

Municipal Corporation of Greater Mumbai

Office of Director (IT),

Information Technology Department, Municipal Corporation of Greater Mumbai,

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Municipal Head office,

Mahapalika Marg, Fort, Mumbai – 400 001

Tender for- “Selection of Service Provider for Post Implementation Support of SAP Services at MCGM” for Three Years.

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For Your Feedback you can mail us at Mail to: director.it@mcm.gov.in with subject as “**Selection of Service Provider for Post Implementation Support of SAP Services at MCGM**”.

Note: - The end date of feedback is up to 15/06/2017. Please Read Disclaimer Section.

1. Pre-Qualification Criteria:

#	Qualification Criteria	Documentary Evidence
1	The Bidder should be registered under the Companies Act, 1956, and 2013 or LLP with registered offices in India, as on 31st April 2016.	Copy of Certificate of Incorporation signed by Authorized Signatory of the Bidder.
2	The Bidder should have an average annual turnover of Rs. 75Cr from IT/ITES Services Business which includes software development, customization, implementation and post implementation support during last three financial years (2015-16, 2014-15,2013-14)	Audited Profit & Loss Statements for last three financial years (2015-16, 2014-15,2013-14) from the certified chartered accountant
3	The Bidder should have positive net worth (measured as paid-up capital plus free reserves) for last three audited financial years (2015-16, 2014-15,2013-14)	Certificate from the chartered accountant clearly stating the net worth.
4	The bidder must have at least 200 employees on its payroll at the time of Bidding performing software design/ development/ testing / maintenance activities	Certificate from HR head of bidder
5	Bidder should have ISO 27001 Certification or CMMI Level 3 or Above certification	Copy of the Valid Certificate(s) signed and stamped by the Authorized Signatory of the Bidder.
6	The bidder should have at least 25 SAP certified resources on its payroll as on the bidding date.	Certificate from HR head of bidder with names of employees.
7	The Bidder should have substantially completed projects with combined total order value of INR 50 Cr(excluding cost of supply of licenses& hardware)in last 10 years as on submission of bid date. Each Project should include at least one of the following 3 points: i.Development, customization and Commissioning of proposed SAP ERP package	Copy of Work Order & Work Completion certificate of the project from the client. In case of an ongoing project, the value of work completed for must be at least 50% and bidder must have a value completion certificate from the respective client for the same.

	<p>ii. Operations and maintenance of SAP ERP Application</p> <p>iii. Capacity building and handholding for SAP ERP application.</p> <p>The Project should include SAP - FICO, MM, and HR components</p>	
8	<p>The Bidder should have executed at least one project (Software Development and/or Software Post Implementation Support), with a value of Rs. 5 Cr as on date of submission, in / Urban Local Bodies / Government Departments / Public Sector Companies in India/Globally</p>	<p>Copy of Work Order & Work Completion certificate of the project from the client.</p> <p>In case of an ongoing project, the percentage of work completed for must be at least 50% and bidder must have a percentage completion certificate from the respective client for the same.</p> <p>As on Date of submission</p>
9	<p>The bidder should not have been blacklisted by Central Government or any State Government organization / department in India at the time of submission of the Bid</p>	<p>Declaration letter by bidder as per format given in the Bid Document</p>
10	<p>The Bidder should have valid documentary proof of Sales Tax/VAT registration number/ Service Tax / GST registration number.</p>	<p>Copy of Sales Tax/VAT registration number/ Service Tax/ GST registration number.</p>
11	<p>The Bidder should have valid Income Tax returns for the last three assessment years (i.e. 2015-16, 2014-15, 2013-14) and the Bidder (not individual) should have a PAN Card</p>	<p>Provide documentary proof of Income Tax returns for the last three assessment years. Provide copy of PAN card</p>
12	<p>The Bidder should possess valid registration certificate under E.P.F. & M.P, Act 1952, ESIC</p>	<p>Valid E.P.F. registration certificates.</p> <p>OR NOC from respective organization</p> <p>OR Self Declaration on Stamp Paper.</p>

2. Scope of Work

The purpose of this RFP is to secure a qualified SERVICE PROVIDER who can provide and implement the scope of work within this RFP to address requirements for “Services for Post Implementation Support of SAP Systems at MCGM”. The contract is for an initial three (3) year period with an option to extend as per need of MCGM.

It should be noted that the SERVICE PROVIDER shall also take on the responsibility of completing the delivery of some development work that is still outstanding from the incumbent service provider as of the commencement date. This should be factored into any transition planning.

The SERVICE PROVIDER must ensure that the supported Application Software remain within the requirements for maintaining manufacturer support. Additionally, the Service Provider shall ensure all newly developed Application Software is in compliant with all applicable regulatory requirements, and with MCGM quality standards including MCGM IT policies.

Note: All newly developed application software developed by the Service Provider should be CERT-IN audited from some empaneled agency or the newly developed application software should be STQC certified.

2.1 Services Requirement

SERVICE PROVIDER should propose and provide the following services:

- Propose proper transition methodology from the existing support partner.
- Propose issue/ticket tracking methodology and the tool to be developed for measuring the SLA parameter during the contract period.
- Propose methodology to reduce dependency on Primary (Field support staff) personnel and there by reaching optimal Primary Support team size over the period of contract.
- Propose governance model to engage the stakeholders effectively.
- Any other value addition that can be provided as support partner.
- Business process study methodology for each department for any development / modification or change request.

The SERVICE PROVIDER will create an environment that, in and of itself, fosters the creation of recommendations that will have a positive impact on MCGM Services. The Service Provider will make recommendations to improve productivity, Service Levels and Key Performance Indicators, achieve savings, and reduce complexities in processes.

2.2 Transition Plan

The SERVICE PROVIDER is also responsible for providing and executing a transition plan which transitions the services from the current Application Maintenance Services provider to the its proposed team, and the SERVICE PROVIDER services to the MCGM over a period of 2 months.

The Service Provider should provide the MCGM with a credible transition plan – which transitions from the existing service provider to the Service Provider, and the Service Provider Services to the MCGM. The proposed transition plan should include:

- ❖ the activities that will be undertaken by the Service Provider to gain the capability to provide the required level of service;
- ❖ training plans for Service Provider's staff;
- ❖ support required from the MCGM and/or the incumbent vendor to enable the transition plan;
- ❖ the cost of the transition plan;
- ❖ a contingency plan, and the anticipated costs

2.3 Application Maintenance and Support Services

The Service Provider is expected to deploy a secondary support team, which is responsible for day to day maintenance of the existing SAP implementation based on the need of the user department .Application Maintenance and Support Services consists of those activities undertaken by the Service Provider during the provision of Services for Application Enhancements, Maintenance and Support within the applications environment.

The Service Provider will be required to perform the following Application Maintenance activities:

- ❖ Bug fixing
- ❖ Updating application for patches released by OEM responsible for technology stack
- ❖ Version up gradation as deemed necessary by MCGM
- ❖ Application log purging;
- ❖ Application log analysis;
- ❖ Application performance monitoring using some application performance monitoring tool and performance tuning;
- ❖ Application data analysis and migrations between environments;
- ❖ Application configuration changes in all environments; and
- ❖ Application security and access related activities.

Note: In addition to above listed all the activities , the Service Provider need to perform all the SAP related activities assigned by MCGM authorities.

The Application Maintenance description of services addresses the overall control and coordination of the SERVICE PROVIDERs provided Services, and the MCGM and SERVICE PROVIDER responsibilities to the relationship, as defined in the responsibility matrix set forth in Annexure VI – Responsibilities Matrix.

Application Maintenance and Support services will focus on the service delivery with respect to Incident, Problem and Change Management, Service Request management, and minor enhancement related activities. The SERVICE PROVIDERs proposed solution should deliver these application maintenance and support services with the following delivery services:

- ❖ Resource Allocation and Activity Forecasting/Planning for maintenance activities;
- ❖ Planning and executing of application maintenance backlogs;
- ❖ Scheduling and monitoring of application support rotations;
- ❖ Delivery quality assurance activities for all maintenance and project releases;
- ❖ Be able to accept and consume business requirements, as documented by the MCGM Departments business analysts, and convert those requirements into the appropriate functional/non-functional requirements, development estimates, etc.;
- ❖ Intake project requests and provide appropriate estimates; and
- ❖ Introduce best practices within application maintenance and support

Application Maintenance and Support will be delivered by a predetermined resource pool (otherwise referred to as “baseline” maintenance staff) to be provided by the SERVICE PROVIDER.

Service Level Agreements and KPIs (Refer in draft Agreements) defines the following services SERVICE PROVIDER are expected to provide. Applications Maintenance and Support will be limited to the in-scope applications. This service includes:

- ❖ Primary Support for in-scope applications/modules (details of which are included in Annexure X)
- ❖ System and database maintenance;
- ❖ Enhancements and integration support;
- ❖ Data Center / Cloud Support ;
- ❖ Disaster Recovery / Cloud support;
- ❖ Change Management support;
- ❖ Configuration Management for development and test environment;
- ❖ Documentation
- ❖ Management and reporting

- ❖ One-time responsibilities for application/modules hand-over

The list of in-scope applications/modules/functionality may be amended, from time to time, over the duration of the Contract, at the MCGM's discretion. All Enhancements workload will be managed from within the resources of the baseline maintenance staff, based on MCGM specified priorities. However, the MCGM may at its discretion request the Service Provider to either adjust the size of its baseline maintenance staff group, or acquire additional resources to accommodate specific enhancement requests.

2.4 Responsibilities and Deliverables

The SERVICE PROVIDER will be required to document and maintain all solution design documentation for the in-scope business systems.

The SERVICE PROVIDER will be required to ensure that all proposed application designs/solutions are evaluated against the current MCGM infrastructure standards to minimize complexity and future maintenance and support requirements for all in-scope business systems.

The SERVICE PROVIDER will be required to design solutions that are implementable with minimum disruptive impact to external and internal business and technical environments.

The SERVICE PROVIDER is expected to plan and maintain for business continuity for the applications.

The SERVICE PROVIDER shall be responsible for providing system documentation including specifications, code, test scripts, test data and test results for all in-scope business systems and that the documents follow the MCGM document standards. Copies of these documents are will also kept in the MCGM standard software repository.

The SERVICE PROVIDER will work as per the responsibilities outlined in – Responsibility Matrix, for the creation of all documentation for the Application Development/Configuration Services.

The documents should have proper versioning and update record log from time to time when changes are made. The following documents are the minimum requirements:

- ❖ System Requirement Specifications and Solution Design Document for any new development.
- ❖ Traceability Matrix document
- ❖ Communication Plan listing all stakeholders in the project, defining their roles and responsibilities
- ❖ All Architecture documents, Design documents and, testing and deployment manuals, non-functional requirements etc.
- ❖ Quality Assurance Plan (not methodology) stating the planned actions to ensure satisfactory delivery conforming to functional and technical requirements of system

- ❖ Interface Control Document, documenting the interface characteristics of one or more systems and any previously documented information together with any agreements between interface owners.
- ❖ Test Plan containing information on the software test environment to be used for independent testing, the test cases to be performed, and the overall testing schedule. This includes, schedule, resources, tools, procedures, environment definition, test cases, and software test results
- ❖ Operations Manual providing instructions for installing the application, troubleshooting, interpreting message logs, and FAQs (Frequently Asked Questions)
- ❖ User Manual (online or downloadable content) providing detailed instructions in the form of a narrative on how to use the software. In addition, it shall describe how to access, submit inputs to, and interpret outputs from the application
- ❖ A data dictionary listing out all the data elements shall be prepared
- ❖ Minutes of Meeting, Agenda, Proceedings and tracking of decisions during the entire maintenance period
- ❖ All the documents including, but not limited to the above shall be submitted to relevant department for sign-off . The format of sign off form will be decided mutually. Also it will be the responsibility of service provider to get the sign off from concerned department.

The SERVICE PROVIDER will work as per the responsibilities outlined in Responsibility Matrix, for the creation of all documentation for the Application Maintenance Services.

The services to be procured under this RFP is broadly divided in 2 categories

1. Application Support (Primary Support Staff)
2. Application Enhancements (Secondary Support staff)

2.5 Rationalization of Team Structure

Primary (Field support staff) Support Team structure does not need to be an exact replica of the MCGM's organization's team structure. Instead, it is beneficial to have the support teams based on the SAP module and the business process flow in the customer's organization, users for each module, no. of historical tickets logged for each module and transactions per day for each module. For example, some customers (particularly in the government) have Purchasing and Logistics-related activities as two separate teams. If the exact team structure for the support team is copied, it would require SAP MM consultants in both teams. In this case, it is wise to combine both teams and have a single team with the MM consultant who

had knowledge transfer from both teams. All Finance-related teams like Purchasing, Logistics, Controlling, Sales and Distribution can be covered under one common head.

For non-core modules, where the tickets are generally fewer, particularly in the government bodies, must be given additional responsibility. PM consultants can also act as team leads, take on other responsibilities like audit coordinator or get involved in other core modules like Production Planning or Materials Management.

There are a few SAP modules where fewer tickets are generated. Therefore, SERVICE PROVIDER should identify these consultants for cross-module training expertise at the early stages for better utilization of Primary Support Staff.

2.6 Primary Team Responsibilities

MCGM is visioning a mixed central and onsite support model where it aims to reduce any onsite support requirement .

MCGM expects the SERVICE PROVIDER to take over the complete support and maintenance of the SAP support from the existing service provider.

It is the responsibility of the Service Provider to:

- ❖ Monitor SAP applications on a day-to-day basis to ensure that it functions reliably.
- ❖ Monitor SAP application to ensure that the application does not suspend, hang etc.
- ❖ Monitor components, including but not limited to, Application servers, Web Servers, Middleware and other Servers on an ongoing basis to ensure smooth functioning of the applications.
- ❖ The SERVICE PROVIDER shall ensure compliance to uptime and performance requirements of solution as indicated in the SLA and any major changes to the software shall be planned accordingly by the Service Provider for ensuring the SLA requirements.
- ❖ Ensure the accuracy and timeliness of data uploaded as received.
- ❖ Resolve and report the data discrepancies to the designated Department personnel.

The Service Provider shall submit a document on the performance of the application against the desired SLA (system generated data to monitor SLAs) on a Monthly basis or as and when required by MCGM.

The support service includes but not limited to

- ❖ Configuration Changes
- ❖ Troubleshooting errors
- ❖ Data Archiving
- ❖ System Monitoring
- ❖ Master Data Uploads

- ❖ Template Roll-outs
- ❖ Testing
- ❖ Handholding for new modules
- ❖ Creation of user manuals
- ❖ Creation of interactive training material
- ❖ Implemented System trainings

The services to be provided by the decentralized field support are:

Sr. No.	Services
1	Supporting the users for day to day operations performed through SAP system
2	Answering user queries on the functionality of implemented system
3	Coordinating with the core / secondary support team in case the issue requires additional or specialized support
4	Supporting all SAP modules field offices of MCGM
5	Reporting of various issues, difficulties faced by end users of SAP in the field to IT Department along with resolution/corrective measure for the issues
6	Suggesting enhancements in functioning of SAP modules with adequate justification for the change and approval of the stake holders.
7	Assisting the user in call logging for queries / services / complaints in case they cannot be resolved by field support staff (Trouble Ticketing) (call logging will be through solution manager of SAP system / or any other system).(calls may pertain to software / applications bugs , enhancement, hand holding support, training etc)
8	Call routing to respective expert of a module of SAP and resolution of the complaint by the expert either through telephone / mobile or email or by taking control of remote desktop of the user and carrying out the complaint redressal which the user will be able to watch while being resolved by the Primary Support person.
9	Service Provider shall provide Incident Management services as per ITIL / ISO 20000 processes
10	Service Provider shall keep data centre management team of MCGM for SAP system informed about the progress by contacting the MCGM administration / management at regular intervals. Problems shall be classified into various levels of priority mentioned in the SLA. The assigned priority for each problem shall be dependent upon: <ul style="list-style-type: none"> (i) The extent of the problem's impact on the usability of the system (ii) The percentage of SAP system users affected by the system
11	Any other field support service not listed above but required for smooth functioning of implemented module of SAP system

The Service Provider is expected to generate and maintain 1 single system for all tickets (support / maintenance / bugs / enhancements).

2.7 Primary Team Support Functioning

The SERVICE PROVIDER would setup a team with adequate executives from half hour before and half hour after the department's official working hours.

Field Support Team: Field Support Team plays a critical role in the identification of repeat service requests which becomes an input into the continuous improvement process and updating of Knowledge Base. All activity will initiate direct interaction with the initiating business user and/or other IT resolver groups until completion.

2.8 Roles and Responsibilities

The SERVICE PROVIDER will depute staff who will be contactable via phone and mail to provide assistance to the Users and address their queries and concerns. This assistance will be provided during the Service Hours as per the location classification and responsibility matrix, which will be covered in the Operations Manual to be provided by SERVICE PROVIDER and duly approved by Department.

During all other hours, users can leave their message via email. The requests received on email after MCGM working hours will be taken during the next working day.

A proper escalation procedure, as mentioned in the duly approved Operational Manual, will be followed if the problem cannot be resolved. Shared resources of operational and technical support group will provide this service at all locations. The Primary Support service will serve as a single point of contact for all incidents and service requests. The service provider will provide a Single Point of Contact (SPOC) and also escalation / closure of incidents for the user departments. The Primary Support services would be for Infrastructure Facility Management and Application support across all offices of Department.

SERVICE PROVIDER is expected to also deploy a remote desktop management tool to reduce the site visits for problem management and effective issue resolution for the department employees.

The activities shall include:

1. Provide Primary Support facility during agreed service period window for reporting user department incidents / issues / problems with the IT infrastructure & Application related issues
2. Provide necessary channels for reporting issues to the Primary Support. The incident reporting channels should be the following:
 - Specific E-Mail account
 - Telephone
 - Online Ticket Management Tool

3. Implement a call logging system in line with the severity levels as per the SLAs. Primary Support Staff shall log user and assign an incident/ call ID number. Severity shall be assigned to each call as per the SLAs.
4. Creation of knowledge base on frequently asked questions to assist users in resolving basic issues themselves
5. Track each ticket / incident / call till the problem is not resolved.
6. Analyze the call statistics
7. Creation of knowledge base on frequently asked questions to aid users.
8. Continuous monitoring of the physical as well as the IT infrastructure at the DC, Department offices to ensure application availability as per agreed SLAs.
9. Escalate the calls, to the appropriate levels, if necessary as per the escalation matrix agreed between the SERVICE PROVIDER and the user department. The escalation matrix shall be developed by the SERVICE PROVIDER in discussion with Department.
10. Analyze the incident / call statistics and provide monthly reports including but not limited to:
 - Type of incidents / calls logged
 - Incidents / calls resolved
 - Incidents / calls open
11. Root Cause analysis For frequently occurring incidents
12. The SERVICE PROVIDER shall provide primary Support facility during the working hours for reporting issues / problems. The SERVICE PROVIDER shall provide a Primary Support facility and set up all necessary channels for reporting issues to Primary Support.
13. Initiate a "Problem Management Record" or "PMR" to document service outages using a Problem Management System as stated in the approved Operational Manual.
14. Update concerned Authority of Department with complete and accurate system status.
15. Notify Department's designated personnel about systems failures, or an emergency, according to the Operational Documentation.
16. Problem escalation in case of service levels not adhered to.
17. Provide detailed contact list of Primary Support staff to Department.
18. Arrange for on-site/off-site support for resolution of problem.

Apart from the Primary and Core team activities the SERVICE PROVIDER will also be responsible for the following.

- Functional Audit Support (half yearly)

- Technical System Audit Support (half yearly)
- Year End Closing Support

Department will:

- Provide the contact list of all Department's personnel who will be intimated for the problem determination assistance and escalation and ensure their availability.
- Ensure that the users are aware of the Primary Support Services and its functions.
- Assist SERVICE PROVIDER in resolving performance issues of third party vendors, if so required.

2.9 Ticketing Tool

It will be responsibility of the SERVICE PROVIDER to ensure and put in place a process for ensuring that each ticket is logged by the users themselves and with adequate self-explanatory information on type of support/issue. Similarly at each stage of resolution the ticket should be updated with the resolution/resolution procedure/status in self-explanatory language.

Currently SAP Solution Manager is being used as ticketing tool, however the SERVICE PROVIDER is free to use SAP Solution Manager (post re-configuration) or any other tool that can be used to monitor (at no extra cost to MCGM) the SLA defined by MCGM in the RFPs.

Note: It is mandatory for the SERVICE PROVIDER to use SAP Solution manager (Solman) or any other system for Ticketing system. Once the Service Provider is on boarded, it would be its foremost task to implement the tool for SLA monitoring purpose.

2.10. Core Team (Secondary Team)– Responsibilities

- RICEF (Reports, Interfaces, Conversions, Enhancements, Forms) Development, Workflows/UI Programming, Performance Tuning, SAP and DB version upgrades, Patches, Kernel Upgrades, Integration Testing, Roll-outs.
- All type of integration with third party (e.g. Email, SMS, Payment gateways etc.), up gradation (Detailed is attached in Annexure XIII) as and when required is part and parcel of the Secondary resource team scope.

2.11. Change Request Process

The service provider is expected to deploy a secondary support team, which is responsible for enhancing and modifying the existing SAP implementation based on the needs of the user department. To begin with the MCGM will earmark 50% time for the secondary support team for change request activities and further review the time allocated for change request on a six month basis.

#	Services
1	Change request due to changes in business process (Performing end to end processes to support change request which include requirement gathering, requirement documentation, design development, configuration, testing, facilitating user acceptance testing, training and deployment)
2	Change request for enhancement in SAP application (Performing end to end processes to support change request which include requirement gathering, requirements documentation , design, development, configuration, testing, facilitating user acceptance testing, training and deployment)
3	Preparation and updating of versions of Business Blue Prints of all modules of SAP implemented / to be implemented at MCGM.
4	Preparation and updating of versions User manual of all modules of SAP system implemented / to be implemented at MCGM.
5	Preparation and updating of versions Training Manuals of all modules of SAP system implemented / to be implemented at MCGM.
6	Preparation and updating of versions System Installation / configuration Manuals of all modules of SAP system including System Landscape etc. implemented / to be implemented at MCGM.
7	Creating integration touch points with various MCGM or external applications as required by MCGM.
8	Any other customisation / documentation services not listed above but required for smooth functioning of implemented module of SAP system directed by MCGM.

The Change Request Management handles all the change requests, urgent or not, received from various sources inside and outside the Application Maintenance Services process.

The submitted change requests are validated and logged, and then they will be assessed and submitted for approval to the MCGM Change Control Board in a specified template. The change Control board will determine the criticality of change request and the timeline for its implementation, which the Service Provider need to follow. The SLA will be determined based on the compliance of implementation of change request.

To better control urgent changes, though they may originate from a variety of sources inside and outside the Application Maintenance Services team, change requests affecting the in-scope business systems shall

all be handled at a single entry point and will need to go through the defined processes that may be agreed upon at the start of the contract. Bidders are free to propose emergency change request process in their technical proposal.

2.12. Bug/Defect Management

Bugs or Fixes Management is an important activity and based on the severity level, it becomes highly critical. As the parties involved are Users / functional team members of Department and Service Provider, SLAs may not be directly defined. SERVICE PROVIDER commits involvement in resolution on 'best of efforts' basis as per requirements. Following are the steps involved:

- Problem definition
- Context definition (through functional teams as per requirements)
- Request Analysis by SERVICE PROVIDER
- Priority Categorization
- Logging with concerned team and tracking to resolution

The SERVICE PROVIDER shall address all the errors/bugs/gaps in the functionality offered by the solution (vis-à-vis the FRS) at no additional cost during the operations & maintenance. The SERVICE PROVIDER shall identify and resolve application problems like system malfunctions, performance problems, data corruption etc. due to which the solution is not able to give the desired performance

The SERVICE PROVIDER shall be responsible for the following:

- Updating all available patch/ updates to the solution.
- Providing handholding support to end users
- Ensuring proactive and timely support in identification and provision of solutions including Support for resolution.
- Timely logging of Bugs/Problems
- Perform Defect fixes for the existing functionalities
- Major/ Minor enhancements against the delivered solutions
- Incorporate new requirement against the implemented solutions.

Maintain Documentation for the following:

- Functional and technical specification
- Configuration document update
- Test document
- Business Blue Print
- User Manual

2.13. BASIS Support

- Perform SAP Installation, Post installation, client administration, System Refresh and Post-Refresh activities if required
- Perform parameter modification, Buffer, memory management, and performance tuning
- Perform SAP Database Administration – Space management, database reorganizations, and design and implement backup and restore strategy.
- Maintain database security; administer database performance, database problem determination and resolution, etc.
- Maintain the integrity of the SAP environment by managing the SAP Correction and Transport System (CTS) to ensure all configuration and development objects are promoted properly
- Perform Role Creation, Modification and Full trouble shooting support for the users authorization failures in all SAP applications and resolving the Security issues and support in integration testing of Roles/Profiles.
- Preventive Maintenance activities - Support Pack/Plug-in implementations, Kernel upgrades, OSS note applications and to apply support pack.

2.14. Change Request Project Management

The SERVICE PROVIDER will be required to create and maintain formal project schedules (Gantt charts) for all Change Request Development projects with a forward looking forecast of future projects and associated resource requirements.

The SERVICE PROVIDER will be required to coordinate and identify potential future resource constraints based on the future looking project schedule.

The SERVICE PROVIDER will be required to provide formal project management oversight of the Service Provider's Change Request Development team and ensure that they deliver as per the defined project schedules.

The SERVICE PROVIDER will work as per the responsibilities mentioned in the Bid document.

2.15. Change Request Development Reporting

The SERVICE PROVIDER will be required to report on all Change Request Development activities using templates that will be mutually agreed to by the MCGM and SERVICE PROVIDER.

The SERVICE PROVIDER will work as per the responsibilities outlined in Responsibility Matrix, for reporting activities for the Change Request Development Services.

2.16. Environment Management

SERVICE PROVIDER will be responsible for maintaining various environments as per the best SDLC practices in the industry.

Development Environment

The SERVICE PROVIDER will be responsible for managing and maintaining the SAP development environment at MCGM. Complete maintenance ownership of the development environment will reside with the service provider. This environment will be used to address maintenance requests, change requests and any new module implementation requests by MCGM.

Quality Environment

The SERVICE PROVIDER will be responsible for managing and maintaining the SAP testing environment at MCGM. Complete ownership of the testing environment will reside with the service provider. This environment will be used to test maintenance requests, change requests and any new module implementation requests by MCGM.

Production Environment

SERVICE PROVIDER will be responsible for maintaining the Production environment as per the industry standards and ensuring proper access controls and security procedures being followed.

2.17. Database Maintenance and Support

Database administration services from the SERVICE PROVIDER should include:

- Database software installation, configuration, upgrade and migration;
- Assist in Backup, recovery monitoring and periodic testing;
- Performance monitoring;
- Schema, Database and Table optimization;
- Authorization and access logging;
- Storage and capacity planning; and
- Troubleshooting

2.18. Training and Capacity Building

The SERVICE PROVIDER shall conduct Training Needs Analysis of all the concerned staff and draw up a systematic training plan in line with the overall project plan. The trainings shall be provided at Department premises or any other premises, as fixed by Department

Use of recommended training tools / software(s) for providing various training is essential. Adequate training material which includes training manuals, quick reference cards etc. should be provided during the training sessions. The recommended training material should be in paper & electronic media with courses on fundamentals, business process overview, job activity training, and delivery options being on-line, instructor led class rooms, etc.

Training and Capacity Building Requirement

The objective of Capacity Building (CB) initiatives is to equip the direct users and other stakeholders of Department with the right skills, and knowledge to optimally use the IT solution implemented.

The Training program would be split into series of sessions for different user groups and across functional areas of the system.

The SERVICE PROVIDER shall be responsible for the following activities as part of the End User and Train the Trainer Training:

- Develop overall training plan including formation of user groups and classifications
- Develop Location-Wise Training Schedule, Curriculum, and Training Material for Department Staff
- Deliver training to end users including carrying out the training effectiveness evaluation
- Identifying Department Champion for Train the Trainer Training

Sr.No.	Module of SAP System	Approximate duration of Training Session	Frequency of Training sessions	Level of Training Required	Approximate total number of employees of MCGM who will be trained in one session
1	SAP Finance	4 hours per day X 1 day	Twice in a month	End user training covering all transactions of SAP Finance Module	30
2	SAP Material Management	4 hours per day X 1 day	Twice in a month	End user training covering all transactions of SAP Material Management Module	30
3	SAP Project System	4 hours per day X 1 day	Twice in a month	End user training covering all transactions of SAP Project System Module	30
4	SAP Supplier Relationship Management	4 hours per day X 1 day	Twice in a month	End user training covering all transactions of SAP Supplier Relationship Management Module	30
5	SAP Human Resources	4 hours per day X 1 day	Twice in a month	End user training covering all transactions of SAP Human Resources Module	30

6	SAP Real Estate	4 hours per day X 1 day	Twice in a month	End user training covering all transactions of SAP Real Estate Module	30
7	SAP Fleet Management	4 hours per day X 1 day	Twice in a month	End user training covering all transactions of SAP Fleet Management Module	30
8	SAP Citizens Portal & Ward Management (Customer Relationship Management)	4 hours per day X 1 day	Twice in a month	End user training covering all transactions of SAP Citizens Portal & Ward Management (Customer Relationship Management) Module	30

➤ **Measuring the Effectiveness of Training.**

The ultimate goal and effectiveness of the Training and Capacity building should reflect in no. of tickets logged per month for operational support as well as support being provided by identified Department Champions.

Department may at any time ask for 1 adhoc training per module per department in a month with minimum 20 participants at no extra cost. All trainings shall be provided by Project Manager.

2.19. Preparation of interactive online training modules

Interactive online training modules with 2 different categories

1. Transaction wise training: this is particularly useful for users when they are performing a specific task and would want to refer on specific area or transaction as whole.

2. Function Wise with inline Quiz and End of Training Test: This will be particularly be useful for users to have a kick start in case of transfers/promotions/new joiners. The system should be able to record user activities like no. of time training taken, duration spent.

Online should cover all the training as mentioned in above section.

eLearning tool shall have online exam facility which stores username, department name, module name of exam, attempts, data of exam taken, score. There should not be any limit on no. of exam, no of users in the tool. The tool shall have features of question bank and randomization.

2.20. System Quality and Assurance Testing

The SERVICE PROVIDERs solution should include provisions for formal quality assurance activities specifically related to test case creation and execution using formal tools and processes. These activities will be delivered for all Application Development activities.

Testing of system components occurs at three levels: unit, integration and acceptance tests, corresponding to the developer, user and owner views. The SERVICE PROVIDER will be responsible for:

- ❖ Unit tests verifying the components of the system against the developer architecture and specifications for that component;
- ❖ Integration tests verifying the components as they are integrated into successively larger assemblies against the user requirements, architecture and specifications. The integration tests continue until all of the components of the release are integrated and tested. The development team performs a final integration test, the system test, which addresses the entire release, in order to simulate acceptance tests;
- ❖ Acceptance tests, performed by the user with the system in an almost-production environment, verify the system against the business requirements and system;

The SERVICE PROVIDER will be responsible for signing off the successful completion of the testing phase. The SERVICE PROVIDER will be involved in the execution of all User Acceptance Testing (UAT) activities and will act as the primary defect resolver for any defects identified and logged during the UAT phase. The SERVICE PROVIDER will work as per the responsibilities outlined in Attachment VI – Responsibility Matrix, when performing system and quality assurance testing for the Application Development Services.

2.21. Staffing and Qualification requirements

The Service Provider should demonstrate its ability to provide the MCGM with continuous access to specialized IT resources specifically in the areas of in-scope applications pertaining to architecture, system design, development technologies and database technologies.

The Service Provider will provide detailed resumes for the staff being proposed to provide Application Maintenance and Support and Change Request Development Services

Please refer to Section 5.22 for details on staffing and qualification requirements.

2.22. Resource Qualification & Experience

All SERVICE PROVIDER resources will be stationed at MCGM premises (Onshore operation facilities).

Onshore Operation Facilities: MCGM shall provide seating arrangement / office facilities for the domain / functional, ABAP and Basis experts / consultants / developers of the SERVICE PROVIDER that are required to interact with MCGM staff on daily basis for implementation / customization and support of SAP system including table/ chair, power supply and network connectivity required for providing services to MCGM. However, for the purpose of operations of Primary / Secondary Support Staff, Service Provider should provide desktop PCs/Laptops. MCGM will provide network connectivity to production servers for accessing Solution Manager of SAP system or any other system.

1. The resource qualification requirements are as given in the section below. MCGM IT department will review the resource requirements periodically and scale up or scale down resources based on the feedback received from MCGM's user department.
2. The table below gives the minimum skill set of the resources to be deployed for the duration of the contract. The selected bidder must ensure that in event of release of resource from the project, at the request of MCGM or at the request of the selected bidder, or in case of additional resources to be deployed, a replacement or additional resource will be made available such that minimum qualification criteria as mentioned in table below is met.

Details of **Resource Qualification** is as under:

Sr.No.	Manpower Category	Minimum Qualification/Certification	Experience of Manpower
1	Project Manager	Education: Graduation + MBA/PGDBA Certifications: PMP / Prince2 + At least certification in 1 SAP module	Total Experience: 7 Years or above Relevant Eperience: 7 Years or above as Project Manager (To be Certified by the bidders HR head) Should have worked in SAP project for at least 4 years as a lead
2	SAP Netweaver (Basis) Administrator (Secondary)	Education: Graduate Certifications: SAP-Netweaver Certified Consultant	Total Experience: 5 Years or above Relevant Experience: 3 Years or above of SAP BASIS Experience
3	SAP ABAP (Secondary Programmer Consultant)	Education: Graduate Certifications: SAP ABAP Certified Consultant	Total Experience: 5 Years or above Relevant Expetriance:3 Years or above of SAP ABAP experience.
4	SAP- Finance Consultant (Secondary)	Education: Graduate + MBA Finance/MCom/CA Certifications: SAP FI Certified Consultant	Total Experience: 5 Years or above Relevant Experience: 3 Years or above of SAP Finance experience
5	SAP-Plant Maintenance Consultant (Secondary)	Education: Graduation Certification: SAP Plant Material Certified Consultant	Total Experience: 5 Years or Above Relevant Experience: 3 Years or Above in SAP Plant Maintenance
6	SAP – Material Management Consultant(Secondary)	Education: Graduate Certifications: SAP MM Certified Consultant	Total Experience: 5 Years or above Relevant Experience: 3 Years or above in SAP MM or MM Industry Experience
7	SAP – Project System Consultant (Secondary)	Education: Graduate + MBA/PGDBA/PGDBM Certifications: SAP PS Certified Consultant, PMP	Total Experience: 5 Years or above Relevant Experience: 3 Years or above of SAP Project System Experience
8	SAP – Human Resources Consultant (Secondary)	Education: Graduate + MBA/PGDBA/PGDBM in (HR) Certifications: SAP HR Certified Consultant	Total Experience: 5 Years or above Relevant Experience: 3 Years or above of SAP HR experience
9	SAP – Supplier Relationship Management Consultant (Secondary)	Education: Graduate Certifications: SAP SRM Certified Consultant	Total Experience: 5 Years or above Relevant Experience: 3 Years or above of SAP SRM experience

10	SAP – Real Estate Consultant (Secondary)	Education: Graduate Certifications: SAP FI Certified Consultant	Total Experience: 5 Years or above Relevant Experience: 3 Years or above of SAP RE experience
11	SAP – Citizen's Portal & Ward Management Consultant / Customer Relationship Management (For Citizen Services)	Education: Graduation Certifications: SAP CRM Certified Consultant	Total Experience: 5 Years or above Relevant Experience: 3 Years or above of SAP CRM experience
12	SAP – Citizen's Portal & Ward Management Consultant (For Enterprise / Netweaver Portal)	Education: Graduate Certifications: SAP EP Certified Consultant	Total Experience: 5 Years or above Relevant Experience: 3 Years or above of SAP EP experience
13	SAP – Business Intelligence / Business Objects Consultant (Secondary)	Education: Graduate Certifications: SAP BI/Bobj Certified Consultant	Total Experience: 5 Years or above Relevant Experience: 3 Years or above of SAP BI experience
14	Software Testing Professional (Secondary)	Education: BE/B.Tech Certifications: Certified Software Tester (CSTE) or Equivalent	Total Experience: 5 Years or above Relevant Experience: 3 Years or above as testing lead
15	Software Developer (Java)	Education: BE/B.Tech (CS/IT)	Total Experience 5 Years or above Relevant Experience: 2 Years or above as Team Lead
16	Field Support Staff	Education: Graduate	Total Experience: 2 Years or above

Roles and Responsibilities of Primary and Secondary staff is given below

Sr. No.	Role	Skills, Duties, Responsibilities
1	Project Manager	Single POC, Establishes, monitors, and reviews all project deliverables
		Plans and manages the project team's activities from contract initiation to completion
		Evaluates risks and recommends contingency plans
		Manages quality assurance and ensures compliance with policies and procedures
		Meets and communicates project milestones to MCGM on timely basis
		Establishes appropriate metrics for measuring key project criteria
		Maintains awareness on emerging technologies from SAP perspective and applies the same to the project
		Onsite contact for all escalations
		Responsible for monthly reviews
		Provides management summary reports and
		Supports Root Cause Analysis with Technical Specialist
		Creates and maintains Training Plans, Policy and procedures
		Manages in-house training infrastructure
		Keep track of latest technology/ tool/ module/ project offerings
		Proposes new courses, course modifications / deletions and ensure uploading of the same on MCGM website for benefit of MCGM's SAP end user
		Contributes towards planning and documentation
		Possess knowledge and awareness about the latest IT offerings, tools and techniques
		Assess the training needs of the employees

		Plans, Organizes and supervises training and development programs for MCGM employees
		Evaluates training effectiveness
		Ensures that the training facility and all required materials are ready on the day of the training.
		Helps employees maintain and improve their job skills, and also prepare them for jobs requiring greater skill
		Acts as single point of contact to outside training vendors, if any and manage them
2	SAP Netweaver (Basis) Administrator	Technical expertise of the SAP Netweaver / Basis
		Ensure compliance with SAP
		Contributes to hardware and software evaluations and recommendations
		Plans growth and changes (capacity planning), Hardware sizing and Network Planning
		Defines and formulates disaster recovery plans, procedures and test scenarios and participates in regular DR rehearsals
		Guide/lead junior Basis Consultant on technical issues
		Possess Advanced knowledge and skills in all related to SAP Products and system software
		Possess extensive knowledge and experience in maintaining and configuring SAP Systems
		Installs and configures SAP software and other related products and upgrades /patches
		Manages SAP Login Credentials i.e. User administration (setup and maintaining account, Setup security policies for users)
		Manages and support various environments - Linux/AIX and other Unix environment as well as Windows environment
		Participates in the administration of the server
		Evaluates, tests and Updates system as soon as new version of OS and/or application software is released (after obtaining a formal approval from MCGM)
		Assists in developing, implementing, testing and maintaining backup and disaster recovery policies and procedures
		Assist in backups and recoveries regularly and as and when required
		Handles SAP Basis incidents
		Provides suggestions and implements software-related measures for maximizing uptime
		Supports development team whenever required
		Monitors system performance to ensure high availability of the system
3	SAP ABAP Consultants	Ensures SAP application / user security and authorization management, SAP change correction management / SAP Transport management system, etc.
		Analyses Functional Specifications and get clarifications from Business owners
		Creates technical specifications
		Develops Custom reports (Classical, Interactive)
		Develops Online Interfaces and BDC programs
		Fine-tunes and modifies of the custom programs
		Performs Pre-Delivery Reviews and Final Testing
		Develops ALE/IDoc Interfaces and Maintaining ALE Configuration in All the systems
		Prepares Unit Test Plans, coordinating with middleware and Legacy developers during process chain testing
		Supports Unit Testing & Business Acceptance testing

5	SAP Functional Consultant (Secondary)	The staff sitting at central place and carrying out development, change request, bug fixing and all types of up gradation, providing backend support etc. to primary field support staff and to users as and when required. Understands the current business process, designs current business flows, studies current business processes and its complication.
		Preparation of Flow diagrams and DFD of AS IS processes.
		Everything configured has to be documented as per their categories in the form of predefined templates, these have to be then approved by the team leads or whoever the consultant is reporting to
		Performs GAP analysis for each module
		Prepares DFD/ERD before starting configuring future business processes in SAP i.e. TO BE process.
		Prepares test scripts for testing the configured scenarios.
		Prepares end user manual and provides training to end user.
6	Field Support staff (Functional-Primary)	Primary Support Staff is the staff supporting end user of MCGM working in or outside of Mumbai (Outside city offices of MCGM at Kapurbawdi, Balkum, Tansa, Modak Sagar, Pise-Panjrapur, Agra road, Middle Vaitarna etc.) Jurisdiction in one or all applications. Primary support staff will provide support from central location
		Reports of various issues, difficulties faced by end users of SAP in the field to IT Department and customization / maintenance service personnel of the SERVICE PROVIDER
		Helps the end users log issues / trouble ticket on SAP Solution Manager or any other system
		Suggests enhancements in functioning of SAP modules
7	Java Consultant	Creates user information solutions by developing, implementing, and maintaining Java based components and interfaces.
		Defines site objectives by analyzing user requirements; envisioning system features and functionality.
		Designs and develops user interfaces to internet/intranet applications by setting expectations and features priorities throughout development life cycle; determining design methodologies and tool sets; completing programming using languages and software products; designing and conducting tests.
		Recommends system solutions by comparing advantages and disadvantages of custom development and purchase alternatives.
		Creates multimedia applications by using authoring tools.
		Completes applications development by coordinating requirements, schedules, and activities; contributing to team meetings; troubleshooting development and production problems across multiple environments and operating platforms.
		Supports users by developing documentation and assistance tools.
		Updates job knowledge by researching new internet/intranet technologies and software products; participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
		Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

The Project Manager shall also be responsible for problem management, continuous system improvement, version control and version validation, risk management & imparting trainings to MCGM employees etc.

During the course of the contract, if it becomes necessary to replace any of the Key Personnel, the Selected Agency shall forthwith with due approval from the department, provide as a replacement, a person of equivalent or better qualifications and experience than the resource being replaced / or

proposed in the bid. Failure to replace personnel with the required qualifications shall result in a penalty as per the SLA defined in the contract.

2.23. New Module Implementation

During the tenure of the contract, MCGM may decide to implement new SAP modules in order to offer improved citizen services or increase internal departmental efficiency. The rates for additional consultants are being discovered for the same purpose. In case of a new module implementation. Following services will be expected from the service provider.

During such instances of new module implementation, the bidder will have to provide an initial estimate, which will be reviewed and vetted by MCGM (or any third party appointed by MCGM). Following acceptance and finalization of such estimates the service provider would commence work of new module implementation.

#	Services
1	Preparation and updating of versions of Business Blue Prints of all modules of SAP system implemented / to be implemented at MCGM
2	Preparation and updating of versions User Manuals of all modules of SAP system implemented / to be implemented at MCGM
3	Preparation and updating of versions Training modules of all modules of SAP system implemented / to be implemented at MCGM
4	Preparation and updating of versions System Installation / configuration Manuals of all modules of SAP system including System Landscape etc. implemented / to be implemented at MCGM
5	Customizing / Implementing and rolling out the module based on the requirements given by MCGM and sizing adequate infrastructure for new module.
6	Any other reporting / documentation services not listed above but required for smooth functioning of SAP system as directed by MCGM.
7	All the services (Performing end to end processes which includes requirements gathering, requirement documentation, design, implementation, customization, configuration, testing, facilitating user acceptance testing, training and deployment)
8	Any other field support service not listed above but required for smooth implementation / customization of any other new modules.

2.24. Other Ancillary Services

#	Services
1	Handholding to train MCGM staff for operational activities.
2	Liaison and support the FMS service provider for smooth production deployment
3	Liaison and support the FMS service provider for timely resolution of issues
4	Liaison with other application development vendors for integration of the SAP application with internal / external applications as required by MCGM
5	Liaison with DR / cloud service provider to deploy the application at DR / cloud site and subsequently ensure updates are applied to both primary and DR / cloudsite.
6	Liaison with any other external agency appointed by MCGM
7	Support and perform all services required from SAP application perspective for integration of third party software with SAP

2.25. Application Management Methodology: The service provider will have to deploy an application management methodology for smooth operation of the SAP system at MCGM. Such a methodology would include:

- Support Services
- Support Service Phase
- New Module Implementation
- Use of Solution Manager or any other system
- Template and Tools
- Periodic Reporting & Escalations
- SAP Environments

(a) Support Services: The service will provide the following services as part of the service delivery client.

Level 1 (User Support) User Query Resolution through decentralised support. The services will have to be provided as per the service level agreement specified. Such activities will be completed by primary support resources.

Level 2 (Application Problem Resolution) The troubleshooting and resolution of the problem related to SAP modules implemented at MCGM. Such instances would include but not limited to:

- Application (Major Feature) severely disturbed
- Application (Major Feature) frequently interrupted
- Severe server / Business process performance degradation
- SAP batch job failure resulting in posting of data not occurring
- MIS report output / Statutory reporting not possible or faulty reporting

Level 3 (Enhancement, new functionality and design changes) Level 3 support is related to the technical / functional enhancements / design of the existing SAP functions and can be subcategorized as follows:

- ✓ **ABAP-** Changing modifying existing developments / design as part of enhancements
- ✓ **New Requirements-** Designing, Coding, code review, unit testing
- ✓ **BASIS-** Release management, creating new authorization matrix for the new development
- ✓ Helping client in identifying and removing any conflicting authorization roles & profiles for their SAP systems.
- ✓ **Functional-** Providing the modified / new functional specifications, Development query resolution, Unit testing.

Level 3 support will be on demand basis and will require a prior notification and approval from both ends before commencement of the activities. Level 3 support will be based on the approved estimated effort

and will be governed by the SLA applicable for change request. Such activities must be completed in the time earmarked for change management for the SAP support system.

Level 4 (Periodic Activities) Level 4 support services is related to the scheduled functional/ system activities and can be subcategorized as follows:

- Data reconciliation Activities
- Execution of any scheduled and system activities required for smooth operation of SAP system

Level 4 support activities will be carried out by the designated functional / BASIS consultants based on agreed schedule and scope. The service provider will have to record the time required completing all such level 4 support activities

(b) Support Service Phases

The overall contract duration will be distributed in the following logical phases:

Knowledge Transition

The primary objective of the transition phase is to assist smooth handover of the support activities from the implementation / existing support to the service provider team so that business continuity not impacted. The transition phase will help service provider to gain client specific business knowledge, functions, processes associated applications, and documents to provide the support services. The service provider will have to ensure that the knowledge transfer is completed in a time bound manner (i.e. within two month of Service Provider being on board at no additional cost to MCGM for this knowledge transfer activity) .This phase will commence as soon as the service provider is on board.

Delivery of Service

During this phase, Service provider will assist in resolving the immediate problems, achieving a stable business environment, troubleshooting technical issues, addressing process gaps, and performing overall support services. This phase will commence as soon as the service provider is on board.

Service Governance and Improvements

During this phase service provider will address future needs such as upgrades, enhancements, change request and process improvements. Service Provider will identify areas for performance tuning, performing data archival, and helping realize maximum benefits from the SAP system. This phase will commence after the knowledge transition has been accomplished.

Application Maintenance and Development service activities will be regularized during this stage. The purpose, procedures defined and agreed upon in the setup stage will drive the delivery of services on an on-going basis. Service provider will be responsible for reviewing processes and monitoring adherence to

agreed expectation levels. Service provider will also carry out quality reviews, provider value added services and knowledge Management as a part of this stage.

(c) New Module Implementation

For implementation of any modules, the following development methodology will be used:

#	Services
1	Project preparation: During this phase the team of functional consultants of service provider shall go through initial planning and preparation for SAP project.
2	Business Blueprint: The purpose of this phase is to achieve a common understanding of how the MCGM intends to run SAP to support their business. As per standard ASAP methodology the result is the business blueprint, a detailed documentation of the result gathered during requirements workshops.
3	Realisation: The purpose of this phase is to implement all the business process requirements based on the business blueprint. The system configuration in standard ASAP methodology is done in two work packages: baseline configuration; and final configuration. During this phase the solution is also tested
4	Final Preparation: The purpose of this phase is to complete the final preparation to go live. This also serves to resolve all critical open issues.
5	Go Live support: The purpose of this phase is to move from a project oriented , pre =-production environment to live production operation as a joint responsibility of the service proved and facility management services provider of MCGM.
7	Operate: During this phase the system is operated with the help of the central operation platform, SAP solution manager / ticketing tool, with the documented solution based on the transferred project documentation

(c) Use of Solution Manager / Ticketing tool

User will log the issues directly from the production system from the (Help) menu. In case the user needs assistance in logging the issue the primary (Field Support) team would provide assistance for the same .On a monthly basis, service provider will responsible for downloading all the calls logged into solution manager / Ticketing tool with its current status and the time taken for resolution of each call will be tracked, monitored and based on this list, the SLA adherence reporting will be done for the proposed SLAs in the support framework.

(d) Template and Tools

The service provider may use its own support templates related to various Support activities (Issue/Time logging, Business Change Request, Technical Change Request, Periodic Service Requests, Incident Management, Testing, Knowledge Transfer Status Sheet, Effort estimation guideline and matrix, Development standards, Test guidelines, Reusable knowledge repository, Functional specification, Technical specification, UTP Document, Code review checklist, Development issue log etc.) to provide support to client with prior approval of MCGM.

(e) Periodic Reporting and Escalations

The service provider will report the following agenda items on a periodic basis via scheduled and planned meetings.

Agenda	Frequency	Actions	Outcome
<ul style="list-style-type: none">• Oversee progress & resolution of issues• Process issues & solutions	Bi – monthly (monthly for initial 3 months of contract)	Service Provider and MCGM Management	Meeting minutes
<ul style="list-style-type: none">• Call progress/ageing report• Technical delivery plans & progress (summarized)• Preventive maintenance tasks status• Call aging an analysis report	Weekly	Service Provider SPOC and MCGM SPOC	Summary report on maintenance requests and change requests

Additionally the service provider will provide an escalation matrix for:

- ✓ Application
- ✓ Nature of solution
- ✓ Technical issues
- ✓ Concerns with project co-ordination
- ✓ Concerns with personnel planning

(f) SAP Environments

Development Environment

The service provider will be responsible for managing and maintaining the SAP development environment at MCGM. Complete ownership of the development environment will reside with the service provider. This environment will be used to address maintenance requests, change requests and any new module implementation requests by MCGM.

Testing Environment

The service provider will be responsible for managing and maintaining the SAP testing environment at MCGM. Complete ownership of the testing environment will reside with the service provider. This environment will be used to test maintenance requests, change requests and any new module implementation requests by MCGM.

Production Environment As the staging environment does not exist currently, the BASIS support on production environment will be responsibility of the service provider to begin with. However, as and when

production handover is completed the responsibility of BASIS support will be with the FMS vendor for the data center. The ownership of the production environment will be determined as deemed necessary by MCGM

3. Technical Qualification Criteria

- ❖ The Technical Bids of only those Bidders, who qualify in the Pre-Qualification stage, shall be considered and will be evaluated as per the evaluation criteria in this clause. The Bid Evaluation Committee (BEC) shall invite each Bidder to make a presentation-cum-demonstration as part of the technical evaluation.
- ❖ The BEC may require verbal/written clarifications from the Bidders to clarify ambiguities and uncertainties arising out of the evaluation of the Bid documents (to be stated precisely as it should be in MCGM's interest). In order to qualify technically, a Bid must secure a minimum of 70% of total marks in technical evaluation after summing up. Only those Bids which have a minimum score of 70% of total marks in technical evaluation will be considered for opening of their Commercial Bid. However, the Director reserves the right to lower the minimum required marks if none of the Bidders achieves 70% of the total marks. Only the Bids qualifying the technical evaluation will be considered for commercial evaluation.
- ❖ The bidders' technical solutions proposed in the bid document will be evaluated as per the requirements specified in the Bid document and adopting the evaluation criteria spelt out is below.
- ❖ Technical Evaluation of the bids would be carried out on 6 broad parameters as given below:

#	Parameter	Marks
A	Bidders' General Competence	30
B	Human Resource	10
C	Bidder's SAP Experience	35
D	Approach & Methodology	10
E	Training & Transition Management Plan	10
F	Technical Presentation	5
	Total	100

The 6 evaluation categories would be divided into various sub-categories and each bidders needs to score minimum 50% in each category (i.e in Category A, B, C, D,E, F), as broadly mentioned below:

A. Bidders' General Competence:

Qualifying criteria for bidders is given in **Section 3**. Over and above these criteria, bidders shall be rated on following parameters:

Evaluation Criteria	Max. Marks	Criteria
The Bidder should have Rs.75 Crores as average turnover in the last 3 financial years from IT/ITES Services*.	10	>=75 cr and <=150 cr – 7 Marks >=151 cr and <=300 cr - 8 Marks >=301cr and <=500cr -9 Marks >=501 cr – 10 Marks
General Experience	10	Experience in undertaking software development, customization / implementation / post-implementation support projects worth at least Rs. 5 Cr each in last5 years. >=1 <=2 Projects 8 Marks >3 <=4 Projects 9 Marks >=5 Projects 10 Marks
Employee Strength (as mentioned in Pre-Qualification clause 3, Sr.No. 5)	5	200 to 1000 Employees – 3 Marks 1001 to 5000 Employees – 4 Marks >5000 Employees – 5 Marks
Certification	5	ISO 27001 Certification – 1 Marks CMMI Level 3 – 2 Marks CMMI Level 5 – 4 Marks

B. Human Resource

- MCGM will evaluate the information submitted by the Bidder with regard to Bidder's proposed team.
- Any change in the actual team will be allowed only after expressed written approval from the Director IT, MCGM
- Marking scheme for this criteria of evaluation will be :

Evaluation Criteria	Max. Marks	Criteria
Project Manager Experience	10	1 Experience in Project Management (upto 7 Years – 2.5 Mark, Over 7 Years – 5 Marks) 2 Experience in SAP Implementation ((upto 7 Years – 2.5 Mark, Over 7 Years – 5 Marks)

C. SAP Experience

Evaluation Criteria	Max. Marks	Criteria
SAP Experience (Based on cost of Projects)	10	Experience in SAP Projects undertaking software development, customization / implementation / post-implementation support projects worth at least Rs. 10 Cr each(excluding cost of supply of licenses& hardware)for last 10 years prior to bid submission date.

		<p>The combined projects should cover at least 4 of the below listed modules</p> <p>Modules to be considered: FI,CO, MM, SRM, CRM, HR, EP, PM, PS, BI, RE</p> <p>Combine Total Value between 50 cr to 60 cr 6 Marks</p> <p>Combine Total Value between 61 cr to 70 cr 7 Marks</p> <p>Combine Total Value between 71 cr to 80 cr 8 Marks</p> <p>Combine Total Value between 81 cr to 100 cr 9 Marks</p> <p>Combine Total Value 100cr and above 10 Marks</p>
SAP Partner(partner type: Implement, Service & support solutions)	10	<p>Platinum Partner – 10 Marks</p> <p>Gold Partner – 9 Marks</p> <p>Silver Partner – 8 Marks</p>
SAP Experience (Based on number of Users)	10	<p>Experience in undertaking customization/ implementation/ post-implementation support projects(Consulting Projects shall not be considered) with no. of users as below:</p> <p>(Certificate from Client mentioning the number of users)</p> <p>Coverage of</p> <p>>=9000 users 10 Marks</p> <p>>=7000users 9 Marks</p> <p>>=5000 users 8 Marks</p> <p>>=3000 users 7 marks</p>
SAP Certified Employees	5	<p>>=25 to <=100 Employees – 3 Marks</p> <p>>=101 to <=500 Employees – 4 Marks</p> <p>>=501 Employees – 5 Marks</p>

D. Approach & Methodology

Evaluation Criteria	Max. Marks	Criteria
Approach & Methodology	10	<p>The clarity and comprehensiveness will be evaluated for following aspects of project management and service management.</p> <ol style="list-style-type: none"> 1. Optimum utilization of existing modules implemented in MCGM, as per Industry best practices - 3 Marks 2. Integration within SAP module and non-sap applications with SAP – 2 Marks 3. New Module Implementation Methodology (Implementation of TRM, GRC and IS-Utility Modules, Mobile based services, Open text and Archival solution of SAP) - (2 Marks) 4. Service Management (0.5 Marks) – Detailing of problem management, configuration management, incident management procedures, release management & security management. 5. Tools & Asset (0.5 Marks) – Provision of proven tools and assets for related technology and operations support. 6. Helpdesk Management (2 Marks) – Detailing of ticket management, Tool to be used, automated SLA reports.

E. Training & Transition Management

Evaluation Criteria	Max. Marks	Criteria
Training & Transition Management	10	<ol style="list-style-type: none">1. Transition Management, Production Takeover (5 Marks) – Approach taken towards completion of transition from existing vendor to new vendor. Approach towards handover of production environment to whom so ever MCGM appoints.2. Training (5 Mark) – Approach taken towards providing quality training to MCGM end users in terms of classroom training and online training with plan to optimize the support team.

F. Technical Presentation

Evaluation Criteria	Max. Marks	Criteria
Presentation	5	<ol style="list-style-type: none">1. Presence of Named Project Manager. Commitment provided for each role below will gain marks Project Manager – 2 Mark2. Over all Q&A and Clarifications – 3 Marks Answered All Questions/Clarifications and Commitment on all Asks within the scope of services mentioned in the RFP = 100% If Not Answered (Firm decision not taken by Service Provider) All Questions/Clarifications and Commitment on all Asks within the scope of services mentioned in the RFP up to 2 Questions/Clarification= 75% If Not Answered (Firm decision not taken by Service Provider) All Questions/Clarifications and Commitment on all Asks within the scope of services mentioned in the RFP up to 3 Questions/Clarification = 50% If Not Answered (Firm decision not taken by Service Provider) All Questions/Clarifications and Commitment on all Asks within the scope of services mentioned in the RFP above 3 Questions/Clarification = 0%

4. [Bill of Quantity](#)

Details to be filled up for price bid are as below. .

The fees shall be inclusive of Value Added Tax or Sales Tax, Service Tax, Income Tax, duties, fees, levies, charges, and commissions as applicable under the relevant Laws of India. Should there be a change in applicable taxes, the actual taxes on the date of billing would prevail.

Table 1: Fixed Price Item

#	Manpower Category	Quantity in Nos.	Duration of Services required in Months	Rate per month	Total Cost of Services
1	Project Manager	1	36		
2	SAP Netweaver (Basis) Administrator (Secondary)	4	36		
3	SAP ABAP (Programmer) Consultant(Secondary)	12	36		
4	SAP – Finance Consultant(Secondary)	2	36		
5	SAP – Plant Maintenance Consultant(Secondary)	1	36		
6	SAP – Material Management Consultant(Secondary)	1	36		
7	SAP – Project System Consultant(Secondary)	1	36		
8	SAP – Human Resources Consultant(Secondary)	2	36		
9	SAP – Supplier Relationship Management Consultant(Secondary)	1	36		
10	SAP – Real Estate Consultant(Secondary)	1	36		
11	SAP – Citizen’s Portal & Ward Management Consultant / Customer Relationship Management (For Citizen Services - Secondary)	6	36		
12	SAP – Citizen’s Portal & Ward Management Consultant (For Enterprise / Netweaver Portal)(Secondary)	1	36		
13	SAP – Business Intelligence / Business Objects Consultant(Secondary)	1	36		
14	Java Developer (Secondary)	1	36		
15	Software Testing Professional(Secondary)	2	36		
16	Primary (Field Support) Staff (Year 1)	118	36		
17	Up gradation of existing SAP Modules at MCGM *(Lumpsum / 1 Job)	1	1		
Total Fixed Price Of Bidder					

Remark: For More details on up gradation please refer Section- 6

Note: If MCGM decides to go to S4/HANA, the resource qualification should match S/4 HANA skill set.

Roles and Responsibilities of Primary and Secondary staff is given below

*The detailed Scope of Work of the Service Provider for the up gradation of the existing SAP module at MCGM is mentioned in Annexure XIII

* The term “Up gradation of existing SAP modules” in BoQ means complete Technical Up gradation as well as functional Up gradation. Also the final payment of the service provider will be released only after complete up gradation (i.e. Technical up gradation as well as functional up gradation)

Above table is only for price discovery and MCGM does not guarantee any minimum service procurement during the period of contract.

Note:

1. The Bidder should submit only the 'Summary of the Commercial Format' on the e-Tendering portal and the detailed commercial bid should be submitted manually along with the submission of the EMD. The formats for detailed commercial bids to be as per formats defined in his RFP.
2. The allocated Secondary Resources of the service provider to provide services of different modules can be interchanged as per the requirement of the MCGM and in this case the order of the Director (IT) will be final.
3. The bidders may visit the site and obtain additional information at their own cost and responsibility.
4. It is to be noted by the Service Provider that MCGM will have full right to operate / non operate any line item mentioned in BoQ.
5. The Selected Agency will quote both for Implementation cost and the Operations and Maintenance cost, the details of which are given in the Bid Document.
6. MCGM to scale up and scale down resources based on requirements. Any line items may be removed from the scope based on MCGM's discretion.
7. All the prices are to be entered in Indian Rupees ONLY.
8. Prices indicated in the schedules shall be inclusive of all taxes, Levies, duties etc. It is mandatory to provide breakup of all Taxes, Duties and Levies wherever asked for.
9. During the payment stage, MCGM reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.
10. The Bidder needs to account for all Out of Pocket expenses due to Boarding, Lodging and other related items. No additional/separate payment shall be made regarding the same.
11. For the purpose of evaluation of Commercial Bids, MCGM shall make appropriate assumptions to arrive at a common bid price for all the Bidders. This however shall have no co-relation with the Contract value or actual payment to be made to the Bidder.
12. The Contract Price shall be firm and not subject to any alteration.

13. The Selected Agency should be deemed to have satisfied itself as to the correctness and sufficiency of the contract price, which shall, except as otherwise provided for in the contract, cover all its obligations under the contract.
14. Please note invitation of price discovery rate for future requirements does not imply guarantee of any additional work or any increase in scope. The price discovery rates are being invited to meet any exigency requirements if a need emerges during the period of contract with respect to deployment of additional manpower resources.
15. The rate/cost quoted for AMC and price discovery elements would be considered for additional procurement/payment in future.
16. Wherever present, the items mentioned as Lump Sum in above table will have quantity as 1 in the BoQ available online via e-tendering. However the bidder should consider the same as Lump Sum and submit the commercials.

Details to be filled up for price bid (Variable Components) are as follows:

Table 2: Rate Contract Items

#	Item	Quantity	Monthly Rate (INR)
1	Man-month rate for SAP – TRM Consultant	1	
2	Man-month rate for SAP – GRC Consultant	1	
3	Man-month rate for SAP – IS Utilities Consultant	1	
Total Rate Contract Item of Bidder			

Above two tables are only for price discovery and MCGM does not guarantee any minimum service procurement during the period of contract

The rates mentioned above will be considered as final bid price by bidder for commercial evaluation.

The rates quoted must be inclusive of any out of pocket and any other incidental expenses.

Commercial Score Calculation:

Bidders Commercial Score (F) = (Fixed Price Calculation for Bidder X 0.95) + (Rate Contract Item Calculation for Bidder X 0.05)

Fixed Price Calculation for Bidder = Lowest Total Fixed Price/Total Fixed Price of Bidder

Rate Contract Item Calculation for Bidder = Lowest Total Rate Contract Item /Total Rate Contract Item of Bidder

Final Score Calculation:

Final Score = 70% (Technical Score) + 30% (Commercial Score)

5. Service Level Agreement (SLA)

Following are the criticality levels of the services to be rendered by the Service Provider under this contract.

The resolution time shall not exceed the stipulated time for the Metric given in the below table. All the calls are to be closed within specified Service Level Agreement (SLA), irrespective of time the call is registered. The Service Level Agreements (SLAs) covered will be calculated on 24 hours a day 7 days a week basis.

It is proposed that a SLA holiday will be provided to the SERVICE PROVIDER for a period of 3 month (90 Days) from the day of start of project. After that all the applicable Performance as well as other SLAs will apply. All the SLAs will be revisited at the end of second quarter, to analyze if any changes are required in certain parameters to make it more transparent, quantitative and robust. This shall be solely at discretion of MCGM only.

Service Level Agreement for various parameters: -

#	Service Metric Parameter	Metric	Frequency	Penalty
A. SAP Training (Applicable for existing and new modules of SAP)				
1	Participant Satisfaction	>= 80%	Per Occurrence	Rs.10,000 (when participant satisfaction drops below the specified metric on the basis of feedback form).
2	Training Timeline Adherence	>= 98%	Per Occurrence	Rs.10,000 for missing scheduled timelines.
B. Change Request (Applicable for changes in existing / already deployed modules of SAP)				
1	Criticality of Change – Low	< T+2 weeks, where T is the timeframe for completion of the Change request as agreed upon by MCGM and Service Provider	Weekly per Occurrence	0.1% of total contract value per week/part thereof for the first two weeks for each occurrence, 0.5% of total contract value per week/part thereof for every subsequent week, subject to a maximum of 5 % post which MCGM may invoke Annulment of the contract.
2	Criticality of Change – Medium	< T+1 weeks, where T is the timeframe for completion of the Change request as agreed upon by MCGM and Service Provider	Weekly per Occurrence	0.2% of total contract value per week/part thereof for the first two weeks for each occurrence, 0.5 % of total contract value per week/part thereof for every subsequent week, subject to a maximum of 5 % post which MCGM may invoke Annulment of the contract.
3	Criticality of Change – High	< T, where T is the timeframe for	Weekly per Occurrence	0.5% of total contract value per week/part thereof for the first two weeks for each occurrence,

		completion of the Change request as agreed upon by MCGM and Service Provider		1.0% of total contract value per week/part thereof for every subsequent week, subject to a maximum of 5 % post which MCGM may invoke Annulment of the contract.
C. Issue Response & Resolution (applicable for issues in existing as well as new modules of SAP proposed to be implemented in this contract).				
1	Severity 1 Issue	Response Time: <=2 Hrs From the time is logged by end user Resolution Time: <= 8 Hrs from the time the call is logged by end user.	Daily	0.1% of total contract value per day for the first day, 0.20% of total contract value per day every subsequent day, subject to a maximum of 5.0 % post which MCGM may invoke Annulment of the contract.
2	Severity 2 Issue	Response Time:<=4 Hrs from the time the call is logged by end user. Resolution Time: <=4 Days from the time the call is logged by end user	Daily	0.20% of total contract value per day every subsequent day, subject to a maximum of 5.0 % post which MCGM may invoke Annulment of the contract. 0.20% of total contract value per day every subsequent day, subject to a maximum of 5.0 % post which MCGM may invoke Annulment of the contract.
3	Severity 3 Issue	Response Time: <= 1 Day from the time the call is logged by end user. Resolution Time: <= 10 Days from the time the call is logged by end user.	Daily	0.1% of total contract value per day for the first day, 0.20% of total contract value per day every subsequent day, subject to a maximum of 5.0 % post which MCGM may invoke Annulment of the contract.
4	Severity 4 Issue	Response Time: <= 2 Days from the time the call is logged by end user. Resolution Time: <= 20 Days from the time the call is logged by end user.	Daily	0.1% of total contract value per day for the first day, 0.20% of total contract value per day every subsequent day, subject to a maximum of 5.0 % post which MCGM may invoke Annulment of the contract.
D. New Module Roll out (applicable after receiving formal approval from MCGM for implementation)				

1	Project Initiation & Team Mobilization	< T+2 weeks, where T is the timeframe for completion of the specified activity as agreed upon by MCGM and Service Provider	Weekly per project	0.1% of the yearly contract value per week/part thereof for first two weeks, 0.20% of yearly contract value per week/part thereof for every subsequent week, subject to a maximum of 2.0 % post which MCGM may invoke Annulment of the contract.
2	Requirements Analysis & Design	< T+9 weeks, where T is the timeframe for completion of the specified activity as agreed upon by MCGM and Service Provider	Weekly per project	0.1% of the yearly contract value per week/part thereof for first two weeks, 0.20% of yearly contract value per week/part thereof for every subsequent week, subject to a maximum of 2.0 % post which MCGM may invoke Annulment of the contract.
3	Development & Coding	< T+35 weeks, where T is the timeframe for completion of the specified activity as agreed upon by MCGM and Service Provider	Weekly per project	0.1% of the yearly contract value per week/part thereof for first two weeks, 0.20% of yearly contract value per week/part thereof for every subsequent week, subject to a maximum of 2.0 % post which MCGM may invoke Annulment of the contract.
4	Testing & UAT	< T+42 weeks, where T is the timeframe for completion of the specified activity as agreed upon by MCGM and Service Provider	Weekly per project	0.1% of the yearly contract value per week/part thereof for first two weeks, 0.20% of yearly contract value per week/part thereof for every subsequent week, subject to a maximum of 2.0 % post which MCGM may invoke Annulment of the contract.
5	Operations, Maintenance & Warranty support	Submission of required reports as per the time lines finalized with the department (Maintenance/ Support/ reports, Escalation Reports)	Weekly per project	0.1% of the total contract value per week/part thereof for first two weeks, 0.20% of total contract value per week/part thereof for every subsequent week, subject to a maximum of 5.0 % post which MCGM may invoke Annulment of the contract.

E. Miscellaneous Factors				
1	Compliance in document versioning and maintenance (FRS, SRS, Business Blue Prints, User Training Manual etc.), application version control, updates & patches etc.	100% as per requirement timelines	Daily per occurrence	Rs.10,000 per occurrence per day of delay.
2	Manpower Availability & Readiness	100% as per requirement timelines	Daily	Rs 10,000 per day in case there is shortage in manpower deployment or lack of adequate skills as listed in the section <<section number to be included from SAP tender>>
3	Scheduled downtime for System Maintenance per week	<= 2 times per month	Per Occurrence	Rs. 1, 00,000 per occurrence for unscheduled downtime or scheduled downtimes exceeding the specified metric.

6. Scope of Services Under each System upgrades (Maximum duration for all type of up gradation should not be more than Three Months) :

In this activity a technical upgrade will be carried . In this upgrade all existing programs, includes screens, menus, user exits, custom reports will be taken care and adopted to the new version.

This will be a technical upgrade where from Service Provider side Service provider will ensure that all, Transactions, ABAP reports ,outputs and Reports which are currently are being used are taken care on the new Upgraded system. Post Upgrade , System Provider will provide support for any issue related the above upgrade activity.

The functional related activities like UAT required during the upgrade need to be taken care by Service provider in coordination with MCGM Team. Scope of below proposal is for BASIS related activities only and ABAP objects affected during the upgrade.

1. ECC Upgrade

	Current SAP Version	Target SAP Version
SAP Version	SAP ERP 6.0(Unicode)	SAP ERP 6.0 EHP8(Unicode)/ SAP S/4 HANA
Operating System	RHEL 5	RHEL 7.1/ OS compatible with HANA DB
Database	Oracle 10g	Oracle 12c/ HANA DB

2. BW Upgrade

	Current SAP Version	Target SAP Version
SAP Version	SAP Netweaver BW 7.0	SAP Netweaver BW 7.5(Unicode)/ SAP BW Powered by HANA
Operating System	RHEL 5	RHEL 7.1/ OS compatible with HANA DB
Database	Oracle 10g	Oracle 12c/ HANA DB

3. CRM Upgrade

	Current SAP Version	Target SAP Version
SAP Version	SAP Netweaver CRM5.0 (Unicode)	SAP Netweaver CRM 7.4 EHP4(Unicode)/ SAP CRM 7.4 Powered by HANA
Operating System	RHEL 5	RHEL 7.1/ OS compatible with HANA DB
Database	Oracle 10g	Oracle 12c/ HANA DB

4. SRM Upgrade

	Current SAP Version	Target SAP Version
SAP Version	SAP Netweaver SRM 5.0 (Unicode)	SAPNetweaver SRM 7.4 EHP4(Unicode)/ SAP SRM 7.4 Powered by HANA
Operating System	RHEL 6	RHEL 7.1 / OS compatible with HANA DB
Database	Oracle 10g	Oracle 12c/ HANA DB

5. Bobj Upgrade

	Current SAP Version	Target SAP Version
SAP Version	SAP BOBJ4.0 (Unicode)	SAP BOBJ4.1 (Unicode)/SAP BO Powered by HANA
Operating System	Windows Server 2008 R2	Windows Server 2008 R2/ OS Compatible with HANA DB
Database	MS SQL Server 2008	MS SQL Server 2008/HANA DB

SAP Functional Upgrade: In this activity functional upgrade will be carried . In this upgrade all existing functions, includes screens, menus, user exits, custom reports will be taken care and adopted to the new version.

This will be a functional upgrade where from Service Provider side Service provider will ensure that all, Transactions, ABAP reports ,outputs and Reports which are currently are being used are taken care on the

new Upgraded system/ Post Upgrade , System Provider will provide support for any issue related the above functional upgrade activity.

The functional related activities like UAT required during the upgrade will be taken care by the Service Provider in coordination with MCGM Team

Note: In case of SAP S/4 HANA implementation this would be a prerequisite step.

7. [Disclaimer](#)

The Corporation retains the liberty to change the specifications of the Services to be procured. The suggestion / objections received may or may not be considered if the same is not in consonance with the requirements, MCGM reserves it right to reject the same.