SCOPE OF WORK AND SPECIAL TERMS & CONDITIONS

1. Introduction

1.1 Purpose of Document

The purpose of this document is to describe the functional & technical specifications for the account payable automation and requirements from the vendor portal.

1.2 Background & Context

IGL is leading City Gas Distribution Company selling CNG and PNG from last 25 years. Over the years, the scale & diversity of operations has increased many folds. The company has increased its foot prints beyond the Delhi/NCR area. The company has presence in four states and the number of Geographical Areas have also increased significantly over the past decade. With the view to integrate all the functions, the Company has implemented the ERP system from SAP.

Existing Mechanism of Vendor Invoice Processing:

At present, the Vendor Invoices are processed in SAP wherein Invoices in Hard Copy along with relevant supporting documents are submitted by vendors which are scrutinized/approved at multiple levels, and after that the service entry is made in SAP by the user department and processed further by finance for making payment to vendor.

Following steps are involved in processing of Vendors Invoices:

- Vendor submits hard copy of Invoice along with supporting documents. Such submission can be done by Vendor at Control Rooms, Site Offices, Head Office, directly to the concerned person, etc.

- The recipient (at site office, Control Rooms, etc.) checks the Invoice and other documentations and sends the same to Head Office for further processing along with Service Entry Sheet/ GRV.

- In case of Projects department Invoices, initial checking is also done at the level of Third Party Inspectors, and Project Management Consultants as well before submission of the same to IGL.

- The Concerned User department verifies various documentation, Invoices, accuracy of SES/GRV, and the Service Entry Sheet is signed and released at several levels including the Engineer In-Charge.

- Any retentions/ deductions relating to quality, quantity, documentation, delay, material reconciliation etc. to be done from the Invoice are recorded in service entry sheet in SAP by the User department.

- After the service entry sheet is released from EIC, the same is then sent to Finance for final payment.

- Finance department checks the accuracy of documents and verifies the Cost Centre, GLs, Bank Guarantees, Adequacy of Invoice, etc. and ensures that appropriate deductions on account of taxes are recorded.

- When the above are found in order, Invoice Verification is done in SAP, and after dual check, payment is processed.

1.3 Solution Description & Business Context

IGL intends to implement Vendor Invoice Management System (VIMS) module of SAP alongwith vendor portal to standardize invoice management process and digitalize the process workflow to improve team productivity and leverage process automation across the invoice management lifecycle and provide self-service platform to suppliers and enable them to maintain their profile, access PO details, generate and submit invoices, track payment progress and seamlessly communicate with users in IGL. The self-service portal is envisaged to drive convenience and satisfaction across the supplier base of IGL.

IGL has chosen SAP Vendor Invoice Management by OpenText for the automation needs and is seeking services of bidder to implement the software in IGL's business context to derive desired business benefits and value.

The key elements and features of the proposed solution must include the following:

- **Vendor self-service portal** to enable suppliers to view post PO details, submit invoices, upload supporting documents and track progress of invoice processing along with associated services.

- **Invoice assimilation/scanning, extraction & analysis** to cater to multiple sources of invoice submission like paper-based invoice, email invoices, digitally uploaded invoice, etc. and perform self-learning and template agnostic extraction of relevant invoice fields.

- **Pre-verification and flag exceptions** Set invoice matching rules and tolerance levels so that system verifies and approves the first level of invoice submission and reviewers are only involved when exceptions are raised.

- **Processing, workflows and monitoring** of invoice processing and automatic routing in parallel or sequential and rule/ logic-based manner to the query handler for resolution, approval and payment.

- **Perform 2-way / 3-way match and flag anomalies** based in the GRN and SES generated in ERP system.

- **Real time notifications & alarms** to IGL designated personnel during anomalies observed in invoice processing.

- **Process for Document Archival and retrieval to enable lifetime storage** of the invoice and supporting documents for easy access and retrieval from auditory and integrity standpoint.

  Descriptive analytics, reports and dashboards to Generate valuable insights that can be used to strategically refine not only AP processes but overall operation. Strict regulatory compliance and reporting for auditory needs.

  Compliances The system should provide the standard and SAP compliances in IGL such as Labour Laws, DOP compliances, SAP availability checks, Tax compliances including GST, Excise, Income Tax, TDS, VAT, etc.

The bidder will be responsible for:
- **Recommending To-Be invoice management process** at IGL considering existing solution capabilities and process automation needs of IGL for optimized and efficient invoice processing.
- **Developing the solution blueprint** bridging automation needs and To-Be process in agreement with IGL stakeholders.
- **Implementing SAP VIM by Opentext® along with vendor portal and configuring other OT features** of solution in line with solution blueprint.
- Conducting training of users and other relevant stakeholders on the developed solution.
- **Handholding/ Annual maintenance** of the solution provided as detailed in scope

  (both software solution and associated technology infrastructure)

Note: The software licenses of SAP VIM by Opentext ® will be procured by IGL directly and provided to the successful vendor for implementation.

2. AS-IS Invoice Management Process

IGL has a dedicated invoice processing team of 8~10 personnel in Finance Department. The volume of invoices being handled by the team is close to 30000 invoices annually comprising of PO and Non-PO Invoices.

Major steps of invoice processing involve receiving of invoices, pre-verification of invoice details and manual entry of invoice details on the Bill Tracking System, 2 way/ 3-way match against the PO details entered in SAP ERP followed by verification of associated documents like quality document, technical details etc.
The invoice is verified by user department and SRIR/GRIR is created in SAP by them. The invoice along with supporting departments and SRIR/GRIR is forwarded to finance department. The finance department records MIRO document for the same, and then the invoice is is posted for payment in SAP and the cash management team processes bank transfer of the funds to the supplier.
Three major types of invoices and their detailed workflows are as mentioned below:

1) GRN Based Invoices

S.No	Steps	Details	Owner/ Function	System Integration
1	Invoice Submission by Vendor	Original or digitally signed Email invoices are acceptable	Vendor	NA
2	Receiving of Invoice	Manual posting of invoice in Bill Watch System (BWS) 1) Invoice number 2) Order Number 3) Receipt No. 4) Received By 5) Received Data 6) Vendor code (Details etc.) 7) Bill description	Stores Department	BWS (SAP ECC)

S.No	Steps	Details	Owner/Function	System Integration
3	3 Way Match & Technical Verification	1) GRN is generated at this stage by stores department in discussion with user function. 2) Details like PO number, PO quantity, value, approved material is cross verified using the GRN in SAP ECC. 3) Technical verification based on documents submitted by the vendor.	Stores Department	SAP ECC (MIGO)
4	Forwarding for invoice processing	Post successful technical verification the invoice is forwarded to the finance department with supporting documents.	Stores Department	- Transfer of papers / Email - Marked in BWS
5	Commercial Verification of the Invoices (MIRO)	Matching details of Invoice and Purchase Order and raising exceptions in case of anomalies 1) Details mentioned in invoice and against actual PO 2) Approval note from user department 3) Bank Guarantee validity 4) Tax invoice should be as per GST ACT. 5) Budget availability check	Finance	BWS (SAP ECC)
6	Payment Processing	If all the details are found OK, then payment advice is generated for Cash department for payment release	Finance	BWS (SAP ECC)
7	Fund Transfer	Transfer of funds to vendor account (from vendor master) and payment advice is sent to vendor through mail automatically.	Cash Department	SAP ECC 6.0

2) SES based Invoices

S.No	Steps	Details	Owner/Function	System Integration
1	Invoice Submission by Vendor	Original or digitally signed Email invoices are acceptable	Vendor	NA
2	Receiving of Invoice	Manual posting of invoice in Bill Watch System (BWS) 1) Invoice number 2) Order Number 3) Receipt No. 4) Received By 5) Received Data 6) Vendor code (Details etc.) 7) Bill description	User Department	BWS (SAP ECC 6.0)
3	3 Way Match & Technical Verification	1) SES is either already generated or is generated at this stage by user function. 2) Details like PO number, PO quantity, value, approved services are cross verified using the ML81N in SAP. 3) Technical verification based on documents submitted by the vendor.	User Department	SAP ECC 6.0 (ML81N)

4	Forwarding for invoice processing	Post successful technical verification the invoice is forwarded to the IPT with supporting documents.	User Department	- Manual transfer of papers / Email - Marked in BWS
5	Commercial Verification of the Invoices (MIRO)	Matching details of Invoice and Purchase Order and raising exceptions in case of anomalies 1) Details mentioned in invoice and against actual PO 2) Approval note from user department. 3) Bank Guarantee validity. 4) Checking of challans like PF/ESIC challan 5) Tax invoice should be as per GST ACT. 6) Budget availability check	Finance	BWS (SAP ECC)
6	Payment Processing	If all the details are found OK, then payment advice is generated for Cash department for payment release	IPT	BWS (SAP ECC)
7	Fund Transfer	Transfer of funds to vendor account (from vendor master) and payment advice is sent to vendor through mail automatically.	Finance	SAP ECC

3) Non-PO based Invoices

S.No	Steps	Details	Owner/ Function	System Integration
1	Invoice Submission by Vendor	Original or digitally signed Email invoices are acceptable	Vendor	NA
2	Receiving of Invoice	Non-PO invoices are handled outside of Bill Tracking System through in house developed SAP programme (FRF).	User Department	
3	Approval Note	1) After management approval, the same is forwarded to Finance Department along with the invoice and Vendor Bank details with GSTIN no. (in case vendor master is not updated or created in the SAP system) through FRF. 2)	User Department	NA
4	Forwarding for invoice processing	Post generation of management approval note, the invoice is forwarded to the IPT with supporting documents.	User Department	- Manual transfer of papers / Email
5	Verification of the Invoices	Matching details of Invoice and Purchase Order and raising exceptions in case of anomalies 1) Details mentioned in invoice and supporting documents 2) Approval note from local management 3) Tax invoice should be as per GST ACT. 4) Budget availability check	Finance department	
6	Payment Processing	If all the details are found OK, then direct payments are made using SAP and payment advice is sent to vendor through mail automatically.	Finance department	SAP FI

3. Solution Specifications

3.1 Functional Requirement for Vendor Portal and VIMS

S. No	Details	Remarks
A.	**VENDOR SELF SERVICE PORTAL**	
1.	Allow suppliers/vendors to login the vendor portal using vendor (user) code and password) to seamlessly interact with IGL using single sign-on methodology.	
	In case the credentials for does not exist, the solution should enable vendor to create a user login credentials which should sync with the exiting vendor master database.	
3.	Allow suppliers to submit digitally signed invoices and supporting documentselectronically and in acceptable formats (for ex: .pdf, .tiff, .png, etc.)	
4.	Allow suppliers to view and retrieve line item details associated with their purchase orders.	
5.	Allow suppliers to create invoices through self-service portal based on purchase orders (PO flip) and prevent the incorrect issuing of the invoices. (i.e. missing mandatory information / Invoicing without a PO etc.)	
6.	When an invoice is created via vendor self-service portal (CSV, API, or cXML) system should automatically generate a legal PDF version of the invoice on behalf of the supplier.	
7.	Allow suppliers to manually enter invoice details in pre-defined formats on the portal and upload supporting documents and invoice for further processing.	
8.	Solution should sync with ERP system to fetch relevant and applicable tax details based on the Purchase order details, country of origin, tax rules etc.	
9.	Allow suppliers to access the historical invoices submitted and their status.	
10.	Allow various types of user profiles to be created with user specific rights and functionalities offered. Indicative user profiles are vendor, IGL user and administrator.	
11.	Facilitate query/request interface between suppliers and IGL in terms of raising queries and responding on the same portal by both the end users. Each communication should have unique request ID generated and solution should allow to track the progress of query resolution by Vendor. Same interface should also reflect queries raised by the IGL users on the AP automation solution and vendors should be able to provide the response for these queries on the portal.	
12.	The solution should allow a roadmap to include "chat bot" feature of vendor portal to enable auto replies to queries of the vendor.	

13.	The solution should enable digitized communication between suppliers and IGL to communicate GRN, SES acknowledgements of goods, etc.	
14.	Integrate with the necessary backend systems (SAP ECC 6.0, etc.) to fetch the status of invoices in processing cycle and display status to suppliers under relevant tabs of the vendor portal..	
15.	The vendor portal should display invoice payment status and necessary details. Solution should enable invoice status (ex: receipt, payment, hold etc.) notifications with timelines to suppliers and provide access to detailed status via self-service portal.	
16.	Solution should allow suppliers to download payment related information (e.g. payment advice, retention breakup, tax deduction details etc.) from self-service portal.	
17.	Allow vendor to initiate query/requests to update profile details which should be routed to designated approvers in IGL supplier master management team for further actions. Vendor master should be retained and maintained in SAP ECC 6.0.	
18.	Establish integration with other third-party software/ tools to enable required functionalities as agreed with IGL with the goal of providing best-in-class user experience to the suppliers.	
19.	Allow the vendors to generate detailed report in excel and pdf format for the submitted invoices and issued purchase orders.	
20.	The self service portal should also allow the vendors to opt for early payment discount on specific invoices and such requests should trigger necessary workflows at account payable team of IGL foraction.	
21.	Self service vendor portal should also enable graphical dashboards for open POs, invoice status, total payments etc.	
B.	**INVOICE AGGREAGATION AND PREVERIFICATION**	
22.	The solution should provide flexible receiving options from all three channels (Vendor Portal Submission/upload with Flip PO feature for STP, Centralized email desk, physical invoices through integrated bulk scanning tool.) as required by IGL.	
23.	Solution should be capable of automatically segregating invoices and supporting documents from the documents received at centralized email desk or through bulk scan and creating automatic new request or work item for further processing.	
24.	Solution should allow receiving invoices from RXIL (TREDS) portals. Necessary integrations are to be made by the bidder as part of the scope.	
25.	Solution should have provision to validate the invoices received from vendors with GST Portal for the IRN based invoices. (post e-invoicing guidelines from GOI are effective)	

26.	Solution should support multiple invoicing methods, including e-Invoicing, Invoices automatically mailed to designated users upon creation through electronic channels etc. by the suppliers.	
27.	The solution should provide automatic reading of line level data of invoice through OCR/AI and cross verify the details with PO details present in SAP ECC.	
28.	The OCR/AI technology proposed should be able to read correct data from various file formats like .pdf, .tiff .jpg, .png etc.	
29.	The OCR/AI technology proposed should be able to read header and line level details from invoices irrespective of format of invoices.	
30.	Solution should link invoices and supporting documents with relevant transactions at SAP ERP (ECC 6.0) by fetching the reference number back from the MM module.	
31.	Solution should allow configuring / re-configuringexception scenarios and associated workflows.	
32.	Solution should perform indexing to enter invoice metadata based on scanned image and perform metadata checks.	
33.	Solution should be able to raise exceptions in case of discrepancies, missing information or mismatch in the invoice detail. Based on the type of exception the solution should either decide to park/reject/block the invoice or forward it to user/vendor	
C.	**EXCEPTIONS HANDLING and 2/3 WAY MATCH AND VERIFICATION**	
34.	In the event of exceptions (discrepancies, missing information or mismatch) being identified, the solution should trigger exception handling workflow for routing invoices to the appropriate exception handler.	
35.	The solution should track all the exceptions raised during process and shall maintain history of that with username, date, time and comments.	
36.	Solution should allow sending queries to the vendors in case of exceptions through the same solution platform. The queries raised by IGL user should be visible to the vendor on the vendor portal.	
37.	AI/ML based automatic character recognition technology should continuously learn and improve its accuracy from the actions performed by appropriate query handler to resolve such exceptions in the future.	
38.	Solution should route the case to pre-defined stakeholder at the right procurement sphere in form of workflow.	
C.		

39.	Solution should support the reconciliation based on 3-way matching (PO, GR,) as a standard.	
40.	Solution should have the functionality to automate the Invoice reconciliation process, with highlighting any errors and initiating necessary approval workflows.	
41.	Solution should allow establishing price and quantity "Processing Tolerances" associated with a 3-way match expectations and track exceptions by Supplier and Commodity.	
42.	Solution should have the capability to issue notifications of Invoice Matching and Tolerance Errors by email to users in the workflow	
43.	Solution should produce outcome of invoice matching and tolerance errors in simple format on the tool itself for the user to approve or make amendments.	
44.	User should be allowed/able to mark completion of other process steps like technical verifications etc. if required in the workflow.	
45.	Post successful verification by user function, the solution should automatically perform verifications like Bank Guarantee validity, Tax Compliance, LD applicability, Retention details and other required	
	documents present in the ERP system by interfacing with SAP ECC 6.0.	
46.	In case of confirmed match, the invoice should be prompted for payment posting and user should be able to review and approve the prompt. After approval the invoice should move further in the workflow for payment processing.	
47.	In case of mismatch, the system should present the reasons of mismatch to the user in invoice processing team and seek corrective actions from the user.	
D.	**Non-PO BASED INVOICE PROCESSING**	
48.	The solution should automate the processing of Non-PO based invoices based on the processes/ workflows defined by IGL in handling non-PO based invoices.	
49.	Solution should also maintain a log of non-PO invoices processed in a similar manner to the GRN and SES based invoices.	
E.	**WORKFLOW REQUIREMENTS**	
50.	The solution shall provide a configurable workflow to review and approve invoice processing, as applicable.	

51.	Solution shall automatically record the name of the approver and date and time when the invoice processes are approved. It should also maintain a track of the workflow status, the date/time the jobs are started and ended, the creation and archival date of the documents, etc.	
52.	Solution should allow the user to create ad-hoc tasks at runtime and include ad-hoc user in a workflow as required.	
53.	Solution should support case specific customized invoice process based on IGL requirements. (ex: high value invoices, specific material, vendor, electricity, utility, statutory/govt payments, etc.)	
54.	Solution should support attaching documents and images as required by users in workflow. These documents should be accessible by other users in the workflow.	
55.	Solution should have the functionality of raising parallel queries to multiple users and vendors by the user. The functionality should allow query allocation to other users, its reassignment, delegation and tracking.	
56.	Solution should also provide functionality of automated email and system-based alerts and notifications to the users in invoice processing workflow. The scenarios of notification and alerts are to be defined in conjunction with IGL representatives during implementation.	
F.	**INVOICE PAYMENTS**	
57.	The solution should enable integration with payment clearing systems (SAP ECC FICO module) for payment updates and tracking	
	of approved invoices for users and vendors.	
58.	Solution should also enable real time email notification of payment to the suppliers and communicate the same through vendor portal.	
G.	**REPORTING REQUIREMENTS**	
59.	The solution should offer AP/Invoice related online reporting and analytics capabilities in form of unified dashboard.	
60.	Dashboarding functionality should also provide an overview of the invoices with filters for various statuses. Solution should support toggling between multiple views for example tabular, graphical, grid view etc. as per the choice of user.	
61.	Solution should also provide drill-down functionalities to the user for deeper analysis of reports and dashboards.	
62.	Solution should have analytical functionalities for early payment notifications and associated benefits.	

63.	Solution should provide cycle time analytics (cycle time for requisition approval, invoice approval for example) and process analytics for bottleneck identification.	
64.	Solution should also have built in functionalities to generate report on industry standard metrics: For ex: • Invoice process status, • exception reason etc. along with comment/workflow history – Exception Analysis, • Aging, Productivity, • Invoices groups by type, • Input channel, Key process analytics, etc.	
65.	Solution should enable configuration of custom report formats and their frequency based on the data being generated in invoice automation process..	
66.	Solution should enable user profile-based access control to analysis and reports generated as part of the reporting module. The dashboards should also offer customized views of metrics and granularity based on the role of the user accessing the dashboard.	
67.	Solution shall have functionality to let the user print pre-defined reports, ad hoc reports and export reports to office applications without losing any formatting	
H.	**USABILITY REQUIREMENTS**	
68.	The solution should have the functionality to display the local currency in accordance with the user's locale as per the user's preferences.	
69.	Solution should support the display data to be formatted in accordance with user's locale (e.g. dates, money, numbers)	
70.	Solution should interface with and fetch the currency conversion rates from ERP.	
71.	Solution should automatically detect potential duplicate and fraudulent invoices and payments and flag to the IGL stakeholders for necessary action early stage.	
72.	The system prior to posting identifies payments that exceed predetermined thresholds or statistically determined thresholds based on payment history and notify the same to user.	
73.	Solution should have functionality for problem invoices (receiving errors, pricing, missing receiving reports, etc.) be easily identified in system and prioritized for closure	
74.	Solution should be able to access, and process credit notes and credit memos issued to the suppliers by IGL.	
75.	Solution should be able to access and process the debit notes generated against suppliers by IGL.	

76.	Solution should allow booking multiple invoices to a single PO.	
77.	Solution should support manual data entry or manual workflow initiation wherever required by the approved users with a log/detailed report.	
78.	Solution should configure and support Indian Tax rules and perform verification in accordance to the guidelines defined by tax authorities of India.	
79.	Solution should be able to handle multiple taxes per line item in an invoice.	
80.	Solution should be compatible with e-invoicing regulations mandated by Government of India from October 2020.	
81.	Solution should have a provision to support early payment discounts, dynamic discounting, enforce pre-negotiated contractual discount terms in future.	
82.	Solution should allow users to create a credit note from the invoicing screen, and for suppliers to create credit notes via the supplier portal, integration, or email,	
83.	Solution should provide web-based access and mobile based access of the automation tool for IGL users and similar access of the Supplier Self Service portal to the suppliers.	
84.	The solution should to provide feature of local notifications of exceptions, workflow assignment, etc. to key users on mobile application.	
I.	**TO-BE PROCESS DESIGN & IMPLEMENTATION**	
85.	The bidder will be responsible to develop TO-BE processes for account payable automation at IGL to compliment the solution features and meet the e-invoicing needs of IGL.	
86.	TO-BE processes should be designed keeping all all GAs of IGL in consideration and should recommend centralization / decentralization of invoice receiving and processing.	
87.	TO-BE process design should also clearly identify manpower requirement and organizational change, if required.	
88.	Bidder will be responsible to secure signoffs of key IGL stakeholders on the process design document under solution blueprint stage for implementation by IGL.	
J.	**SECURITY REQUIREMENTS**	
89.	Solution shall have capabilities for admin to provision and de-provision user access to users thus add/remove/modify users accessing the automation solution.	To be checked by IT if it is linked to SAP authorizations

90.	Solution should be capable of defining roles as per need and provide required authorizations and access to different modules, screens, data etc. (Eg., External Auditors)	To be checked by IT if it is linked to SAP authorizations
91.	Solution should allow only authorized licensed users to login into the portal. Data security, user authorization and user access control need to be considered accordingly as per SAP roles while designing the solution components.	
92.	Solution shall support complete end-to-end data encryption across all solution interfaces including web application and mobile application. Solution should support encrypted communication using SSL.	
93.	Solution shall support SSL, HTTPS and session timeouts. Login credentials should be synced up with current IGL Active Directory.	
94.	Bidder to manage application, data and server security for the solution as per ISO 27001 standards.	
95.	Bidder need to ensure to deploy public facing services in a zone (DMZ) different from the application services. The Database nodes (RDBMS) should be in a separate zone with higher security layer.	
K.	**TECHNICAL REQUIREMENTS**	
96.	Bidder to also ensure system complies with all regulatory / security requirements that may arise due to IGL policy updates or changes in Govt. Of India regulations	
97.	The solution should conform to the Information security guidelines issued by IGL for third party applications.	
98.	The solution should be able to expose data stored on cloud/on-prem through APIs to existing IGL data warehouse/ reporting tool so that reports/dashboards can be created on a new/existing BI solution.	
99.	Solution should enable auto resizing feature of HTML based forms as per screen resolution to enable seamless access across mobile devices.	
101.	Solution's mobile browser-based/application access should be accessible on HTTPS using SSL encryption.	
102.	Solution shall log adequate metrics at application level (e.g.: Application Threading, Concurrent Users, Page Response Times, etc.) to support service levels and troubleshooting remediation recommendations	
103.	System shall have ability to automatically capture and log all errors, app failures etc. occurring in the mobile application or browser. The error/defect report is to be made available in the system as part of the deliverable.	
104.	Solution to ensure all data transfer should happen through APIs. File transfer mechanism is not encouraged.	

105.	The automation and AI/ML capability proposed under modules of solution should be reliable and ascertain at least 80% accuracy at the time of deployment. The solution should achieve an accuracy level of at least 90% over 3 months from the date of Go-Live.	
106.	IGL has one Disaster Recovery (DR) datacenter for ERP datacenter. Bidder will be responsible for the installation of the SAP components as mentioned in section 3.3 (Scope of Services) in DR site and also get it configured and integrated accordingly with cloud infrastructure to be setup as part of this scope.	
L.	**TRAINING & CHANGE MANAGEMENT REQUIREMENTS**	
107.	The bidder will be responsible to provide comprehensive training related to AP Automation solution, vendor portal and TO-BE invoice management process to the IGL AP team, user groups and suppliers in a structured training program.	
108.	The bidder is expected to plan, execute and implement overall change management for successful transition of stakeholders towards optimal usage and adoption of SAP VIM tool and vendor portal with minimal disruption to the organization.	
109.	Bidder to submit detailed training strategy, training plan and training materials/ documents (including assessment criteria) to IGL. Same needs to be signed-off with IGL stakeholders before submission.	
110.	Bidder needs to conduct user trainings on product demonstration and TO-BE invoice management process to prepare them for UAT.	
111.	Post UAT, user training program should adequately cover users across levels (executives and employees both), key user functions a t all locations.	
112.	Bidder to provide training manual and support documents to suppliers on how to use vendor service portal with targeted training for different types of suppliers and key users identified within IGL.	
113.	Bidder should follow the "Train the Trainer approach" for delivering the post Go-Live trainings. These trained users will provide knowledge transfer to rest of the users in their department and functions.	
114.	Bidder shall train designated IGL personnel on the configuration, operation/ functionalities, maintenance, support & administration for	
	software, application architecture and components, troubleshooting processes of the proposed services as mentioned in the contract.	
115.	Bidder to share training resources such as videos, quick reference guides, electronic user manuals, on-line courses, on-site courses etc. with IGL to run user trainings post Go-Live of the solution.	
116.	Periodic training may be required to IGL officials for the developments done during the handholding/AMC period.	

| 117. | The Bidder shall comply with the IGL's reasonable request to assist in the identification and specification of any training requirements following expiry or termination. The purpose of such training shall be to enable IGL or any third party (engaged by IGL) to adopt, integrate and utilize the Data and Assets transferred and to deliver an equivalent service to that previously provided by the bidder | |

3.2 Scope of Services

The scope of work under this tender entails implementation services of SAP VIM by Opentext® in SAP ECC landscape as per the user requirements mentioned below.

Sr. No.	Element	Number
1.	Number of Invoices Processed	~30000 Annually
2.	Number of Users	~ 125-150
3.	Number of Suppliers in Supplier Master	~10000

The bidder should expect a growth rate of 10% year on year on the metrices above.
The scope of services should include installation of following components and other required add-on components as per given technical architecture diagram. These Services are based on a two-system landscape: Development & Quality Assurance, and Production Environment.

- SAP Invoice Management by OpenText
- SAP Archiving & Document Access by OpenText
- SAP Information Capture by OpenText
- Fiori Applications for VIM
- Vendor Portal

4. Annual Maintenance – Terms & Conditions

The selected bidder shall deploy resources for operations and maintenance to carry out regular ongoing work related to upgrades, updates, bug fixing and enhancements etc. The handholding/AMC shall be carried out by the selected bidder post solution GO-LIVE

	MAINTAINANCE REQUIREMENTS
1.	The Handholding/AMC period will be of 1 years The bidder shall provide software upgrades/updates and necessary maintenance during Handholding/AMC period.
2.	For period of Handholding/AMC, the bidder will share fixed AMC charges per quarter as defined in schedule of rates.
3.	DuringHandholding/AMC, bidder to provide application managed services by the implementation team. The implementation team would be responsible for all support consisting of (but not limited to) production break, fix tickets, batch/ interface management, system administration, security and database administration.

4.	Bidder to ensure the following scope of services during Handholding/AMC::
	a) Support for end users and Help Desk setup for the solution. This support will assist help desk with service incidents during this period of increased call volumes
	b) Monitor the system performance and respond to system problems
	c) Accept service incidents from the Help Desk for service incidents caused by break in existing functional configuration and/or existing custom development
	d) Escalate service incident resolution as necessary, involving the application software supplier if required
	e) Communicate service incident resolutions through defined processes.
	f) Support month end, quarter end, and year end functions
	g) Conduct remaining knowledge transition and hand-over to the ongoing application managed services team
5.	Bidder shall provide software updates or other mitigating controls when vulnerabilities are discovered as part of regular health check.
6.	Bidder needs to ensure that the typical downtime in order to provide system software upgrades should be minimum and shall not affect the Live production data in any way. Frequency of patch upgraded to be scheduled and informed to IGL well in advance.
7.	Bidder to ensure that it has a dedicated customer management team for ensuring adoption and resolving change management issues after deployment in IGL.
8.	Bidder needs to take all required measures in order to ensure that there are minimum issues when it comes to usability of the solution.
9.	Bidder to assist IGL team in fetching relevant information from interactive forums for its customers.
10.	Bidder shall configure & customize the following as per IGL requirement during the AMC period.
	Support -
	▪ Maintenance like schedule change, monitoring re-load, user maintenance, license configuration (increase or decrease of users)
	▪ Bug Identification
	▪ Root Cause Analysis
	▪ Bug Fixing
	▪ Bug Testing
	▪ Deployment etc.
11.	Bidder to ensure the scaling up / scaling down (beyond the auto-scaling limits or whenever the auto-scaling limits must be changed) must be carried out with prior approval by IGL. Bidder shall provide the necessary details including the sizing calculations, assumptions, current workloads & utilizations, expected growth / demand and any other details justifying the request to scale up or scale down.
12.	Bidder need to provide and implement tools and processes for monitoring the availability of application, responding to system outages with troubleshooting activities designed to identify and mitigate operational issues
13.	Bidder needs to ensure independent monitoring of service levels, including availability, uptime, performance, application specific parameters, e.g. for triggering elasticity, request rates, number of users connected to a service.
14.	Bidder to support in ticket resolution and technical assistance/discussion wherever required for issues reported by end users/departments.

15.	The selected bidder will be responsible for data integrity, will also identify the type & nature of data error and reports will be handed over to concerned IGL team or any other nominated agency from IGL for correction and resubmission
16.	Bidder to ensure adherence to SLA.
17.	Bidder will update training, user manuals etc. on a regular basis and provide training to designated members of IGL AP, User functions & IT team, if required.
18.	Bidder shall be responsible for fixing issues raised by third party security Auditor nominated by IGL so that security audit clearance certificate can be issued as per CERT-In requirements.
19.	Solution shall have capabilities to create session logs (including reasons for overriding tool recommendations), access logs, process logs & design platform logs of all user and system activities. System shall be able to report any faults if found in these logs.
20.	Bidder will be responsible to configure, schedule, monitor and manage backups of all the data including but not limited to files, images and databases as per finalized policy discussions with IGL. Also, bidder will be responsible for administration, tuning, optimization, planning, maintenance, and operations management for backup and restore.
	Exit Management / Transition Out Phase
21.	Bidder will be responsible to migrate the VMs, data etc., and should ensure destruction of data from the existing VMs. Bidder needs to ensure migration of the VMs, data, content and any other assets to the new environment or on alternate CSP's offerings and ensuring successful deployment and running of the IGL's solution on the new infrastructure by suitably retrieving all data, scripts, software, virtual machine images, and so forth to enable mirroring or copying to IGL supplied industry standard media.
22.	The ownership of the data generated upon usage of the system, at any point of time during the contract or expiry or termination of the contract, shall rest absolutely with IGL.
23.	Bidder needs to provide a comprehensive exit management plan and ensure that all the documentation required for smooth transition including configuration documents are kept up to date and is handed over to the IGL during regular intervals as well as during the exit management process.
24.	Bidder needs to address and rectify the problems with respect to migration of the IGL's application and related IT infrastructure during the transition
25.	Bidder needs to train and transfer the knowledge to IGL and ensure similar continuity and performance of the Services post expiry of the contract.

5. Key Personnel Requirement

Role	No	Experience and Qualification
Project Manager	1 (One)	Project manager (to be assigned on the IGL Project) 1. Should have minimum of 10+ years in SAP implementations, project management and leading teams. 2. Prior experience in design, development and deployment of SAP VIM in large scale client context, 3. Experience of SAP ERP landscape 4. Should have led atleast 1 implementation in SAP VIM by Opentext in India during the last 3 years. 5. Should have been an employee of the bidder for at least last one year. 6. Project Manager should be deployed on the project full time and should take care of the timeliness and quality of the solution delivery.
Lead Solution Architect	1 (One)	• Bachelor's degree in Computer Science, Engineering or related discipline. • Should have minimum of 10+ years in developing solution architecture • Should have 4+ years of experience in SAP landscape with clear ability to understand the invoicing process and terminologies. • Should have delivered atleast 1 implementation in SAP VIM by Opentext in India during the last 3 years. • Should have been an employee of the bidder for at least last one year. • Lead Solution Architect should be deployed on the project full time and should provide the development team with architectural blueprints to follow and take care of the quality of the solution delivery.
VIM Consultants	Bidder to Propose	VIM consultants (to be assigned on the IGL Project) 1. Should have bachelor's degree in Computer Science, Engineering, Information Technology or related discipline 2. Should have minimum of 4+ years in SAP VIM implementations in large scale client context. 3. Should have hands on experience of working on SAP ERP ECC 6.0. 4. Should have delivered atleast 1 implementations in SAP VIM by Opentext in India during the last 3 years. 5. Should have been an employee of the bidder for at least last one year.
Developers	Bidder to Propose	Developers (to be assigned on the IGL Project) 1. Should have 5+ years of work experience after bachelor's degree in IT sector/software development and

| | | implementation involving data management systems. |
| | | 2. Should have hands on experience of developing vendor portals and hosting solution on cloud setup. |

6. Special Terms & Conditions (To be part of SCC *wherever feasible*)

Documentation
- Vendor must provide necessary documentation (Software Requirement Specs Document, Functional Document and Technical Document) of the project.
- The entire solution developed should be the property of IGL and property rights need to reside with IGL.
- As and when required by IGL, proper handover of the software application (in operational state) should be given to IGL.
- The Project team deployed by the vendor on the IGL Project must be designated to liaise with IGL for regular interactions, progress review and issue resolution.

Definitions
- "Hardware" refers to all hardware including server, storage facilities, handheld devices, back-up solutions, back-up server, networking, UPS etc. as well as any other peripherals as mentioned under section terms of reference and technical specification.
- "Software" refers to all necessary software required for the AP Automation tool to run in a secured manner. Software includes all operating software as well as application software as mentioned under section terms of reference and technical specification.
-

Obligations of Bidder
- The bidder must supply software licenses, hardware, design, develop and commission the solution as per the scope of work.
- Perform all other obligations, work and services which are required by the terms of this contract or which reasonably can be implied from such terms as being necessary for the successful and timely completion of the work.
- On IGL's request, bidder shall remove and replace at their expenses, any of their personnel whose presence is considered reasonably undesirable or performance is found to be poor in the opinion of IGL. The Bidder shall provide the supporting staff and labor at their own expenses.
- Bidder shall be deemed to have satisfied himself before submitting their bid as to the correctness and sufficiency of its bid for the services required and of the rates and prices quoted, which rates and prices shall, except insofar as otherwise provided, cover all its obligations under the contract.
- Bidder shall give or provide all necessary supervision for performance of the services during and after design, development and thereafter within the warranty period as IGL may consider necessary for the proper fulfilling of bidder's obligations under the contract.
- The bidder shall bear all expenses on account of repair/replacement of all their materials, equipment etc. consequent upon any damage/loss/non-performance during services implementation.
- The bidder shall follow its own safety rules, in addition to rules prescribed under Indian Laws in this respect. Bidder must take complete responsibility of all safety aspects during the entire execution of the project.

Personnel to be Deployed by Successful Bidder:
- Bidder warrants that it shall provide competent, qualified and sufficiently experienced personnel to perform the work correctly and efficiently.

- The Bidder should ensure that their personnel observe applicable company and statutory safety requirement. Upon IGL's written request, bidder, entirely at its own expense, shall remove immediately any personnel of the bidder determined by IGL to be unsuitable and shall promptly replace such personnel with personnel acceptable to the Company.
- The Bidder shall be solely responsible throughout the period of the contract including the installation and commissioning phase for providing all requirements of their personnel including but not limited to, their transportation Company shall have no responsibility or liability in this regard.
- Bidder must not change the key personnel deployed during solution implementation and Handholding/AMCperiod. Key personnel cannot be changed during the tenure of the Contract, especially during design, development and testing phase except due to sickness/death/resignation of the personnel in which case the replaced person should have equal experience and qualification, which will be again subject to approval by IGL. .

Obligations of IGL:
- IGL will be procuring required SAP Opentext® software licenses and providing it to the successful bidder for implementation.
- IGL will provide Manpower resources (inhouse/outsourced) for the Centralized invoice processing team. Structuring for the team in line with the finalized workflows will be suggested by the bidder.
- IGL will also be providing associated infrastructure for successful solution implementation (Scanners, Printers etc.). The requirement of IT infrastructure needs to be highlighted during the requirement gathering phase by the bidder and shared with IGL in a timely manner to adhere to procurement and overall project implementation timelines.
- IGL will be assigning a dedicated team for assistance to successful bidder.
- The role of the team **will be limited to**:
    a) Providing the bidder with necessary information and insights for the bidder to comprehensively develop the change management plan and execute it.
    b) Assisting the successful bidder in cross-functional co-ordination and execution of the change management plan within structured process framework.
    c) Support communication efforts planned by bidder.
    d) Support UAT and training efforts planned by the bidder.
    e) Interface between regional account payable teams and bidder during change management phase.
- IGL will be responsible to implement the process changes at the organization level as recommended and signed-off between the successful bidder and IGL stakeholders during solution implementation phase. Bidder needs to provide the detailed process recommendation comprising of implementation approach and timelines etc. for sign-off to IGL stakeholders along with solution blueprint.

Other Conditions
- IGL reserves the right of procuring additional software licenses/ upgraded version of the SAP VIM software from date of Go-Live of the solution. The newly procured licenses of the software will be covered under AMC in same terms and conditions as stated in the contract.
- The Contract price shall remain firm and fixed during the execution of the Contract and not subject to variation on any account.

- All payments will be made directly to the successful bidder against invoices raised by the bidder along with supporting documents and at timelines prescribed under section of payment milestones.
- The Bidder will assign a Project Manager with single point responsibility for the entire project cycle. Any issue regarding the project design or implementation related issues shall be addressed by this Project Manager.
- Project Manager to adopt recognized project management methodology to oversee and manage the complete delivery and coordinate all sub-elements of the project and manage overall project GANTT chart, RACI chart, Communication plan, Risk plan and HSE plan.
- Project Manager with his team will manage the solution implementation and delivery including
  - o Install, test, integrate and document the technology used in the project.
  - o Provide walk-thru, acceptance and sign-off on technology.
  - o The Project Manager will also arrange for the fortnightly meeting with IGL representatives for the project execution status and future plan.

7.   Service Level Agreement (To be part of SCC *wherever feasible*)

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the bidder to Indraprastha Gas Limited for the duration of this Agreement. Service Level Agreement (SLA) shall become the part of Agreement between IGL and the Successful Bidder. SLA defines the terms of the Successful Bidder's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in this section. The Successful Bidder to comply with Service Levels requirements to ensure adherence to project timelines, quality and availability of services.

Penalties shall not be levied in the following cases:

a)   There is a **Force Majeure** event effecting the SLA which is beyond the control of the Successful Bidder.

b)   The non-compliance to the SLA is due to **reasons beyond the control of the Bidder**.

Note: Bidder is also required to note that in case of SLAs not being made applicable for cases considered as "beyond the control of bidders", the bidder would still need to replace the component (if it is not functional as per SLA) within the SLA defined for resolution of Critical Level/ High Level/ Medium Level/ Low Level issues. In case the bidder doesn't adhere to the Issue Resolution SLA timelines, the original SLA shall be made applicable.

7.1   Definitions

For the purposes of this service level agreement, the definitions and terms specified in the contract along with the following terms shall have the meanings set forth below:

S. No	Term	Definition
1.	Uptime	Shall mean the time period for the specified services / components with the specified technical service standards are available to the user department. Uptime, in percentage, of any component (Non-IT and IT) can be calculated as: Uptime = {1- [(Downtime) / (Total Time – Scheduled Maintenance Time)]} * 100
2	Downtime	Shall mean the time period for which the specified services/ components with specified technical and service standards are not available to the user department and excludes downtime owing to Force Majeure & Reasons beyond control of the bidder.
3	Incident	Refers to any event/abnormalities in the functioning of the Services specified as part of the Scope of Work of the bidder that may lead to disruption in normal operations
4	Response Time	Shall mean the time elapsed from the moment an incident is reported over phone or by any applicable mode of communication, to the time when a resource is assigned for the resolution of the same
5	Resolution Time	Shall mean the time taken (after the incident has been reported), in resolving (diagnosing, troubleshooting and fixing) or escalating (to the second level or to respective bidders, getting the confirmatory details about the same from the bidder and conveying the same to the end user), the services related troubles during the first level escalation.

	Incidence Resolution	Resolution of incidence as per below priority levels:

P1 (Critical): Impacting Application/Database servers, application, an error renders portal solution completely unusable or nearly unusable or introduces high degree of operational risk. No workaround is available. Large number of users and/or core functionality is severely impacted.

- **P2 (High):** Error renders essential functionality of the application to be consistently unavailable or obstructed and causes a moderate level of hindrance or risk. Workarounds may be available, but the use of application is acutely degraded and cause continuing operational risk. A moderate number of users are significantly impacted, but overall, the application continues to function

- **P3 (Medium):** Error is an inconvenience or causes inconsistent behavior, which does not impede the normal functioning of the application. It could be an error that occurs inconsistently and affects non-essential functions, or it is an inconvenience that impacts a small number of users

- **P4 (Low):** Error has a small degree of significance or is a minor cosmetic issue or is a "one off" case. A "one off" case occurs when the error occurs infrequently and cannot be reproduced easily. These are errors that do not impact the daily use of the program. A Low error is something that does not affect normal use, can be accepted for a period, but the user would eventually want changed

Severity	Response Time	Target Resolution
Critical (P1)	1 hour	4 Business Hours
High (P2)	4 hours	24 Hours
Medium (P3)	8 hours	2 Business day
Low (P4)	24 hours	3 Business days

7.2 Measurement of SLA

The SLA metrics provided specifies performance parameters as baseline performance, lower performance and breach. All SLA calculations will be done on quarterly basis. The SLA also specifies the liquidated damages for breach conditions.

SLA monitoring would be responsibility of the bidder. The bidder must provide monthly reports of all the SLAs and any ad-hoc report as may be required by IGL. IGL shall also have the right to conduct, either itself or through any other agency as it may deem fit, an audit/revision of the

SLA parameters. The SLAs defined, shall be reviewed by IGL on quarterly basis after consulting the bidder, Project Management Consultants and other experts. All the changes would be made by IGL after consultation with the bidder and might include some corrections to reduce undue relaxation in Service levels or some corrections to avoid unrealistic imposition of liquidated damages, which are noticed after project has gone live.

7.3 During Implementation SLA

These SLAs shall be used to evaluate the timelines for completion of deliverables till Go-Live.

S. No	Definition	Timely delivery of deliverables would comprise entire bill of material and the application systems, and as per successful UAT of the same
1	Service Level Requirement	All the deliverables defined in the contract must be submitted on-time on the date as mentioned in the contract with no delay
2	Measurement of Service Level Parameter	To be measured in number of weeks of delay from the timelines mentioned in the section "Project Timelines" and "Payment Milestones"
3	Penalty for Non-achievement of SLA Requirement	Any delay in the delivery of the project deliverables (solely attributable to bidder) would attract a liquidated damage per week of 0.5% of the value per week subject to maximum of 5% of total order value.

7.4 Post-Implementation Phase

1.   These SLAs shall be used to evaluate the performance of the services on quarterly basis, And accordingly,
Penalties will be levied for non-performance as per SLA requirements and the same shall be deducted from subsequent payments due from IGL or through the Performance Bank Guarantee.
2.   The upper limit of penalty would be capped at 5% of the total contract value.
3.   Penalties shall be levied for not meeting each SLA.
4.   Breach of SLAs target shall result in various severity level based on the business impact the component causes to services.
5.   The severity levels of SLAs and the associated financial Liquidated Damages are defined as per the following table:

Severity	Response Time	Target Resolution	Liquidated Damages as a % of quarterly payment applicable
Critical (P1)	1 hour	4 Business Hours	No Penalty (95-100%) 2% (<95%)
High (P2)	4 hours	24 Hours	No Penalty (90-100%) 1% (<90%)

Medium (P3)	8 hours	2 Business day	No Penalty (90-100%) 0.5% (<90%)
Low (P4)	24 hours	3 Business days	No Penalty (90-100%) 0.1% (<90%)
Very Low (P5)	2 Business days	15 Business days	0.1%

6. Key Implementation Steps and Timelines

Phase	Activities	Completion Timelines
Project Kick-Off	Not later than 1 week from official start date of project (Date of Commencement / Kick off Meeting)	Submission of Kick off Presentation document (T0)
Solution Setup	Blueprint development of invoice automation solution design including the vendor portal and sign-off by IGL Stakeholders	4 Weeks from T0
	Setup and integration of cloud infrastructure under IaaS	4 Weeks from T0
	Commissioning of SAP VIM by Opentext® licenses and vendor service portal setup	5 Weeks from T0
	Configuration of invoice processing workflows and system integrations etc.	8 Weeks from T0
Testing	Solution refinement and customization & System integration testing (SIT) & Sign-Off	12 Weeks from T0
	UAT assistance, bug fixes and UAT Sign-Off	16 Weeks from T0
Training & Knowledge Transfer	Conducting user training and change management for vendors and IGL Stakeholders	18 Weeks from T0
Go-Live	Go-Live of solution in production system	18 Weeks from T0
Post Go-Live Support (Handholding/AMC)	Provide handholding to vendors and IGL team on deployed solution	Ongoing for 12 months from date of Go-Live

7. Payment Milestones

S.No.	Milestones	Payment Schedule (% of quoted price)
1	On successful solution design and blueprint sign-off by IGL	20% of implementation charges mentioned in the commercial proposal

2	System integration testing (SIT) & Sign-Off	20% of implementation charges mentioned in commercial proposal
3	Completion of UAT and solution Go-Live	20% of implementation charges mentioned in commercial proposal at Go-Live
4	Completion of Trainings & Knowledge Transfer	20% of implementation charges mentioned in commercial proposal
5	Handholding/maintenance for 1 year	20% of implementation charges to be paid quarterly (5% every quarter)
6		

The payment shall be made after deducting the penalties for failure/delay in achieving the SLAs.

Important Notes:
a.   Majority / Bulk of the job has to be carried out at IGL's Corporate Office.

b.   No payment other than the quoted / contract rates will be paid to the Contractor / Service Provider.