# Design, development / customization, integration, operationalization and Maintenance of Office Automation System (OAS) using SAP at NCAOR

| S.No. | Tender Ref. No | Description of the item | Qty | Cost of Tender Document | Earnest Money Deposit (EMD) * | Security Deposit (SD)# |
|---|---|---|---|---|---|---|
| 01 | NCAOR/25 /2013 | Design, development/ customization, integration, Operationalization and Maintenance of Office Automation System (OAS) using SAP at NCAOR | L/s | Rs.500/- | Rs.1,00,000/- | Rs.2,50,000/- |

　* To be submitted by the bidders along with Technical Bid.
　#To be submitted by the successful Bidder before placing the order.

Last Date & Time for submission of "Request for Proposal (RFP) / Tender Document" is 14:30 Hrs of 10th July 2013.

The RFP / Tender Document shall be opened on 10th July 2013 at 15:30 Hrs (IST) in the office of the NCAOR, Goa, in the presence of the bidders or their authorized representative(s), if any.  No formal invitation shall be extended to the bidders for this purpose. The Technical bids shall be  opened first.


The Tender / RFP document can be obtained by hand from our office by submitting Demand Draft for Rs.500/- drawn in favour of Director, NCAOR payable at Goa.

Alternatively, the Tender /RFP Document can be downloaded from the website **www.ncaor.gov.in**.

Firms who are downloaded should submit Demand Draft for Rs.500/- drawn in favour of **Director, NCAOR payable** at **Goa** towards the cost of Tender Document / RFP along with the proposal

NCAOR Postal Address

The Director,
National Centre for Antarctic and Ocean Research (NCAOR),
Ministry of Earth Sciences (Govt. Of India),
Headland Sada,
Vasco-Da-Gama, Goa - 403804
Tel.: 0091-832-2525501, 2520876
Fax: 0091-832-2520877, 2525522

**Design, development / customization, integration, operationalization and Maintenance of Office Automation System (OAS) using SAP at NCAOR**

# Contents

## 1. About NCAOR:

The National Centre for Antarctic and Ocean Research (NCAOR) was established as an autonomous Research and Development Institution of the Ministry of Earth Sciences (formerly Department of Ocean Development), Government of India on the 25th May 1998.

With a mission mandate that is quite challenging, the Centre is designated as the nodal organization for the co-ordination and implementation of the Indian Antarctic Programme, including the maintenance of India's permanent station in Antarctica.
Spread across 147,660 sq. mts sprawling area, set atop a picturesque plateau, NCAOR is located in India's most seafaring state of Goa.

At NCAOR the scientific mandate is multidisciplinary. Operating in a complex matrix, which has as its focal theme, research in those areas of the polar science currently not being undertaken by any other institution in India.

In a rapid stride, not only have the basic infrastructure and computing facilities been established, but also true scientific recognition earned. The Universities of Goa and Mangalore have recognized NCAOR as a research centre for the pursuit of doctoral research.

Year-round maintenance of the two Indian stations (Maitri & Bharati) in Antarctica is the primary responsibility of the Centre. Maitri (1989) and Bharati (2011) were established, for carrying out research by the Indian scientists in all disciplines of polar research. These stations have been provided with comfortable living accommodations, state of the art laboratories and well-equipped library and communication systems.

## 2. Subject Background:

NCAOR desires to automate the working processes of Administration areas and implement a user friendly and browser based Office Automation System using SAP at NCAOR. The proposed Office Automation System using SAP at NCAOR must cater for the needs of 20 Administrative Officials in the Administration Area and 200 general users (scientific & Technical staff) of the organization. NCAOR invites proposals from software solution providers for customization / development, implementation and maintenance of Office Automation System using SAP at NCAOR.

NCAOR wishes to implement the solution within 6 months time frame from the date of awarding work contract to the successful vendor.

NCAOR as an autonomous organization under Ministry of Earth Sciences, Govt. of India generally follows the government approved guidelines like GFR, interim orders released by GOI from time to time, NCAOR service rules, etc.

The proposed Office Automation System using SAP at NCAOR should address the computerization / automation needs of the following major areas, but not be limited:-

- Personnel & General Administration
- Finance
- Procurement & Store
- Estate Maintenance
- Transport, Logistics (admin) & Guest House
- Computer Maintenance
- Security Management
- Project Management Evaluation
- Publication Division Activities / Publication Committee Activities
- Scientific / Workshop / Symposium Management
- Antarctic Science related activities
- Antarctic Logistics Management
- Vessel Management

## 3. Scope of the work:

NCAOR wishes to avail the services of software solution providers to address broad scope of the work, but not be limited, the following:-

- Prepare and submit SRS document based on which, vendor will develop for customization of Office Automation System Using SAP at NCAOR.

- Customize / Develop, integrate, implement and to maintain the Office Automation System Using SAP at NCAOR.

- Suggest suitable architecture along with generic specifications of hardware, software, third party tools, etc (Tender / RFP Documents) to implement the Office Automation System Using SAP at NCAOR. All the required hardware and software will be procured and provided by NCAOR.

- To provide training to the identified personnel of NCAOR on the Office Automation System Using SAP at NCAOR.

- To deploy minimum two onsite software developer during warranty period for fixing the bugs, if any and supporting the application.

**4. Eligibility Criteria:**

**Important Note: VENDORS ARE REQUESTED TO MAKE SURE THAT ALL THE FOLLOWING POINTS ARE ADDRESSED IN THEIR PROPOSAL, FAILING WHICH THEIR OFFERS WILL NOT BE CONSIDERED FOR EVALUATION.**

i. The vendor must be a Company registered under Indian Company Act, 1956.

ii. The vendor must have a minimum average turnover of Rs.10 (Ten) Crore annually during the last three years consecutively. Attested & Audited copies of the Company's Annual Reports are to be attached along with the bid

iii. The vendor should have executed at least 03 (Three) orders of similar nature (ERP –SAP applications) in the last five (5 years) years for Public Sector Undertaking / Government Departments / Reputed Private Sectors. Proof of satisfactory services for the above works from the user shall be attached.

iv. Vendors should provide a list of on-going Application Development Projects using SAP with client contact person details and also vendor must be an Authorised SAP Certified implementation partner

v. The vendor must have an ISO 9001:2000 Certifications and  CMM Level 3 compliant or equivalent / higher. The copy of the valid Certification should be attached along with Technical Bid.

vi. Vendors should have well established support centre in Goa with trained / certified manpower in maintaining the application.

vii. Sales Tax Registration & PAN Copies to be submitted along with Tender / RFP Document /Expression  of Interest.

**5.  Evaluation Process:**

i. Interested vendors may express their willingness in writing by responding to all the points mentioned in "Eligibility Criteria" at **Section 4 above** with documentary evidence before the due date i.e., 1430 Hrs of 10th July 2013.

ii. Short listing of the vendors.

iii. Pre-Bid Meeting at NCAOR for the short listed vendors to explain NCAOR process flow, requirements, etc (Date of Pre-Bid Meeting will be intimated separately)

iv.  Vendors to submit their technical proposals as per Section 7 below and financial proposal as per  **Section 8 below** separately before the due date.

v.  Technical evaluation for the solutions offered by the vendors.

vi.  Presentations by technically qualified vendors.

vii.  Financial evaluation of technically qualified vendors for the solutions chosen by NCAOR.

viii.  Awarding of contract to the successful vendor for development & implementation of Office Automation System using SAP at NCAOR .

## 6. Functional Requirements:

This section will describe in brief the major functional requirements of the Office Automation System using SAP  at NCAOR   which will be useful for vendors to submit their proposals.

**General Administrative Section**

General Administrative Section (GA) section deals with all activities starting from recruitment of personnel till their retirement.

Some of the major processes that GA sections handles are:

| Sr no | Module name | Features / Functionality |
|---|---|---|
|  | Administration information | <ul><li>Institute structure</li><li>Attendance monthly search</li><li>Leave balance</li><li>Staff leave request</li><li>Leave structure</li><li>Leave balance</li><li>Leave type</li><li>Leave entry</li><li>Staff leave request</li><li>Staff leave request distribution (MIS)</li><li>Applicant details</li><li>Application receiving</li><li>Appointment</li><li>Vacancy details</li><li>Vacancy create</li><li>Vacancy approval</li><li>Employee details/profile</li><li>Employee appraisal</li></ul> |

| | | |
|---|---|---|
| | | • Employee increment<br>• Employee training<br>• Scholarship<br>• Leave record<br>• Disciplinary actions<br>• Performance details<br>• General reimbursement<br>• Medical reimbursement<br>• Leave travel reimbursement<br>• Maintenance of personal file, service books, leave records of employees of center,<br>• Conducting recruitment and selection of scientist as well ministerial staff<br>• Processing of all types of employee reimbursement and claims, loans and advances, lease accommodation matters<br>• Organizing and co-ordination in organizing different type of training programmes for employees.<br>• Processing promotion case and pay fixation of employees of the center<br>• Compliance the provision of RTI act and other labour acts applicable to the center<br>• Security in charge, housekeeping, horticulture , estate and event management of the center<br>• Processing of annual performance report of employees |
| 2 | Administration important documents | • Appointment details<br>• Offer letter<br>• Appointment letter<br>• HOD recommendation<br>• Degree certificate<br>• Medical certificate<br>• Pf loan sanctions & yearly<br>• Pf slips, employee wise PF register<br>• Pension management |
| 3 | Reports | • Attendance monthly search<br>• Bank statements<br>• Salary slip<br>• Salary head<br>• Salary register<br>• Salary structure<br>• Supplementary bills<br>• Abstract of salary<br>• Bank statement |

| | | |
|---|---|---|
| | | • Schedules of PF, LIC, PT, Income tax, Loans etc<br>• Report according to designation, department, sex, scale, caste<br>• Government orders<br>• Holiday reports<br>• Loan -general |
| 4 | JRF / SRF HOSTEL | • Hostel admission<br>• Room search<br>• Room allocation<br>• Room discontinuation<br>• Room transfer<br>• Room attendant list<br>• Block<br>• Month<br>• Room type |
| 5 | Transportation | • Department wise allocation of vehicle<br>• Vehicle details<br>• Vehicle list<br>• Vehicle registration no<br>• Vehicle request form<br>• Vehicle maintenance details<br>• Vehicle running history<br>• Driver information<br>• Distance covered<br>• Details of last purchase<br>• Details of last service<br>• Repairing agency<br>• Repair cost<br>• Department wise allocation of vehicles<br>• Vehicle expense details<br>• Fuel log book<br>• Price and payment of fuel consumption -monthly, quarterly , yearly<br>• Contractor management<br>• Route list<br>• Student (school such as kv-1, kv-2 and etc) route search<br>• Transport card |
| 6 | Guest house management | • Room type<br>• Room search<br>• Room attendant list<br>• No of occupants |

| | | |
|---|---|---|
| | | • Gender<br>• Bed type<br>• Check in date<br>• Check out date<br>• Department<br>• Guest  contact details , email<br>• Guest report monthly<br>• Guest report daily<br>• Reservation master<br>• Billing<br>• Mode of payment<br>• Taxes /fee<br>• Booking time & date<br>• Special request for room |
| 7 | RTI/ court cases monitoring system | • RTI/ case registration like case no, year, individual/department name, legal notice receipt etc.<br>• Pending cases of all department pertaining to various  courts (cat /  lower court / high court / supreme court)<br>• Disposed cases of all department pertaining to various  courts (cat /  lower court / high court / supreme court)<br>• Individual/department wise case history<br>• Alert for next hearing<br>• Queries using date of hearing<br>• View/print of case existing history<br>• Reports on pending cases as on date -  category wise/department wise<br>• Information regarding dealing branch and officials<br>• Case no wise history details |
| 8 | Security management | • Inward register entry.<br>• Outward register entry.<br>• Issuance of visitor pass.<br>• Temporary pass request.<br>• Authorization of room key.<br>• Log book entry.<br>• Information to stay in a room after office hour<br>• Vehicle movement tracker.<br>• Fire fighting training.<br>• Security quarterly performance.<br>• Payment process [monthly bill]<br>• Monitoring of access control systems |

**Finance Section**

The Finance section is engaged in exercising budgetary control, payment of claims to employees, payment of vendors' invoices, receiving grant-in aids of the Institute, compilation of accounts and Project accounting & monitoring. In addition, the A&F also takes care of investment and fund management of the funds at the disposal of the Institute. Tally ERP-9 version is being used at NCAOR for finance and accounts activities. The proposed development is to be integrated with the past data of Tally. Integration to the existing Tally package and data compatibility issues to be considered by vendors while proposing the solutions.

Some of the processes followed by Finance are:

| Sr no | Module name | Features / Functionality |
|-------|-------------|--------------------------|
| 1 | Finance Details | • Payroll process , Income tax , budget monitoring<br>• Reimbursement of various claims<br>• Voucher generation system<br>• Accounting process (balance sheets, cash books, cash flow, ledger generation, etc)<br>• Medical (inpatient, outpatient and individual med claim policy premium adjustments)<br>• Misc. Payments, refreshment payment<br>• Security payment, library purchase payment<br>• Library membership in other institute<br>• Transport cell bill, contractors bill from estate<br>• Service tax payment, TDS remittance to the income tax department<br>• Professional tax payments<br>• Telephone payments to telephone companies<br>• Master health check-up payments<br>• Clearing & forwarding bills<br>• Custom duty  bills, purchase & stores payments<br>• Purchase & stores foreign payments<br>• Leave salary contribution and pension contribution<br>• LTC advance & final settlement<br>• Temporary advance payment & adjustment<br>• Impress payment and periodical adjustment<br>• Travelling allowance advance and settlement (local, national & international)<br>• Training, seminar and conference request<br>• Bank guaranty related process<br>• El encashment, earnest money deposit (EMD), letter of credit (LC)<br>• Telephone bills |
| 2 | Reports | • Account head report<br>• Sub head report |

| | | |
|---|---|---|
| | | • Challan book report<br>• DD book report<br>• Cash book report<br>• Bank book report<br>• Outstanding report<br>• Income tax details<br>• Institution wise details report<br>• Transfer book<br>• Contra book<br>• Request amount<br>• Balance report<br>• Trial balance report<br>• Direct student by centre report<br>• Fund utilization report<br>• TDS certificate search<br>• Yearly budget |
| 3 | Payroll | • Form 16<br>• Pay slip to all<br>• Pay slip to single<br>• Stop salary<br>• Pension to all<br>• Application details entry<br>• Assign head<br>• Employee wise pay roll details<br>• Income tax details<br>• Pre salary tax search<br>• Salary expenditure<br>• It remittance<br>• Monthly pay roll report<br>• Pay bill<br>• Pay bill recovery<br>• Supplementary bills<br>• Employee saving details<br>• Loans management<br>• Salary expenditure<br>• Monthly salary list |

**Procurement & Stores**

The Procurement and Stores (P&S) section handles the procurement of equipment both consumable and non consumable nature and maintenance of stores.

Some of the processes that P&S follows are:

| Sr no | Module name | Features / Functionality |
|---|---|---|
| 1 | Stores & Purchase | <ul><li>Indent initiation</li><li>Tendering process</li><li>Enquiry generation and receipt of quotations / proposals</li><li>Generation of work order / purchase orders</li><li>Payment advice (bank guarantee, letter of credit, custom clearance, c and f</li><li>Billing, wire transfer in advance, wire transfer after supply, payment against</li><li>Delivery, adjustment)</li><li>Daily receipt register</li><li>Stock register maintenance</li><li>Receipt advice, disposal request</li><li>Vendor registration / vendor selection / vendor management</li><li>Consumable allocation, insurance of equipment, inventory maintenance</li></ul> |

**Estate Maintenance**

Estate & Maintenance (E&M) section is responsible for new constructions, proper upkeep of all existing buildings & other estate equipments / appliances, checking and passing of electricity bills, maintenance of roads and buildings inside the campus, maintenance of compound wall, over-head water tanks, sewage tanks, sewage pipelines, fire alarm systems etc. to ensure the smooth functioning of the organization.

Some of the processes followed by this section are:

| S.no | Module | Features / Functionality |
|---|---|---|
| 1 | Estate Activities | <ul><li>Handling user requests, estimation process, indent process</li><li>Tender process, quotation entry, negotiation with contractors</li><li>Order – work order, amendment order</li><li>Monitoring the mobilization of contractors</li><li>Bank guarantee from supplier and/or security deposit</li><li>Extension of time, weekly review of work progress</li><li>Payment advice against measurement book, housekeeping, DG, AC, gardening, electrical maintenance, lift , EB, water bill</li><li>Telephone bills details to debit in user accounts [telephone]</li></ul> |

| | | • Entry of daily checklist for AC, Genset, transformer and monthly checklist for lift. |
| | | • AMC maintenance |

## Information Communication Technology Division (ICTD)

Information Communication Technology Division is looking after the maintenance of computers, network and other related peripherals. This group is also responsible for IT Planning & Implementation, approving the technical specifications of IT products and responsible for all centralized purchase of computers and related products.

Some of the processes of computing facilities group are:

| S.no | Module | Features / Functionality |
|------|--------|--------------------------|
| 1 | **ICTD Activities** | • IT inventory maintenance<br>• Attending to users call requests<br>• Renewals of hardware / software licenses warranties<br>• New item request process<br>• Procurement request by staff.<br>• Item returns from staff.<br>• Item transferred within groups.<br>• Temporary loan of items.<br>• Service complaint request, which may lead to replacement of parts.<br>• E-mail id creation.<br>• Internet access request.<br>• User id creation , system admin activities<br>• Data backup / restore activities or any other software in use in the institute.<br>• AMC tendering process<br>• IT AMC maintenance |

## Project Management & Evaluation

| Sr no | Module name | Features / Functionality |
|-------|-------------|--------------------------|
| 1. | Project management & evaluation for various projects being executed in university/institute funded by organisation like :<br><br>• UGC<br>• MINSTRIES<br>• STATE GOVT. | • Project proposal<br>• Project approval<br>• Receiving of approved project proposal<br>• Maintaining of (fund sanction, allocation & expenditure) details for each project individual<br>• S&T permanent manpower deployment in projects |

| | | • Reporting & reviewing officers (du wise) |
|---|---|---|
| | • DEPTT. OF SCIENCE & TECHNOLOGY<br>• CSIR<br>• DEPTT. OF BIOTECHNOLOGY<br>• DRDO | • Reporting & reviewing officers (du wise)<br>• External cash flow<br>• Sanctioning & approval details for each project individual<br>• Manpower details<br>• Equipment details<br>• Decision unit details<br>• Committee details<br>• Award details<br>• PhD student details<br>• Foreign tour details<br>• Publication details<br>• Parliament/RTI question details<br>• Request for allocation of funds<br>• Details of all OM issued by PME |

## Scientific /Workshop/Symposium Management

| S.no | Module | Features / Functionality |
|---|---|---|
| 1 | Scientific/Workshop/Symposium Management | • Workshop name<br>• Workshop topic<br>• Organizer name<br>• Location<br>• Dates<br>• No. Of participant<br>• Session wise coverage<br>• Feedback & conclusions<br>• Future actions / recommendations |

## Antarctic Science

| S.no | Module | Features / Functionality |
|---|---|---|
| 1 | **Antarctic Science** | • Intake of summer students: forms, replies, scientist allotment<br>• Indian scientific expedition to Antarctica (ISEA)<br>• Advertisement<br>• Filling of forms for ISEA<br>• Receiving of filled in forms<br>• Segregation of forms based on theme areas<br>• Sending to reviewers<br>• Call for workshop<br>• Selection of projects at the workshop<br>• Debriefing programme of the earlier expedition |

| | | • Technical reports publications |
| | | • Associated forms |
| | | • Training of personnel |
| | | • Scientific demand list |
| | | • Fortnightly / monthly scientific report |
| | | • Summer period report submitted on the completion of all summer scientific activities |
| | | • Winter period report submitted on the completion of all winter scientific activities |
| | | • Exchange report for ATCM |
| | | • SCAR report |

## Antarctic Logistics

| S.no | Module | Features / Functionality |
|------|--------|--------------------------|
| 1 | **Antarctic Logistics** | • To create new expedition plans. |
| | | • To manage expedition plan as per the scientific and logistic objectives |
| | | • To manage nomination and selection of manpower for scientific and logistics components for the expedition/station management. |
| | | • To manage medical examination and acclimatization training. |
| | | • To compile the travel management plan of the expedition. |
| | | • Chartering of ship and helicopters for the expedition |
| | | • To manage passport custody information and provide its present status. |
| | | • Raise the demands for the yearly supplies including spares, new vehicles, clothing items etc. Indian Antarctic stations as per the estimates and details provided by stations. |
| | | • To maintain records of the cargo movement for the expedition. |
| | | • To implement the inventory management system at various hubs or touch points of the expedition i.e. NCAOR - Goa, cgi - cape town, Maitri and Bharati. |
| | | • To manage the payments and billing structures at cgi - cape town, south Africa. |
| | | • To track and ascertain the location of the container that was moved for the purpose of the expedition. |
| | | • To assist in the management of budgets for the expedition. |
| | | • To manage the salaries, DA and other allowances of the expedition members. |
| | | • To manage the moveable and immovable assets of ncaor used for the purpose of expedition. |
| | | • To provide an updated status and balances in various accounts maintained at cgi cape town for the purpose of expedition |

## Vessel Management Activities

| S.no | Module | Features / Functionality |
|------|--------|--------------------------|
| 1 | **Vessel Management Activities** | **ORV SAGAR KANYA**: <br><br> • *Cruise finalisation / implementation* <br>   • Receipt of cruise proposals, compilation and submission to jstac. <br>   • Implementation of jstac approved cruise programmes. <br>   • Coordination with chief scientists / sci / AMC / agents etc for preparations for each cruise. <br>   • Freezing up cruise track / port-call in consultation with ch/scientists. <br>   • Necessary cruise approvals and issue of official memorandum for each cruise. <br>   • Necessary approvals for any amendments during course of each cruise and issue of revised official memorandum. <br>   • Necessary customs / immigration documents for embarkation / disembarkation of scientists and loading / offloading of equipment. <br>   • Daily monitoring of cruise progress. <br>   • Coordination by vessel management staff onboard during all cruises for monitoring maintenance and assistance to scientists. <br>   • Necessary shore support when the cruise is underway. <br>   • Receipt of chief scientists' reports and compilation <br>   • Attending the vessel in all port-calls. <br><br> • *Maintenance* <br>   • Monitoring vessel maintenance and following up with sci. <br>   • Preparation of defects list for dry-docks and lay-offs pertaining to laboratories and scientists' accommodation spaces. <br>   • Monitoring of repairs by sci and sci appointed yard / workshops. <br>   • Monitoring scientific equipment maintenance by AMC. <br>   • Examination and clearance of AMC bills for payment by MoES. <br>   • Examination and clearance of shipping agents bills by NCAOR and administration through other user institutes. |

|  |  |  |
|---|---|---|
|  |  | <ul><li>Regular correspondence with sci and AMC regarding maintenance and vessel operation.</li><li>Correspondence with MoES pertaining to approvals etc for procurements by sci for items costing over rs. 5 lakhs.</li><li>Data archival.</li><li>Procurement of equipment / spares / consumables by NCAOR and administration through sci and AMC.</li><li>Identification / offloading / disposal of obsolete items.</li><li>Inventory.</li></ul><ul><li>*Others*<ul><li>Arrangements for jstac meetings and compilation and submission of vessel performance and other details.</li><li>Compilation and submission of various reports from time to time.</li><li>Attending auditing and sci accounts reconciliation.</li></ul></li><li>**New vessel acquisitions**:<ul><li>Finalization of outline specifications.</li><li>Cost estimation.</li><li>Appointment of consultants.</li><li>Constitution of experts committee and coordination.</li><li>EFC proposal / processing for funds approval.</li><li>Finalisation of design specifications / tender.</li><li>Public tender / technical evaluation.</li><li>Finalising the shipbuilding contractor / award of contract.</li><li>Shipbuilding / delivery.</li><li>Monitoring the shipbuilding progress as per contract.</li><li>Stage payments processing for consultants and shipbuilders.</li><li>Award of ship operation contract and AMC.</li><li>Necessary funding arrangements for vessel operation.</li><li>Training arrangements</li><li>Vessel deployment for service after necessary clearances / certificates.</li><li>Project progress monitoring.</li><li>Correspondence with MoES, consultants, expert committee members, shipbuilders etc.</li></ul></li><li>**Chartered vessels**<ul><li>Specifications finalisation of the vessel to be chartered</li><li>Submission of specifications and other terms to transchart</li></ul></li></ul> |

| | | |
|---|---|---|
| | | <ul><li>Examination of proposals received and finalisation.</li><li>Finalisation of charter-party.</li><li>Examination of vessel and onboard equipment</li><li>Taking over vessel on-hire on satisfactory inspection as per charter-party.</li><li>Bunkering / port clearances / berthing / mooring / unmooring / customs / immigration clearances and other arrangements for each port-call.</li><li>Regular correspondence and coordination with shipping agents, owners and user scientists.</li><li>Utility of vessel by implementing approved cruise programmes.</li><li>Freezing up cruise track / port-call in consultation with ch/scientists.</li><li>Necessary cruise approvals and issue of official memorandum for each cruise.</li><li>Necessary approvals for any amendments during course of each cruise and issue of revised official memorandum.</li><li>Necessary customs / immigration documents for embarkation / disembarkation of scientists and loading / offloading of equipment.</li><li>Daily monitoring of cruise progress.</li><li>Coordination by vessel management staff onboard during all cruises for monitoring maintenance and assistance to scientists.</li><li>Necessary shore support when the cruise is underway.</li><li>Receipt of chief scientists' reports and compilation</li></ul><ul><li>Attending the vessel in all port-calls and regular monitoring of vessel and equipment condition / performance and ensuring that the vessel is fully complying with all charter-party terms at any time during on-hire period.</li><li>Off-hiring and on-hiring the vessel as per the vessel performance and charter-party.</li><li>Handing over the vessel to owners after off-hiring at the end of charter period.</li><li>Examination of owners bills and payment processing for each month.</li><li>Examination of shipping agents bills and payment processing for each port-call / cruise.</li><li>Processing bunker payments.</li><li>Any other jobs as and when required.</li></ul>**General**<ul><li>Maintenance of about 150 files and to increase further....</li><li>Manpower / infrastructure augmentation</li></ul> |

### 7. Contents of Technical Proposals:

1. Vendor's understanding of the scope of the work
2. Vendors should submit the Technical Proposal and Un Priced Offered
3. Software Solution architecture proposed
4. Hardware, software tools, no. of licenses, etc proposed
5. Development methodology
6. Development Team structure
7. Timelines proposed

### 8. Un-priced Financial Bid Format:

| Sl.No. | Item Description | Base Price | Tax | Total |
|:---:|---|---|---|---|
| 1 | SAP License Cost | | | |
| 2 | Design, development / customization, integration, Operationalization of Office Automation System (OAS) using SAP at NCAOR till Go-Live, User Training | | | |
| 3 | Maintenance of Office Automation System (OAS) using SAP at NCAOR for One Year (after expiry of one year warranty from the date of acceptance of the developed application) along with SAP annual renewal license cost | | | |
| 4 | Maintenance of of Office Automation System (OAS) using SAP at NCAOR for Two Year (after expiry of one year warranty from the date of acceptance of the developed application) along with SAP annual renewal license cost | | | |
| 5 | Maintenance of of Office Automation System (OAS) using SAP at NCAOR for Three Year (after expiry of one year warranty from the date of acceptance of the developed application) along with SAP annual renewal license cost | | | |

### 9. Technical Terms & Conditions:

i. Vendors are requested to make note that the proposed Office Automation System using SAP at NCAOR must cater for requirement of 20 Administrative Officials working in Administration Area and 200 general users (scientific and technical staff) of the organization and suggest suitable architecture, hardware, software, third party tools, software licenses, etc.

ii. Vendors who wish to submit their proposals for Design, development / customization, integration, Operationalization of Office Automation System (OAS) using SAP at NCAOR.

iii. NCAOR reserves the right to choose the solution of their choice for the implementation of Office Automation System (OAS) using SAP at NCAOR.

iv. Vendors to provide the solution in two part system i.e., Technical Bid (Cover 1) and Financial Bid (Cover 2).

v. Cover 1 i.e., Technical Bid should address all the points viz., (i) Details of the Solution Offered along with architecture providing generic specs for hardware, software, no. of licenses, etc required to implement the solution, (ii) Un priced Bid in the given format, (iii) Submission of EMD, etc as mentioned in the **Section 7 above.**

vi. Cover 2 i.e., Financial Bid should consists of Price information only for complete solution along with commercial terms & conditions.

vii. Vendor is requested to visit INCOIS, Hyderabad and NCAOR, Goa to understand work flow processes before they submit their proposals.

viii. Vendor is responsible to provide one year application warranty support from the date of acceptance of the Design, development / customization, integration, Operationalization of Office Automation System (OAS) using SAP at NCAOR.

ix. Vendor is responsible to place onsite software developer during warranty period for fixing the bugs, if any and supporting the application. Vendor to depute minimum two onsite developers, preferably those who are involved in NCAOR - Design, development / customization, integration, Operationalization of Office Automation System (OAS) using SAP at NCAOR during the one year warranty period.

x. Vendors should have well established support centre in Goa with trained manpower in maintaining the solution. Vendor to mention clearly full address of technical support centre at Goa with contact details of responsible engineers.

xi. Vendors to provide with a list of clients served with contact address, phone nos. details.

xii. Vendors to submit complete technical documentation for the application to be developed at NCAOR.

xiii. Vendors should submit Technical and Commercial Bids in Separate Sealed Covers in the office of Head, ICTD, NCAOR, Goa.

xiv. No price information should be reflected anywhere in the Technical Bid, failure of which will cause rejection of the tender.

xv. Delay in service during warranty period will attract mutually agreeable penalty.

xvi. Vendors should submit un-priced financial bid in the format given above without which technical offers will not be evaluated further.

xvii. Additional requirements / additional modules, if any to be automated / developed will be considered at mutually agreeable extra cost.

xviii. Successful vendor is responsible to prepare complete user manuals for the application implemented and submit the same along with source code to NCAOR.

xix. Vendor is responsible to suggest suitable architecture along with generic specifications of hardware, software, third party tools, etc to implement the Office Automation System (OAS) using SAP at NCAOR. All the required hardware and software will be procured and provided by NCAOR

xx. Successful vendor should sign a document stating that the Intellectual Property Rights pertaining to the application lies totally with NCAOR and will not be claimed by the vendor.

xxi. Vendors to submit EMD for Rs.1,00,000/- (Rupees One Lakh only). EMD should be by way of Demand Draft drawn in favour of Director, NCAOR payable at Goa. Technical Bid without EMD is liable to be rejected. EMD should be put in Cover -1 (with Technical Bid) only.

xxii. Vendors should submit a security deposit of Rs. 2,50,000/- (Rupees two Lakhs and fifty thousand only), which will be returned only after successful completion of all the objectives of the project.

## 10. General Terms & Conditions:

i. **Quotation:** You are requested to submit your quotation in two separate sealed covers (Cover – 1: Technical Bid, Cover -2: Financial Bid) separately for the implementation of Office Automation System using SAP at NCAOR

ii. **Validity:** The offer submitted is to be valid for a period of 90 days.

iii. **Payment:** Payments will be made according to the following milestones.

The payment shall be released based on the milestones as detailed below:

| Milestones | Percentage of release of payment |
|---|---|
| On the award of contract against Advanced Bank Guarantee valid for a period of 20 months from the date of work order / letter of intent | 10 % of the contract value. |
| Upon successful implementation, Operationalization and acceptance | 30% of the contract value |
| Submission of source code, user | 30% of the contract value |

| | |
|---|---|
| manuals, administration manuals, technical, configuration and functional specification documents, training, etc, of NCAOR office automation system and on completion of the data archival | |
| On completion of the project and after receipt of all deliverables to the best satisfaction of NCAOR. | 30% of the contract value |
| AMC shall be entered separately<br><br>Note: Warranty period of one year starts from the date of successful implementation and acceptance of Office Automation System at NCAOR | Quarterly, against submission of the invoice in original and subject to satisfactory performance. For quarterly advance payment, a Bank guarantee from a scheduled/Nationalized Bank for the total amount of the order value and valid for the entire duration of the support contract period should be furnished |

iv. **Delivery and execution of the total scope specified:** 6 months from the date of award of contract.

v. **Warranty:** Vendor has to extend warranty for a period of 1(ONE) year from the date of implementation and acceptance of the office automation system using SAP at NCAOR. The bug fixes found during the warranty period will be executed by the vendor at no extra cost.

vi. **Earnest Money Deposit (EMD):** The vendors should enclose a Demand Draft for Rs. 1,00,000 (Rupees One Lakh Only) towards EMD. Tenders without EMD will not be considered. EMD and other documentary proof are to be submitted along with the technical offer i.e., Cover – 1.

vii. **Security Deposit:** Rs.2,50,000/- (Rupees two lakhs fifty thousand only) The EMD submitted by the successful tenderer Rs.1,00,000/- shall be converted as Security Deposit and the balance amount of Rs. 1,50,000/-(Rupees one lakh and fifty thousand only) is to be submitted in the form of Demand Draft for the purpose of fulfilment of the contractual terms and conditions. The security deposit will be free of interest and is refundable after the warranty period.

viii. **Damages Clause:**

In the event of failure to develop/customize, integrate, operationalize the Office Automation System using SAP at NCAOR within stipulated date/period as specified in point No.3 above or

as per our specifications **AND** in the event of breach of any of the terms and conditions mentioned in our work Order, NCAOR shall have the right.

    a) To recover the liquidated damages, a sum not exceeding 0.5% of the price of contract for which the successful tenderer has not been able to develop/customize, integrate, operationalize the Office Automation System using SAP at NCAOR as aforesaid for each week or part thereof subject to a maximum of 5% of the total price.

    b) To cancel the work order or a portion thereof and if so desired to execute the work at the risk and cost of the defaulting vendor.

    c) To extend the period of delivery with or without penalty shall not be more than agreed liquidated damages referred to in clause (a) above,

    d) To forfeit the security deposit full or in part at the discretion of Director, NCAOR.

    e) In case the FIRM fails to execute the contract, NCAOR shall have the right to get the work executed by another Agency in which case the FIRM shall be liable to pay the additional amount spent by NCAOR over and above the contract value agreed upon by the FIRM and in addition 10% extra thereon towards indirect expenses.

ix. **Force Majeure Clause:** If the execution of the contract is delayed beyond the period stipulated as a result on out-break of hostilities, declaration of an embargo's or blockage or fire, flood, acts of nature or any other contingency beyond the supplier's control, Director, NCAOR may allow such additional time by extending the delivery period as he considers to be justified by the circumstances of the case and his decision shall be final, conclusive and binding. If and when additional time is granted by the NCAOR, the contract/supply shall be read and understood as if it had contained from its inception the delivery date as extended.

x. **Patent Indemnification Clause:**

The Contractor shall indemnify and keep indemnified the purchaser from and against any and all claims, action, cost charges and expenses arising from or for infringement of patent rights, copy right and other protected rights of any design, plans, diagrams drawings in respect of the stores supplied by the contractor or any of the manufacturing methods or process adopted by the contractor for the stores supplied under the contract.

In the event of any claim being made or action being brought against the purchaser in respect of the matter referred above, the contractor shall promptly be notified thereof and he shall at his own expense, conduct all negotiations for settlement of the same and any drawings, plans or diagrams or any manufacturing methods or of patent or any other protected rights and use thereof is at no costs to the latter, the rights to continue using the same or to the extent it is possible to replace the same so as to avoid such infringement and subject to approval by the purchases or modify them so that they become non-infringing but such modifications shall otherwise be to the entire satisfaction of the purchaser. The provision of this clause shall remain effective and binding upon the contractor even after the completion, expiration or termination of the contract.

xi. **Conflict of Interest**

Customs requires that FIRM provide professional, objective and impartial advice and at all

times hold the Customer's interests paramount, strictly avoid conflicts with other assignments/jobs or their own corporate interests and act without any consideration for future work.

Without limitation on the generality of the foregoing, Consultants and any of their affiliates shall be considered to have a conflict of interest and shall not be recruited under any of the circumstances set forth below:

Conflict activities (i)-A firm that has been engaged by the Customer to provide goods, works or Assignment/job other than consulting assignment/job for a project, and any of its affiliates, shall be disqualified from providing consulting Assignment/Job related to those goods, works or Assignment/job. Conversely, a firm hired to provide consulting assignment/job for the preparation or implementation of a project and any of its affiliates, shall be disqualified from subsequently providing goods or works or Assignment/job other than consulting Assignment/job resulting from or directly related to the firm's consulting Assignment/job for such preparation or implementation. For the purpose of this paragraph, Assignment/job other than consulting Assignment/job are defined as those leading to a measurable physical output.

Conflicting Assignment/job: The firm (including its personnel and Sub Consultants) or any of its affiliates shall not be hired for any Assignment/job that, by its nature may be in conflict with another Assignment/job of the
Consultant to be executed for the same or for another Employer.

Conflicting Relationships-THE FIRM (including its personnel and Sub-Consultants) that has a business or family relationships with a member of the Employer's staff who is directly or indirectly involved in any part of (i) the preparation of the Terms of Reference of the Assignment/job (ii) the selection process for such Assignment/job, or (iii) supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been evolved in a manner acceptable to the Customer throughout the selection process and the execution of the contract.

Consultants have an obligation any situation of actual potential conflict that impacts their capacity to serve the best interests of the Customer, or that may reasonably be perceived as having this effect. Any such disclosure shall be made as per the Standard forms of technical proposal provided herewith. If the FIRM fails to disclose said situations and if the FIRM comes to know about any such situation at any time, it may lead to the disqualification of the Consultant during bidding process or the termination of its contract during execution of assignment.

xii. **Other terms and conditions**

a) Intending tenderers or their authorized representatives will be at liberty to be present at the time of opening of tender on the specified date as given in this Tender Document. If the date fixed for opening of the tender is declared to be a holiday, at a later date the

tender will be opened at the same time on the next working day following the holiday or holidays.

b) The Director, NCAOR reserves the right to choose, accept or reject any of all requests/offers, in full or part, at any stage, reduce or increase the quantity without assigning any reasons therefore.

c) Director, NCAOR further reserves the right to split the order among more than one tenderer if considered necessary. NCAOR will not be responsible for any postal losses or delays in submission of documents. The tender documents are non-transferable.