Annual Maintenance Contract for NSPCL SAP ERP system for 3 years

Salient Technical Features of the works covered in **IFB no. CC/C&M/ CMCC210022 dtd 12/05/2021** are mentioned below. These Salient Technical Features are mentioned only to facilitate prospective bidders to prime-facie understand the requirements under the tender and shall not in any way limit or alter the Scope of Work and Technical Features / Specification of Works covered in the Bidding Documents. Detailed provisions in regard of Scope of Work and Technical Features / Specification of Works, contained in the bidding document shall be final and binding.

A.   Introduction

1.   NTPC SAIL Power Company Ltd. (NSPCL) is currently running ERP system based on SAP installed at Data Centre at BSNL, Faridabad and Disaster Recovery Centre at BSNL, Ahmedabad.
2.   NSPCL had placed contract for supply of SAP ERP licenses, implementation & support of SAP ERP system at NSPCL to system Integrator (SI) in Aug 2013.The System Integrator (SI) had supplied, installed and implemented SAP ERP system in NSPCL. SI has also maintained the implemented system after the stabilization till date.
3.   Currently NSPCL have 1175 total Z developments, 432 SAP user licenses & 573 ESS user licences.
4.   SAP modules of Finance and Controlling (FICO), Material Management (MM), Human Recourses (HCM) and Payroll, Plant Maintenance (PM), Operation, Quality Management (QM), Project System (PS) and Document Management System (DMS), Supplier Relations Management (SRM) of Public Procurement System and Business analytics (BI) have been implemented at all locations of NSPCL.
5.   For smooth functioning of SAP/ERP system, support of ERP system is required through consultants team provided by Service Provider, to be deployed partially at NSPCL Corporate office and remotely. Through this AMC, the consultant team of Service Provider shall carry out the required support / functions / activities.

B.   BRIEF SCOPE OF WORK
Functional and Technical scope

a)   Following Functional modules of SAP are in scope
➢ Finance, Accountings and Controlling
➢ Inventory Management, Procurements and Contract Management
➢ PPS (Public Procurement System)
➢ Plant Maintenance & Operations
➢ Power Billing (SAP-SD)
➢ Project Management
➢ Human Resource Management, Payroll and Employee Self Service (ESS)
➢ Quality Management
➢ Document Management System
➢ IND-AS

b)   Following technical areas are in scope:
➢ ABAP (Advanced Business Application Programming)
➢ BASIS (Business Application Software Integrated Solution)
➢ BI (Business Intelligence)

c) Following Application Management Service in Scope
- ➢ Incident & Problem Management
- ➢ Functional Support on the existing processes-'How To'
- ➢ System & Application errors to be rectified
- ➢ Minor Functional & Technical Enhancements

d) Following SAP service in scope
- ➢ Incident & Problem Management
- ➢ ABAP development support – for incidents & Change requests.
- ➢ Change Management
- ➢ Release Management
- ➢ Configuration Management
- ➢ SAP product upgrades, updates, fixes, upgrade scripts & patches of software & tools – technical support for installation.
- ➢ Update System documentation based on enhancements and Change Requests
- ➢ Project Management for the support activities
- ➢ Working Hour Support
- ➢ On Call Support for Weekends and Holiday for Priority 1 issues in SLA

e) Refresher training
f) Roll out at new locations