



The Pharmaceutical Corporation (Indian Medicines) Kerala Ltd.

Kuttanellur P. O., Thrissur - 680 014

(A Govt. of Kerala Undertaking)

E-Tender document for AMC Support for SAP ERP Environment at Oushadhi

E-Tender No: OUSHADHI/SAP/IT-07/2024

1. Invitation for Proposal

Oushadhi invites e-tender through Kerala e tender portal in two cover system for AMC support for SAP ERP Environment as per Scope of Work given at Section 3 of this document. This request for Proposal is not transferable.

For the purpose of this tender the “Bidder or Vendor or Contractor or Application Service Provider” means Vendor participating in the bidding process.

1.2 Bid Schedule

SL No:	Description	Detailed Information
1	Name of Project	AMC support for SAP ERP Environment
2	Tender No:	OUSHADHI/SAP/IT-50/19
3	Cost of Tender Document	Rs. 1770/- including GST
4	Earnest Money Deposit (EMD)	1% of total quoted value
5	Currency of Payment	INR (Indian Rupees)
6	Tendering System	Two Cover
7	Bidding Submission Start Date & Time Document can be downloaded from Kerala e-Procurement portal. https://etenders.kerala.gov.in	25.02.2025 10:00 am
8	Bidding Submission Closing Date & Time	08.03.2025 05:00 pm
9	Bid Opening Date & Time	10.03.2021 10:00 am

2. General Information

Oushadhi has implemented SAP ERP System for its day-to-day activities and operations since the year 2017. The Authority desires to award the contract for Annual Maintenance of SAP ERP system initially for a period of One (1) Year extendable up to three (3) years, year on year basis as per the Authority requirement and performance of the vendor. The Bidder either should be based at Kerala or willing to extend support to Kerala. Oushadhi desires to appoint application service provider to support on SAP. Service provider has to post an expert when requested by Oushadhi for onsite support.

2.1 Overview of the present Request for Proposal (RFP)

- OUSHADHI has implemented SAP ECC 6.0 EHP7 with Sybase backend RDBMS in its Data Center for its activities in the areas of:

Functional Modules

- Human Capital Management (HCM)
- Finance and Controlling (FICO)

- Materials Management (MM)
- Production and Planning (PP)
- Quality Management (QM)
- Sales and Distribution (SD)
- Plant Maintenance (PM)

Technical Modules

- Basis Administration
- ABAP
- SAP Portal
- Solution Manager
- SAP Router

3. Scope of Work and Other Terms and Conditions

- i. Ensure that the ERP server and application run un-interruptedly and smoothly.
- ii. During the maintenance period, the vendor will also provide required Technical and Functional Support for the ERP Application.
- iii. Configure all types of documents including invoices/ reports / returns/ registers as per requirement.
- iv. In particular: Normal stages of development, transport to quality for quality assurance and transport to production shall be followed for all the works with clearance from Oushadhi core team members concerned at every stage.
- v. Downloading of necessary support pack and patches from SAP market place.
- vi. Documentation of configuration changes to system, test cases and test results.
- vii. All new updates to be provided along with training.
- viii. It is advised to study the Tender document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
- ix. No bidding through joint-ventures or consortium is allowed.
- x. Oushadhi reserves the right to change the dates mentioned in table at para 1 .2 above. Changes/Amendments/Corrigendum if any, related to the tender document will be posted on E-procurement portal. Bidders in their own interest must check the website before submitting the bids.
- xi. Oushadhi reserves the right to accept or reject the bid without assigning any reason thereof.

- xii. Bids should be submitted online in the prescribed format given at Kerala e-Procurement portal. No other mode of bid submission is acceptable.
- xiii. The support can be offsite or onsite depending on problems encountered.
- xiv. The earnest money deposit will be refunded to the unsuccessful tenderers after the accepted tenders are finalized and contract is settled.
- xv. The successful tenderer will also require to deposit of 5% of the Contract value as Security Deposit in the form of DD drawn on any Nationalized/Scheduled bank in favor of Managing director, The Pharmaceutical Corporation (I.M) Kerala Ltd, payable at Thrissur on or before the date specified for the execution of agreement. The SD will be refunded on successful completion of AMC period.
- xvi. The Contactor shall execute an agreement in Kerala stamp paper (stamp duty to be paid by contractor) in the prescribed format within 7 days of receipt of work order.
- xvii. If the tenderers fail to execute the agreement and/or deposit the required security within the times specified, withdraw their tender after the communication of the letter of acceptance or fail to comply with conditions (xiv) above or owing to any other reason their contract will be cancelled at their risk and cost and the earnest money deposited by them along with their tender will be forfeited by the Pharmaceutical Corporation (Indian Medicines) Kerala Ltd. They will also be liable for all damages sustained by The Pharmaceutical Corporation (Indian Medicines) Kerala Ltd by reason of such breach including liability to pay any difference between the prices accepted by the Corporation and those ultimately paid by the Corporation for such services. Such damages shall be assessed by the Managing Director whose decision will be final.
- xviii. The quoted rate of bidder must be all applicable taxes and duties of State Government as well as Central Government excluding GST.
- xix. The rates quoted by the bidder shall be firm throughout the Contract period and there shall be no upward revision of the rates quoted by the bidder for any reasons whatsoever. It should be clearly understood that any claims for extra Taxes, duties etc., shall not be entertained in any case whatsoever once the tenders are opened.
- xx. No advance payment will be made to the contactor.
- xxi. Payment will be made to the vendor based on the bill on quarterly basis.

4. Term of Reference (TOR) & Service Level Agreement (SLA):

- Providing of support for the End Users by clearing the issues raised by them at Production Level. Enlightening the End Users with regard to the issues, implementing the changes at Configuration Level as and when required.

- Implementing the internal Circulars from Oushadhi as and when required, implementing Periodical Changes, maintaining the SAP ERP Application for the changes necessitated by internal or external circumstance, any other changes as required by the Oushadhi.
- Carrying out Customization/Configuration changes for new requirements / new processes as and when required.
- 6 Days, 8 hours Support on weekly basis. Working days: Monday – Saturday. Exclusion National Holidays. Emergency On-Call / On-Site support as and when required.
- Periodical On-Site Support: minimum 2 to 3 days during month.

5. Eligibility Conditions for The Proposed Vendors

- The vendor should have implemented SAP ECC 6.0 ERP system should be a Service provider for supporting the SAP ECC 6.0 ERP system
- The vendor should be providing AMC services for SAP Systems for the past 3 years. The Vendor shall submit the copy of the certificates obtained from clients regarding satisfactory AMC support provided to them. List of Clients for whom similar service is being rendered should be provided.
- The proofs for the turnover for the preceding 3 years shall be submitted along with their technical proposal. The proofs should be in the form of Income Tax Returns / Certificate from a qualified Chartered Accountant.
- The Vendor should be sensitive to Customers and should meet Customer Expectations within the agreed time limits.
- The AMC supporting personnel are expected to have SAP Certification, though not mandatory. They should be well versed and conversant with the latest developments in SAP and allied areas.
- The Vendor should have proper Organizational Structure and should provide a clearly defined Escalation Matrix for handling various issues.
- The past satisfactory performance of the Vendor in providing similar services would be one of the deciding factors for Technical Short Listing.
- The Bidder should not have been blacklisted by any of the Government or PSU's in India or abroad. A formal declaration to this effect should be attached as part of the Bidding Document.

6. Landscape Implementation of SAP ERP in Oushadhi

A	SYSTEM LANDSCAPE		
1	Server Details	HP ProLiant DL180 Gen9 HP ProLiant DL320e Server IBM - PID -7947IS5	Development Server Quality Server Production Server Sandbox Server Solution Manager SAP Router
2	Operating System	Windows Server 2012	
3	SAP Landscape with Version	SAP ECC 6.0, EHP7	
4	Database	Sybase	
5	Modules/business processes currently implemented for Company code	SAP-FI/CO SAP-MM SAP-SD SAP-PP SAP-QM SAP-HCM SAP-PM	
B	BUSINESS RELATED		
3	Number of Company Codes constitute in business and require GST implementation. Details of company codes and client details	One company code OUSH-OUSHADHI	
4	Details of Chart of Accounts (COA) used for all the company codes.	One COA 1000-OUSHADHI Chart of Accounts	
5	Plants currently configured in SAP system	Two plant, Six Depot	
C	GENERAL		
6	SAP USER	SAP License 50 users	

Sd/-
Managing Director