xeon 3.40 GHz RAID 1 and RAID 5 (1 for App / 1 for DB)	Windows 2003 Enterprise SQL 2000 SP3
2.	Quality	IBM X346 Servers - dual processor 4 GB RAM Xeon 3.40 GHz RAID 1 and RAID 5	Windows 2003 Enterprise SQL 2000 SP3
3.	Development	IBM X346 Servers - dual processor 4 GB RAM Xeon 3.40 GHz RAID 1 and RAID 5	Windows 2003 Enterprise SQL 2000 SP3
4.	IDES	IBM X345 Servers - dual processor 4 GB RAM Xeon 3.06 GHz RAID 1 and RAID 5	Windows 2003 Enterprise SQL 2000 SP3
5.	Solution Manager	IBM X345 Servers - dual processor 2 GB RAM Xeon 3.06 GHz RAID 1 and RAID 5	Windows 2003 Enterprise SQL 2000 SP3
6.	SAP Router	PC Server - 512 RAM	Windows 2003 Enterprise
7.	Test Server	IBM X346 Servers - dual processor 4 GB RAM Xeon 3.40 GHz RAID 1 and RAID 5	Windows 2003 Enterprise SQL 2000 SP3
8.	EP System	IBM X346 Server - dual processor 4 GB RAM Xeon 3.06 GHz RAID 1 and RAID 5	Windows 2003 Enterprise SQL 2000 SP3

The existing systems specifications implemented at the Disaster Recovery Site (DR) are as follows:

Sl No	SAP System	Hardware	OS and DB
1.	Production System	IBM X3650 Server – quade core 4 GB RAM RAID 1 and RAID 5 (Single Server for App and DB both)	Windows 2003 Enterprise SQL 2000 SP3

The implementation of SAP in the Bank comprises of the following modules:

- **Finance and Control (FI/CO)** - It consists of two sub-modules namely 'Corporate Finance Management (CFM)' and 'Consumer Mortgage Loan (CML)'.

Corporate Finance Management (CFM): It covers three business areas namely 'Financial Accounting', 'Resources Operation' & 'Treasury Operations'.

Consumer Mortgage Loan (CML): It covers two business areas namely 'Project Finance' & 'Refinance Operations'.

- **Human Resource Development (HRD)**- The HR module includes payroll, reimbursements, leave account maintenance, training and tour management. The entire customization is done through 'Human Resources Management (HRM)' module of SAP. However, at present only payroll & reimbursement modules are live.

Bank is interested to upgrade its current system (R/3 Enterprise 4.7 SR2 on win2003, SQL 2000 32bit) to ECC6 on win2008, SQL2005 64-bit (not Itanium). Along with technical upgradation some functional requirements are also to be plugged in. The scope of functional upgradation is given in Annexure-E.

5. SCOPE OF WORK

The scope of the project includes project planning including hardware specifications, installation, testing, implementation of upgraded version, plug-in add-on functional requirements and existing functional gaps, user training and the development of a draft roadmap for future planning, looking ahead three years.

The expected outcome from this project are the Development (DEV), Quality (QAS) and Production (PRD) layers fully migrated to ECC 6.0, running without errors both at Data Centre (DC) and Disaster Recovery Site (DR) (Currently only PRD layer is available at DR).

The proposed server system for the landscape is as follows. However, the deployment architecture will be finalized in consultation with the selected vendor. Bank will separately procure the hardware and operating system required and the same is not in the scope of this tender.

Sl No	SAP Systems	No of Box/es
1.	Test	1 Server
2.	SAP Web Server	1 Server
3.	Solution Manager and SAP Router	1 Server
4.	IDES	1 Server
5.	Portal Server	1 Server
6.	Development	1 Server
7.	Quality	1 Server
8.	Production	4 Servers (one for application and one for database on cluster mode) - The servers need to be configured in Active(Data Base) + Passive (Central Instance) and vice versa
9.	DR Site	1 Server for CI and 1 Server for DB

The tasks associated with this project are broadly classified into four categories namely i) Project management ii) Technical upgrade iii) SAP functional support and iv) Post implementation support

i) Project Management

Selected service provider/consultant firm will be required to perform the following project management tasks for the assigned areas:

- a. Provide a detailed work plan for the upgradation of SAP System

- b. Provide training for the project team, and assist in management of project progress
- c. Provide instructions and assistance in using SAP Solution Manager
- d. Provide a strategy for implementing an upgrade cut-over to SAP ECC 6.0 in mid financial year
- e. Identify and address functional issues that may arise during the project
- f. Emphasize knowledge transfer, joint problem-solving, and resolve issues by discussions during daily interactions with the project staff
- g. Help in designing and implement adequate testing schedules
- h. Provide the complete technical / functional documentations for all the modules. The vendor also has to provide training on the SAP documentation builder tool to NHB officials.
- i. provide training on BASIS ,other functional modules and Market Place customization at NHB site

ii) Technical Upgrade

Selected service provider will be required to perform the following technical tasks for the assigned areas:

- a. Upgrade the Bank's SAP system to ECC 6.0 for all listed landscape and functional application systems.
- b. Support / Assist for hardware/OS upgrade with the SAP application upgrade. Configure the SQL database on SAN ; reinstallation and patch update will be the responsibility of the vendor.
- c. Install the SAP production SQL Server 2005 database along with log shipping feature so as to bring the DC and DR site at sync.
- d. Demonstrate NHB the DR drill activity with switching over the operation from DC to DR and switching back the operation to DC along with updates carried out at DR site.
- e. Install the Solution Manager, IDES system and SAP router

- f. Provide the best approach to make technical changes in BASIS, ABAP and other programs
- g. Identify any security standards automation tools and/or processes that are recommended or required for SAP ECC 6.0
- h. Test technical aspects including security, custom code and programs
- i. Modify all custom reports/interface programs and all modified objects affected by the upgrade
- j. Upgrade the Portal (Enterprise Portal 5.0 to EP 7.0 (Enterprise Portal 7.0)) and provide the technical support needed to convert customizations. The vendor has to co-ordinate the activity of hosting the SAP EP Portal on Internet.
- k. Understand Unicode conversion and provide the technical support needed to troubleshoot problems.
- l. Install the changes in the development and test regions as well as execution of required data migration activities; Unit, integration and system testing for business processes; Volume and stress testing; Providing test results demonstrating the successful completion of each support request.
- m. All business process should be mapped with each operation in carried out in SAP system to enable the user a clear idea on business operation and related SAP function.
- n. Upon approval in test environment, implement the changes in the production environment and Rollout the upgraded solution at Datacentre and DR site.
- o. Most of the work (at least 90%) has to be performed on-site. Off-site work will only be contemplated on an exception basis and will require pre-approval during the task order process.
- p. The vendor has to demonstrate the Backup/Restoration process and has to recommend the best practice.
- q. Provide 2 months of on-site support to resolve upgrade issues and transition the application support to Bank's staff.

iii) SAP Functional Support

Consultants will be expected to provide the following services for functional application and business process support:

- a. Assist functional teams to test and resolve issues resulting from the upgrade of Bank's SAP system for all existing configured applications

- b. Provide guidance and assistance in finding and reviewing SAP Delta's from 4.7 to ECC 6.0, highlighting areas that may have more changes and need greater attention
- c. Clearly document the issues, options, and implications of SAP functionality for Bank's business operation
- d. Help functional teams re-design adequate integration testing scenarios for all existing business processes
- e. Provide guidance and assistance in finding and reviewing SAP Delta's from EP 5.0 (Enterprise Portal 5.0) to EP 7.0 (Enterprise Portal 7.0) highlighting the areas that may have more changes and need greater attention.

iv) Post Implementation Support

Post implementation support will be commenced after successful upgradation of SAP System & project sign off and after completion of post implementation on-site support for two months. Following maintenance support is required to be provided by the shortlisted bidder at least for a period of five years.

- a. Maintenance of Configuration Changes in the already implemented Modules (Offsite & On site subject to requirement)
- b. Maintenance and Support of ABAP Reporting (Offsite & On site subject to requirement)
- c. BASIS Support (Offsite & On site subject to requirement)
- d. Solution Manager Maintenance
- e. Provide onsite support over critical issues as and when required.
- f. Providing off-site support to Client over the telephone as well as on email for 6 days a week (Monday to Saturday) from 8:00 A.M. to 8:00 P.M.
- g. Vendor should create and follow-up a support request with "SAP Support" in case the local representative of Vendor is unable to solve the problem.

The following table includes an estimate of the number of consulting days for on-site support that will be required in support of each Service Area on an annual basis. This table is only for estimation purposes, and is not a guarantee of the number of consulting days to be awarded in any given year or over the period of the contract. The selected vendor has to provide off site support over telephone/e-mail 6 days a week (Monday to Saturday) from 8:00 A.M. to 8:00 P.M.

Service Areas	Estimated annual Consultant Days
FI/CO - Functional Consultant	30
FI/CO - Technical Consultant (ABAP support)	20
HRM - Functional Consultant	30
HRM - Technical Consultant (ABAP support)	20
SAP-BASIS	10

For maintenance support, selected service provider has to provide the escalation matrix to the Bank within 7 days of placement of order. There should be at least three level of escalation. For off-site support, the response should come within 3 hours of reporting of a problem by the Bank. If the problem is not resolved within two days time, service provider has to depute their support staff on-site on the third day.

For on-site support, Bank will give seven days notice to the service provider for deputing their support staff at the Bank's specified location (either at Delhi office or Mumbai office).

6. PROJECT SCHEDULE FOR SAP UPGRADATION PROJECT

The selected vendor will be required to Report at the NHB Head Office for commencement of the Assignment within 10 days of placement of work order. The timeframe for completion of the project (i.e. live implementation) is 3 calendar months from date of placement of order. Phase wise time frame for the project is given below:

Sr. No.	Project Milestone	Time for completion	Remarks
1	Completion of requirement study	10 days	Vendor's activity (in association with NHB's officials)
2	Submission of Detail work plan	5 days	Vendor's activity
3	Work Plan sign off	5 days	NHB's activity (Any amendments/enhancements)

			proposed by NHB in the work plan document will be the part of final work plan)
4	Migration Activities	20 days	Vendor's activity
5	Migration Testing	15 days	Vendor's activity
6	User Training & User feedback	14 days	Training is Vendor's activity and feedback will be given by NHB
7	Final customization and redeployment	10 days	Vendor's activity
8	Live implementation and Project Sign off	12 days	Vendor's activity & NHB's activity for project sign off

7. PENALTY CLAUSE

7.1 For Upgradation Job

Penalty will be charged as 1% of the total contract price for upgradation, per week delay in live implementation and project sign off with a maximum of 10% of the contract cost. If the delay exceeds 10 weeks, contract / Order may be cancelled and bank may claim entire advance amount with interest from the vendor with additional 10% of the contract cost as penalty.

7.2 For Maintenance Support

For off-site support, if response from the service provider does not come within the stipulated time frame (3 hours after reporting the problem), 0.1% of the fixed maintenance charges will be deducted as penalty for per hour delay with a maximum of 10% of fixed maintenance cost. If the problem (applicable only for trouble shooting of existing system and not for new requirements) does not resolve within 3 days, 1% of fixed maintenance charges with a maximum of 15% of fixed maintenance cost will be deducted. The maximum penalty should not exceed 25% of fixed maintenance cost.

If the delay in maintenance support exceeds 12 different occurrences in a year, contract / Order may be cancelled by the Bank.

Penalty will be charged as 2% of the applicable rate for on-site support for per day delay in deputing support staff at the Bank and maximum upto 10% for each request. In any occurrence, if the delay exceeds five days, Bank may cancel the contract/order. If the delay in on-site maintenance support exceeds 12 different occurrences in a year, then also contract / Order may be cancelled by the Bank.

8. BIDDING PROCESS (TWO STAGES)

For the purpose of the present job, a two-stage bidding process will be followed. The response to the RFP will be submitted in two parts:

- Technical bid Part I
- Commercial bid Part II

The bidder will have to submit the Technical bid and Commercial portion of the bid separately in two separate red lac-sealed envelopes (wax seal), duly super scribing **“UPGRADATION OF SAP SYSTEM”**, **“TECHNICAL BID”** or **“COMMERCIAL BID”** as the case may be.

TECHNICAL BID shall not contain any pricing or commercial information.

The bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person duly authorized by him. The authorization shall be indicated by a written power of attorney accompanying the Bid. All pages of the Bid shall be initialed by the person(s) signing the Bid.

The Bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case corrections shall be initialed by the person(s) signing the Bid.

9. PAYMENT SCHEDULE

I. For Upgradation

- a. 50 % of contract price for SAP upgradation as advance Payment on acceptance of order. Advance payment will be released only on submission of Performance Bank Guarantee of 55% contract price for upgradation valid up to 9 months from the date of contract.

- b. 50% of upgradation cost after live implementation and project sign off for upgradation job.

Note: The successful bidder has to submit the Performance Bank Guarantee of 55% of the contract price for SAP upgradation within 7 days of award of contract, valid up to 9 months from the date of contract. If the project is not completed within six months time, the vendor will have to extend the validity of the performance guarantee for further six months (i.e. total 15 months from the date of acceptance of order.)

II. For Maintenance Support

Off-site support

The payment of off-site support will be made on yearly basis.

- a. 50% of annual off-site support cost is payable as advance on acceptance of order. The advance payment will be released only on submission of Performance Bank Guarantee (PBG) of 55% of annual off-site support cost valid up to one year from the date of contract.
- b. 50% of annual off-site support cost is payable after completion of yearly support.

Note: This payment term is valid for each year of support and a fresh PBG amounting 55% of current year off-site support cost has to be issued by the vendor at the beginning of each year of support.

On-site support

The payment for on-site support is payable by the Bank within one month of raising of valid invoice along with necessary supporting documents with respect to off-site support. The vendor should raise the invoice on monthly basis within 15 days time.

10. BID OPENING AND EVALUATION

The Bank will open the technical bids, in the presence of Bidders representative who choose to attend, at the time and date mentioned in Bid document at the address mentioned at clause-11 titled "Submission of Bids".

The bidders or their representatives who are present shall sign register evidencing their

attendance. In the event of the specified date of bid opening being declared a holiday for Bank, the bids shall be opened at the appointed time and place on next working day.

In the first stage, only TECHNICAL BID will be opened and evaluated. Bidders satisfying the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be short-listed. In the second stage, the COMMERCIAL BID of short-listed bidders will be opened. Bank reserve right to accept or reject any technical bid without assigning any reason thereof. Decision of the Bank in this regard shall be final and binding on the bidders.

Commercial bids of those bidders whose technical bids are found suitable by the Bank shall only be opened.

10.1 Evaluation Criteria for the Bidding Process

The bids received from the firms would be evaluated on the basis of their technical and financial competencies. The technical competencies would be evaluated first and only the firms having the requisite qualifying technical score would be eligible for the financial bid round. The composite score of the technical and financial competencies would be considered as the final score for the firm and firm with highest composite score would be considered for the project.

Technical Bids

Criteria and Point system for the evaluation of the Technical bids are as under:

Maximum Points 100

	Criteria Points	(Max Marks)
1. Number of years of experience of the Firm in SAP Implementation Project		Max Marks 20
a. 3 to 5 Years	05	
b. 5+ to 7 Years	10	
c. More Than 7 years	20	

<p>2. List of Clients (with respect to SAP implementation and maintenance) (Only currently valid contracts (upto last 5 years) considered for points award)</p>		<p>Max Marks 20</p>
<ul style="list-style-type: none"> ○ For 5 or more in Govt. Sector / PSU/Banks/FIs/Large Corporate in India ○ For 3 or More Govt. Sector / PSU/Banks/FIs/Large Corporate in India ○ For less then 3 Govt. Sector / PSU/Banks/FIs/Large Corporate in India 	<p>20 10 05</p>	
<p>3. Satisfactory Services Certificate for SAP Implementation and maintenance by the Clients (Should be current (upto last 5 years) and valid)</p>		<p>Max Marks 15</p>
<ul style="list-style-type: none"> • Satisfactory Services Certificate by three Clients • Satisfactory Services Certificate by two Clients • Satisfactory Services Certificate by one Client 	<p>15 10 05</p>	
<p>4. Details of qualified professionals on the role of the firm handling SAP implementation and maintenance. [Following professional qualifications will be considered: (CA/ICWA/MBA/BE/BTech/MCA/ME/MTech/SAP Certified professional)]</p>		<p>Max Marks 20</p>
<ul style="list-style-type: none"> • More than 150 professionals • 101 to 150 professionals • 50 to 100 professionals 	<p>20 15 10</p>	
<p>5. Experience in SAP Implementation with CFM, CML and HR modules in Bank/FI/Govt./PSU/Large corporate in India.</p>		<p>Max Marks 08</p>
<p>a) If Yes b) If No</p>	<p>08 00</p>	
<p>6. ISO or CMM level-V Certification for Development & Maintenance of Software application</p>		<p>Max Marks 07</p>

c) If Yes	07	
d) If No	00	
7. Average Turnover for Last 3 years		Max Marks 10
Rs. 100 Crore to 150 crore	04	
Rs.150+ Crore to 200	06	
Rs. 200+ Crore to 250 crore	08	
Rs. 250+ Crore	10	

Bidders have to provide copies of supporting documents against each criteria mentioned above, without which bid may be rejected.

The minimum qualification score for the Technical Bid would be 70.

Note: An organization having an average annual turnover of Rs. 1000 Crore or above during last three years with a minimum of 1000 employees on its payroll and having offices in all metro cities in India including Bangalore and Hyderabad, will be considered as Large Corporate Sector for this RFP.

10.2 Financial Bid

Only firms successfully qualifying the requisite criteria of the Technical Bid process would be considered eligible for the Financial Bid Round.

The evaluation of the Financial Bids would be as follows:

- ◆ The lowest bid will be assigned the maximum Financial Score of 100 points.
- ◆ The Financial Scores of the other Financial Bids will be computed relative to the lowest evaluated Financial Bid.
- ◆ The Financial Score computing methodology is as follows:

$$\text{Financial Score}_{\text{Bid under consideration}} = \frac{100 \times \text{Price}_{\text{Lowest Bid}}}{\text{Price}_{\text{Bid under consideration}}}$$

Final Processing

- ◆ Proposals would be ranked according to their Final Score arrived at by combining Technical and Financial Scores as follows:

$$\text{Final Score} = \text{Technical Score} \times \mathbf{T} + \text{Financial Score} \times \mathbf{F}$$

(**T** - Weightage given to the Technical Bid, **F** - Weightage given to the Financial Bid, **T + F = 1**)

- ◆ Weightage for the bids are as follows:

I.	<i>Technical Bid</i>	T	60%
II.	<i>Financial Bid</i>	F	40%
Total Weightage			100%

- ◆ The firm achieving the highest combined Technical and Financial Score will be invited for negotiations.
- *The Bank reserves the right to revise the evaluation criteria, methodology, distribution points and weightages; if it finds it necessary to do so.*

11. CLARIFICATIONS OF BIDS

To assist in the examination, evaluation and comparison of bids the Bank may, at its discretion, ask the bidder for clarification and response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

12. PRELIMINARY EXAMINATION

The Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information has been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.

The bid determined as not in order as per the specifications will be rejected by the Bank.

13. CONTACTING THE BANK

Any effort by bidder to influence the Bank in the Bank's bid evaluation, bid comparison or contract award decision may result in the rejection of the Bidders' bid. Bank's decision will be final and without prejudice and will be binding on all parties.

14. BANK'S RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS

The Bank reserves the right to accept or reject any bid and 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 or bidders or any obligation to inform the affected bidder or bidders of the ground for the Bank's action.

Bank reserves the right to select more than one bidder keeping in view its large requirements.

15. SIGNING OF CONTRACT.

The successful bidder(s) to be called as vendor, shall be required to enter into a Service level Agreement (SLA) and Confidentiality Cum Non Disclosure Agreement (NDA) with the Bank, within 15 days of the award of the tender or within such extended period as may be specified by the Bank.

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Annexure 'A'

PART - I: Bidder Information

Please provide following information about the Company (Attach separate sheet if required): -

S. No.	Information	Particulars / Response		
1.	Company Name			
2.	Date of Incorporation			
3.	Company Head Office / Registered Office and Addresses Contact Person(s) Phone Fax E-mail Website			
4.	Provide the range of services /options offered by you covering service description and different schemes available for: <ul style="list-style-type: none">o SAP Implementationo SAP Maintenanceo SAP implementation/maintenance in any Bank/FIs in India	Yes / No / Comments (if option is 'No')		
5.	Any pending or past litigation (within three years)? If yes please give details Also mention the details of claims and complaints received in the last three years (About the Company / Services provided by the company).	Yes/No/Comments (if option is 'Yes')		
6.	Please mention turnover for last three years and include the copies of Balance Sheet in support of it.	Year	Turnover	Profit/Loss(-)
		2007-08		
		2008-09		
		2009-10		

Signature of Bidder

PART - II: Service Information

S. No	Service	Name of organization where the service is provided	Duration of service (in days)
1	SAP Implementation		
2	SAP Maintenance		
3	SAP implementation/ maintenance in any Bank/FIs in India		

We confirm that, all the details mentioned above are true and correct and if the Bank observes any misrepresentation of facts on any matter at any stage of evaluation, the Bank has the right to reject the proposal and disqualify us from the process.

We hereby acknowledge and unconditionally accept that the Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP document, in short listing of vendors for providing software solution.

We also acknowledge the information that this bid is valid for a period of six months, for the short-listing purpose, from the date of expiry of the last date for submission of bid.

SIGNATURE OF VENDOR WITH SEAL

NAME OF THE AUTHORISED SIGNATORY

PART - III:

Letter to be submitted by bidder along with bid documents:

To
The General Manager
Information Technology Department
National Housing Bank,
Head Office
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,
New Delhi - 110003

Sir

Reg: Our bid for Upgradation of SAP System

We submit our Bid Document herewith.

If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

We understand that if our Bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.

We understand that you are not bound to accept the lowest or any bid received by you, and you may reject all or any bid; you may accept or entrust the entire work to one vendor or divide the work to more than one vendor without assigning any reason or giving any explanation whatsoever.

We understand that the names of short listed bidders after the completion of first stage (Technical Bid) and the name of the successful bidder to whom the contract is finally awarded after the completion of the second stage (Commercial Bid), shall be communicated to the bidders either over phone/e-mail/letter.

Dated at _____ / _____ day of _____ 200_.

Yours faithfully,

For _____

Signature _____

Name _____

Address _____

(Authorised Signatory)

Annexure-B
COMPLIANCE STATEMENT
DECLARATION

Terms and Conditions

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP including all addendum, corrigendum etc. (Any deviation may result in disqualification of bids).

Signature:

Seal of company

Technical Specification

We certify that the systems/services offered by us for tender confirms to the specifications stipulated by you with the following deviations

List of deviations

1) _____

2) _____

3) _____

4) _____

(If left blank it will be construed that there is no deviation from the specifications given above)

Signature:

Seal of company

Annexure 'C'

Format for Commercial Bid:

Table-A (For SAP Upgradation)

S. No.	Particulars	Amount (In Rs.) [Consolidated figure only]
1	Migration of existing SAP system to ECC 6.0 as per the project scope defined under clause 3.1 including two months post implementation support.	

Table-B (For SAP Maintenance Support-off site)

S. No.	Particulars	Amount (In Rs.)
1	Consultancy Support towards maintenance of SAP system - offsite	
	a. First Year Support Cost	
	b. Second Year Support Cost	
	c. Third Year Support Cost	
	d. Fourth Year Support Cost	
	e. Fifth Year Support Cost	
	f. Total Support Cost	

Table-C (For SAP Maintenance Support-On site)

S. No.	Particulars	Rates for Consultancy (In Rs.)	
		Rate per man day	Rate per man month
1	Consultancy Support towards maintenance of SAP system by deputing consultant on-site		
1.1	Functional Consultant:		

1.2	Technical consultant		
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1. The calculations for person-hour/person-month will be governed by the following rules:
One person-day= 8 hours [\leq Less than 4 hours=1/2 person-day]
One person month= 22 days

Person days will be calculated for each consultant for any given module.

Charges for consultants of specific category (i.e. technical or functional) working for less than or equal to 15 person days per month will be calculated on person-day basis.

Charges for consultants of specific category (i.e. technical or functional) for more than 15 person days per month will be calculated and charged on person-month basis.

Cross mix of person-days will not be allowed for retaining multiple consultants for any single person-day or person-month.

Note-1:- The bidder has to submit the commercial bid only in the above format. All taxes and duties are inclusive. Providing commercial proposal other than this format may reject the bid.

For computation of financial score following price/rate will be taken in consideration for deriving final price of the bidder.

Amount quoted in Table A + Total Support Cost quoted in Table-B + (Rate Per Man Day for Technical Consultant + Rate Per Man Day for Functional Consultant) * 55 + (Rate Per Man Month for Technical Consultant + Rate Per Man Month for Functional Consultant) * 2

Annexure-D

Pre Qualification Criteria:

The bidders are also to meet the following pre qualification criteria

- i. The average turnover of bidding company (not parent company) for the last three financial years must exceed Rs. 100 Crore.
- ii. The bidder company must have at least three years of experience in SAP Implementation Project and must have implemented SAP system atleast one Govt. Sector / PSU/Banks/FIs/Large Corporate in India
- iii. The bidder Company should have at least 50 qualified (CA/ICWA/MBA/BE/BTech/MCA/ME/MTech/SAP Certified professional) professionals in SAP implementation area.
- iv. The bidder should have done SAP Implementation/SAP system maintenance in atleast 3 organizations.
- v. The bidder should have done SAP Implementation with CFM, CML and HR modules in atleast one Bank/FI/Govt./PSU/Large corporate in India or abroad.

Note1: Bidders are to submit documentary proof to establish the qualification of the above mentioned criteria.

Note2: Bidders fulfilling all pre-qualification criteria will only be considered for technical evaluation. Otherwise the bids will be rejected.

Annexure-E

SCOPE OF FUNCTIONAL UPGRADATION

Department	Requirement Specification for SAP (Functional)
Refinance Operations Department	<p>Amendments:</p> <ul style="list-style-type: none">✓ The interest report is not picking the contracts which have been closed on the first day of any quarter, resulting difference in the GL and Interest Report of the department.✓ Zloan_stmn report is not working properly with regard to old loans✓ The interest rate sensitivity statement picks only floating rate loans and not the fixed rate loans, which are due for reset yearly/every three years <p>Add-on Requirements:</p> <ul style="list-style-type: none">✓ SAP System should be more Printer friendly✓ The system automatically modifies the cash flow when a contract is modified. The original cash flow should be available in the system✓ The contract should have option to attach pdf documents related to the contract✓ There should be a single point system to reset the PLR linked loans
RMMD - Treasury Department	<ul style="list-style-type: none">✓ New Module for derivative transaction (IRS & Forex)✓ System should Generate projected cash flow statement to capture t-bills maturity and coupon on bonds✓ Borrowing through issuance of Bonds should be captured by the date of put/call option✓ Repayment schedule of zero coupon bonds are not being captured correctly in projected cash flow statement✓ Actual Dynamic Liquidity statement does not capture maturity of bonds and interest on FDs

	<ul style="list-style-type: none">✓ Refinance/project finance repayment is not captured in projected cash flow statement✓ New MIS should be generated by the system on outstanding borrowing under umbrella limit
Corporate Communication Cell (CCC)	<ul style="list-style-type: none">✓ Generate monthly information report for the expenditure and balance amount in following heads:<ul style="list-style-type: none">○ Advertisement○ Conference expenses○ Printing (falling under the purview off CCC)
Department of Risk Management and Development (MID Office)	<p>The requirements are department wise:</p> <p>RMMD:</p> <ul style="list-style-type: none">✓ ALM and Interest Rate Sensitivity statements are generated manually by RMMD and not by SAP, the same should be generated through SAP✓ Certain resource categories are also not captured under the Structural Liquidity Statement in SAP, the same should be captured <p>ROD:</p> <ul style="list-style-type: none">✓ Interest Rate Sensitivity (IRS) Statement simply distinguishes between fixed and floating rate loans to the extent that the loans booked under the floating rate are bucketed in a single time bucket. The details of Reset/re-pricing of loans under fixed or floating rates are not captured in IRS✓ Background details relating to Slotting of the amount in a particular time bucket are not available in the system. These details should be available.✓ At present ALM system gets updated with every refinance disbursement; However, the relevant report can be generated fortnightly/monthly basis. The system should generate the ALM position as of month end at a subsequent date without affecting the interim disbursement/repayment.

	<p>PFD:</p> <ul style="list-style-type: none">✓ Same as ROD pertaining to IRS and ALM✓ Single report for information on ALM which is currently taken separately from ROD, PFD, RMMD (i.e. single report combining the data from ROD, PFD & RMMD to be incorporated in ALM) <p>DRMD:</p> <ul style="list-style-type: none">✓ New module for Duration Gap Analysis (an advance technique) for more advanced risk management approach; at present Gal Analysis technique is used which is old.✓ The new module for incorporating 'limit for earning at Risk (EAR)'
Human Resource Department (HRD)	<ul style="list-style-type: none">✓ Training module✓ Recruitment module✓ Leave tracking module✓ Promotion/Appraisal module✓ Job rotation/ Transfer module✓ Organizational management✓ Succession management✓ Reimbursement Online (Portal)✓ Personal Management✓ Travel Management
Accounts Department	<p>Following statements/reports should be generated from SAP:</p> <ul style="list-style-type: none">✓ Format for monthly working results*✓ Format for computations for standard assets*✓ Format for WCT return by NHB*✓ Format for TDS return by NHB*✓ Format for VAT certificate*✓ Format for deposits under Residence Furnishing Schemes (RFS)*✓ Format for ALM submitted to RBI*✓ Format for FIIS return submitted to RBI (Liabilities & Assets)*

	<ul style="list-style-type: none">✓ Format for FIIS return submitted to RBI (Sources & Deployment)*✓ Purchase order system through SAP (facilitating accurate provisions for expenses)* <p>*The format for the aforesaid reports in excel format is available at the link:</p> <p>http://nhb.org.in/Tenders/AC_Format.xls</p>
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NHB Additional Functional Requirements

- Valuation of foreign currency loans
- Procurement process & Service entry (Materials Management , Procure to pay Process)
- Linking of HR Loans to Asset Liability Management
- Other Assets & Liabilities for ALM(Own Logic)
- Weighted average tenure of Investments & Borrowings
- Extended withholding Process
- Service tax Booking Process