

Hiring of System Integrator for Implementation of SAP S/4 HANA (RISE edition) on Private Cloud including migration of old data

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1. Notice Inviting Tender (NIT)

Alliance Air Aviation Ltd.

Alliance Bhawan, Domestic Terminal 1, I.G.I Airport NEW DELHI - 110037

Phone: 7500312014: [Email: commd.del@allianceair.in](mailto:commd.del@allianceair.in)

Website: www.allianceair.in

Tender Sl. No. AAAL/MMD/SAP S/4 HANA/PUR/2022-23/468 [Hiring a System Integrator for Implementation of SAP S/4 HANA (RISE edition) on Private Cloud including migration of old data]

Date 29.09.2022

1. E-tenders through GeM portal are invited from eligible and qualified bidders for implementation of SAP S/4 HANA (RISE edition) on Private Cloud including migration of old data from existing SAP ECC landscape

Schedule No.	Brief Description of Goods/ services	Earnest Money (in Rs.)	Remarks
1	Tender document for hiring a System Integrator for Implementation of SAP S/4 HANA (RISE edition) on Private Cloud including migration of old data	INR 10,38,000 (Rs Ten lakhs thirty-eight thousand only)	Bidders must submit the Earnest Money Deposit (EMD) (in INR) along with Pre-Qualification Bid (PQB) as mentioned in Instruction to Bidder section 5.4

Table 1: Notice inviting tender

Criteria	Description
Type of tender (Two Bid/ PQB/ EOI/ RC/ Development/ Indigenization/ Disposal of Scrap/ Security Item etc.)	National Competitive Bidding (NCB), Single Stage Two Bid System with Part I - Technical Bid & Part II - Financial Bid
Authority in whose favour all tender related financial instruments (FD, DD, Banker's cheque etc.) are to be made.	"Alliance Air Aviation Ltd." Payable at Delhi
All Financial Instruments to be payable at:	Delhi
Date of issue of tender documents:	29.09.2022 04:00 PM (Thursday)

Criteria	Description
Place of Pre-Bid Conference	At 02:00 PM on 06.10.2022 (Thursday) at Alliance Bhawan, Domestic Terminal 1, I.G.I Airport NEW DELHI - 110037
Place, Time, and date before which Written queries for Pre-bid conference must be received.	<p>All pre-bid queries by bidders may be sent in written to commd.del@allianceair.in by 06.10.2022 (Thursday) before 12:00 PM as per the format specified in the RFP. Any verbal queries other than the written ones pre-submitted will not be entertained during the pre-bid meeting.</p> <p>The bidders may visit AAAL location before pre-bid meeting to make any assessment relating to site preparation and other requirements. For such visits, requests may be sent to commd.del@allianceair.in with complete details of the organization and team members visiting the site for getting necessary prior approvals.</p>
Closing date and time for receipt of tenders	21.10.2022 (Friday) up to 05.00 PM
Last date and time for submission of EMD	21.10.2022 (Friday) up to 05.00 PM
Place of receipt of bids	Either through e-tendering portal GeM https://gem.gov.in or through email to commd.del@allianceair.in with a password protected document. Password will be shared at the time of opening of bid on the spot. (Password should not be shared over email)
Time and date of opening of tenders Part 1- Technical Bid	27.10.2022 (Thursday) at 03.00 PM
Part 2- Time, and date of Opening of Price (Financial) bid would be intimated later only to the bidders shortlisted in Part 1.	
Officer to be contacted for clarifications/ help:	Chief of MMD (Materials)

2. Disclaimer

1. The information contained in this tender document (hereinafter referred to as the “Tender”) or and any information pertaining to the aforesaid subject matter provided subsequently to the applicants/bidders in any form by Alliance Air Aviation Limited (hereinafter referred to as “AAAL”) shall be subject to the terms and conditions to which such information is provided contained herein and any other terms and conditions as may be prescribed by AAAL prior to award of the tender.
2. The purpose of this tender is to provide all bidders with the information that may be useful to them in the formulation of their proposals/bids (hereinafter referred to as “BID(S)”) in response to this tender. The statements and facts contained herein, which reflect various assumptions and assessments arrived at by AAAL do not purport to contain exhaustive/all the information on the aforesaid subject matter that each applicant may require for the purpose of submitting their bids.
3. Each bidder should, conduct its own due diligence, investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, and information contained in this tender and shall obtain independent advice from appropriate sources at no cost to AAAL.
4. The information provided in this tender to the applicants is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. AAAL accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
5. AAAL also accepts no liability of any nature whether resulting from negligence or otherwise, however caused arising from reliance by any applicant/bidder upon the statements contained in this tender.
6. AAAL may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this tender, from time to time till close date of tender.
7. The tender does not imply that AAAL is bound to select a bidder or to appoint the selected bidder and AAAL reserves the right to reject all or any of the bids without assigning any reason whatsoever at any time.
8. The bidder shall bear all its costs associated with or relating to the preparation & submission of its bids including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by AAAL, or any other costs incurred in connection with or relating to in bids. All such costs and expenses shall remain with the bidder and AAAL shall not be liable in any manner whatsoever for the same or any other costs or other expenses incurred by the bidder in preparation for submission of the bid, regardless of the conduct or outcome of the bid selection process as contained herein.

3. Preamble and Abbreviations

3.1 Preamble

Alliance Air Aviation Ltd. is interested in selection of reputed System Integrator for Implementation of SAP S/4 HANA (RISE edition) on Private Cloud including migration of old data. The proposed solution will be hosted on Private cloud and would include old data.

3.2 Abbreviations

S. No		
1.	AMC	Annual Maintenance Contract
2.	BG	Bank Guarantee
3.	BIS	Bureau of Indian Standards
4.	CA	Competent Authority
5.	CPPP	Central Public Procurement Portal
6.	CVC	Central Vigilance Commission
7.	DFP	Delegation of Financial Power
8.	ECS	Electronic Clearing System
9.	EMD	Earnest Money Deposit
10.	EUR	Euro
11.	EOI	Expression of Interest
12.	EPFO	Employees Provident Fund Organization
13.	ESIC	Employees State Insurance Corporation
14.	FM	Force Majeure
15.	GeM	Govt e-Marketplace
16.	GTC	General Terms & Conditions
17.	INR	Indian Rupees
18.	SI	System Integrator
19.	MSME	Micro, Small and Medium Enterprises
20.	NEFT	National Electronic Fund Transfer
21.	NIT	Notice Inviting Tender
22.	NSIC	National Small Industries Corporation
23.	OEM	Original Equipment Manufacturer
24.	PAC	Proprietary Article Certificate
25.	PBG	Performance Bank Guarantee
26.	PO	Purchase Order
27.	PQC	Prequalification Criteria
28.	PR	Purchase Requisition
29.	PVC	Price Variation Clause
30.	QAC	Quality Assurance Certificate
31.	RA	Reverse Auction
32.	RC	Rate Contract
33.	RFx	Request for Quote/Information
34.	RTGS	Real Time Gross Settlement
35.	SD	Security Deposit

4. Introduction

Alliance Air Aviation Limited (AAAL) is a leading airline in India and offers airlines services at major airports in India. AAAL presently provides airlines operation at 52 Airports in India, with over 850 employees on its payrolls. The Annual passenger revenue of the company was INR 428 crore (2021-22).

Alliance Air Aviation Limited, a company incorporated under Companies Act 1956, having its registered address at Alliance Bhawan Domestic Terminal-1, IGI Airport New Delhi-110037 (hereinafter referred to as “AAAL” or “Alliance Air”), is a wholly owned subsidiary of AI AHL that operates as a low-cost Regional Carrier under the brand name “Alliance Air”,

Alliance Air had operated air services to 49 destinations with a fleet of 18 ATR 72-600 (70-seater) aircraft prior to the Covid pandemic. However, currently, Alliance Air is operating to 50 stations. Flights are operated mostly to Tier-2 and Tier-3 Cities or those, which link these cities to the metro hubs. Alliance Air has 124 flight departures per day, as we are rapidly progressing to the pre Covid numbers.

AAAL flew 1.64 million passengers in the Financial Year 2019-20, 0.71 million passengers in Financial Year 2020-21 and 1.08 million passengers in Financial Year 2021-22.

The operating revenue of AAAL during Financial Year 2019-20, Financial Year 2020-21 and Financial Year 2021-22 are Rs. 993 crores, Rs. 454 crores and Rs. 718 crores respectively.

4.1 Destinations

Alliance Air operates to 49 destinations in India as of February 2022. It operates regional services in India through its hubs in Bengaluru, Delhi, Hyderabad, Kolkata and Mumbai. Alliance Air covers unique destinations and overcoming unique challenges is what makes us who we are as an airline. Connecting uncharted territories like Kullu, Shimla, Kolhapur, Pantnagar, Bathinda, Shillong, Aizawl, Bikaner, Passighat are just some of the examples of places where Alliance Air uniquely reached first. Constant drive and passion to expand our aviation network to remotest places like Jagdalpur, Jharsuguda, Agatti in Lakshadweep, etc. are just few of the examples.

4.2 Vision & Mission

Our vision is to be the leading International Regional Airline, connecting Tier 2 and Tier 3 cities of India and linking South Asian cities with Alliance Air network.

Our mission of connecting India, constant endeavor to develop new markets, support of Ministry of Civil Aviation and, Airports Authority of India, government and civil aviation helps us expand and grow by leaps and bounds. We aim to extend our network to uncharted lands and territories where no other airline would think of flying.

4.3 RCS UDA Frontrunner

Alliance Air is a keen participant of the Government of India’s flagship scheme UDAN or Regional Connectivity Scheme (RCS). The Hon’ble Prime Minister of India flagged off the first UDAN flight on the Shimla- Delhi sector on 27th April 2017 and Alliance Air had the privilege of being the launch carrier. With the RCS initiative extremely successful, Alliance Air is also expanding network in the north-east and southern sectors which will improve destination reach from the current destinations to more. Out of 109 awarded routes we have operationalized 75 RCS routes under the UDAN scheme of government.

5. Instruction to Bidder

5.1 General Instructions

The bid shall be furnished Online (e-tender) under single stage-two-part bidding basis i.e., Technical-bid and Financial Bid through GeM portal. Alliance Air Aviation Ltd. invites interested bidders for selection of a service provider for implementation of SAP S/4 HANA (RISE edition) on Private Cloud including migration of old data on Open Tender considering Quality cum Cost Based Selection (QCBS) criteria for selection as per enclosed Bill of Quantity & Price. The complete tender can be downloaded from GeM Portal <https://gem.gov.in>.

The Tender Document comprises of documents listed below and addenda issued if any:

- Section I – Notice Inviting Tender.
- Section II – Disclaimer.
- Section III – Preamble and Abbreviation.
- Section IV – Introduction.
- Section V- Instruction to bidder.
- Section VI- Scope of Work.
- Section VII- Bid Evaluation and Eligibility criteria.
- Section VIII-Payment Schedule.
- Section IX- Service Level Agreement.
- Section X- General Condition of Contract.
- Section XI – Special Condition of Contract.
- Section XII – Forms and Formats.

*This will supersede the ‘General Terms and Conditions (GTC)’ available on GeM Portal.

5.2 Instructions for online bid submission:

The Techno-commercial Bid and Price Bid is to be submitted on-line at GeM Portal <https://gem.gov.in> or over email as mentioned in Notice Inviting Tender. The bidders are required to submit soft copies of their bids electronically on the GeM Portal, using registered GeM user ID. The instructions for Seller’s registration, User creations, Bid Participation Manual are available on GeM Portal under Training Module.

5.3 Assistance to Bidders:

Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the relevant contact person indicated as below:

Chief of Materials Management Department (MMD)
Alliance Air Aviation Ltd.
Alliance Bhawan,
Domestic Terminal – 1,
Indira Gandhi International Airport,
New Delhi-110037.
Contact- 7500312014

Note: Bidders are requested to kindly mention the URL of the Portal and BID No. in the subject while emailing any issue along with the Contact details.

- i) Bidder may visit FAQ Section of GeM Portal to find answers to common queries put forth by other Buyers, Sellers & Service Providers at <https://gem.gov.in/userFaqs>

ii) For any technical queries please call at **GeM Portal Helpdesk Number (Toll Free):** 1800419-3436; 1800-102-3436

E-mail: helpdesk-gem[at]gov[dot]in

Bids of only those Bidders who are meeting the Eligibility Criteria as mentioned in this document will be considered for evaluation and award of the Contract. Bidder will submit requisite supporting documents and testimonials with their Bids to prove their credentials and claim of meeting the eligibility criteria.

5.4 Bid Security Declaration:

As per provisions made in Gem portal, bidders must pay the amount required to download the tender document. EMD amount equivalent to 2% of the contract value shall be furnished in one of the following forms:

- a) Account Payee Demand Draft
- b) Performance bank Guarantee

Any other mode of payment will not be accepted in any case. The demand draft shall be drawn on any scheduled commercial bank in India in favor of "Alliance Air Aviation Ltd." payable at Delhi. The earnest money (EMD) shall be valid for a period of 45 days beyond the validity period of the tender.

Bid securities of unsuccessful bidders during first stage i.e., technical evaluation will be returned within 15 days of declaration of result of first stage itself i.e., technical evaluation. Earnest money of successful bidder shall be returned within 15 days after receipt of Performance Security.

5.5 Clarification of Bidding Documents:

A prospective Bidder requiring any clarification of the bidding documents may notify to contact person by e-mail at the address indicated in the ITB. The Employer will respond to any request for clarification received prior to the Pre-Bid date as indicated in GeM Bid. Employer's response will be published on the GeM portal <https://gem.gov.in>, including a description of the inquiry, but without identifying its source. The Employer shall not be obliged to respond to any request for clarification received later than the above said period. Further, the mere request for clarification from the bidder(s) shall not be a ground for seeking extension in the deadline for submission of bids.

5.6 Amendment of Bidding Documents:

Before the deadline for submission of bids, the Employer may for any reason, whether at its own will or in response to a clarification requested by a prospective Bidder, modify the bidding documents by issuing addenda.

Any addenda/ corrigenda issued prior to submission of bids would be put up on the GeM portal <https://gem.gov.in>. Any addenda/ corrigenda/ clarifications thus issued shall be part of the bidding document. The prospective bidders must check aforesaid portal for any amendment/ corrigenda/ clarifications periodically and before submission of their bids. All prospective bidders are presumed to have examined all amendments/ corrigenda/ clarifications published on the website and have submitted their bids accordingly.

To give prospective Bidders reasonable time in which to take an amendment into account in preparing their bid, the Employer shall extend as necessary the deadline for the submission of bids.

5.7 Bid Offer Validity:

The Proposal shall be valid for a period of one hundred twenty (120) calendar days from the last date of submission of Proposal.

Prior to expiry of the validity period of the Proposal, AAAL may request the Bidders to extend the validity period of the Proposals. The request and the response thereto shall be made in writing. A Bidder agreeing to the request shall not be permitted to modify its Proposal but shall be required to extend the validity of its Proposal. All the terms of the RFP shall continue to be applicable during the extended period of validity.

5.8 Online Submission:

Part-I: This shall be named **“Technical Bid or Techno-Commercial Bid”**. No bid price related information shall be mentioned in the Technical Bid. Techno-commercial Bid shall comprise:

- a) Documentary evidence in support of the qualification criteria
- b) Declaration regarding Insolvency and Bankruptcy Code 2016 as per Form 4
- c) Form of Declaration as per format appended in Section 12
- d) Summary of Information on Proposed Manpower as per Form 5/6.
- e) Undertaking by Bidder towards Anti-profiteering Clause of GST Act/ Rules as per format appended in Section-1, Form 3
- f) Goods and Services Tax Registration No., PAN, EPF Registration No*
- g) Other Supporting documents as per the tender requirement are to be uploaded and attached with the tender.

Part-II: It shall be named **“Financial Bid or Price Bid”** and shall comprise of Bill of Quantity and Price.

Financial Bid shall be submitted in Electronic Form on the GeM portal by the date & time as specified in GeM Bid. Submission of the “Financial Bid” by any other means shall not be accepted by the Employer in any circumstances.

5.9 General Instructions:

The Employer reserves the right to itself to postpone and/ or extend the date of receipt or to withdraw the Bid notice, without assigning any reason thereof, entirely at its discretion. In such an event, bidders shall not be entitled to any compensation, in any form whatsoever.

Vague and ambiguous replies and replies such as “Refer covering letter, conditions of Bid etc. shall be avoided. Such replies shall be deemed to be incomplete and may prevent the Bid from being considered by the Employer.

The bidders in their own interest are advised to be very careful while mentioning their rates in price bid in electronic form.

The services covered by this Bid specification shall be executed strictly in accordance with the conditions specified in this Bid document. If any of the aforesaid condition is not clear to the bidder, clarification may be sought from the Employer before submission of bids. Bidders are advised to accept all the conditions specified in the Bid document, to facilitate early finalization of bids. Separate set of commercial conditions (such as bidders’ standard printed conditions) enclosed with the offer and any reference thereto may render the Bid liable to summarily rejection.

The bidder shall submit rate analysis of quoted price if so desired by the Employer.

Any addition, deletion or substitution in the bid document is not permitted. Failure to do so may render the bid liable for summarily rejection. The Contract shall be for the whole Works, based on the ‘Bill of Quantity and Price’ submitted by the Bidder.

5.10 Opening and Evaluation of Bids by Employer:

The Employer/ Authority inviting Tender will open the bids received at the time, date and place specified in the bid. Bidder(s) can view Bid opening event on the GeM portal <https://gem.gov.in> at their end. In the event of the specified date for the opening of bids being declared a holiday for the Employer, the Bids will be opened at the appointed time and location on the next working day.

Online Technical Bids (i.e., Part-I) shall be opened first.

Part-I i.e., Technical Bids shall be evaluated for establishing eligibility of the bidder as well as techno-commercially responsiveness as per bid conditions, and a list will be drawn up of the responsive bids whose financial bids are eligible for consideration.

The Part-II i.e. Financial Bid of only of those Bidder(s), who are found to be meeting the eligibility criteria as well as techno-commercially responsive for the subject Works shall be opened thereafter. The date of opening of the Financial Bid shall be notified separately to all the eligible & techno-commercial responsive Bidder. Bidder(s) can view Bid opening event on the GeM portal <https://gem.gov.in> at their end.

The Financial Bids of Bidder(s), who are not considered eligible and techno commercial responsive, shall not be opened. The decision of the Employer will be final and binding in this regard.

5.11 Examination of Bids and Determination of Responsiveness:

During the detailed evaluation of “Technical Bids or Techno-Commercial Bid”, the Employer will determine whether each Bid:

- a. Meets the eligibility criteria defined in Section 5 ITB
- b. Has been properly signed
- c. Is accompanied by the required bid securities declaration
- d. Is **substantially responsive** to the requirements of the bidding documents. During the detailed evaluation of the “Financial Bids”, the responsiveness of the bids will be further determined with respect to the remaining bid conditions, i.e., Bill of Quantity and Price, Technical Specifications, if any.

A substantially responsive “Bid” is one which conforms to all the terms, conditions, and specifications of the bidding documents, without material deviation or reservation. A material deviation or reservation is one:

- a. Which affects in any substantial way the scope, quality, or performance of the Works.
- b. Which limits in any substantial way, the Employer’s rights, or the Bidder’s obligations under the Contract.
- c. Whose rectification would affect unfairly the competitive position of other bidders presenting substantially responsive bids or
- d. Which is inconsistent with the bidding documents,

If a **“Bid” is not substantially responsive**, it will be rejected by the Employer, and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation.

During techno-commercial Bid evaluation, the Employer may, at its discretion, ask any Bidder for a clarification of its Bid. The request for clarification and response shall be in writing or e-mail or through the GeM portal, however, no change in the price or substance of the Bid shall be sought, offered, or permitted. Reply shall be submitted by Bidder within a stated reasonable period. If Bidder does not provide clarifications of the information requested by the date and time set in the Employer’s request for clarification, its Bid may be rejected.

5.12 Evaluation and Comparison of Bids:

The Employer will evaluate and compare the submitted bids on **Quality and Cost Based Selection (QCBS)** criteria through GeM portal, whose bids are determined to be substantially technocommercially responsive in accordance with Section 5 of ITB.

5.13 Award Criteria & Employer's Right to accept/ reject any or all Bids

The Employer will award the Contract to the Bidder who has offered the lowest evaluated Bid price on Quality cum Cost Based Selection (QCBS) criteria, provided that such Bidder has been determined to be (a) eligible in accordance with the provisions of Section 7 Bid evaluation and eligibility criteria; (b) determined substantive responsive and (c) who has offered the lowest Evaluated Bid Price on QCBS criteria.

The Employer reserves the right to accept or reject any bid, and to cancel the bidding process and reject all bids, at any time prior to the award of Contract, without thereby incurring any liability to the affected bidder or bidders. However, the Bidder(s) who wish to seek reasons for such decision of cancellation/ rejection shall be informed of the same by Employer unless its disclosure reasonably could be expected to affect the sovereignty and integrity of India, the security, strategic, scientific, or economic interest of the state or lead to incitement of an offence.

The bidder whose bid has been accepted will be notified of the award by the Employer prior to expiration of the Bid validity period through the "Letter of Acceptance/ Letter of Award", which will state the sum that the Employer will pay to the Contractor in consideration of the execution, completion by the Contractor as prescribed by the Contract. The notification of award will constitute the formation of the Contract until the Formal Agreement is signed.

5.14 Fraudulent Practices

AAAL requires that Bidders observe the highest standard of ethics during the Bidding process and execution of contracts. In pursuance of this, AAAL defines, for the purposes of this provision, the terms set forth below as follows:

- a. **"Corrupt practice"** means the offering, giving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.
- b. **"Fraudulent practice"** means a misrepresentation of facts to influence a procurement process, or the execution of a contract deemed to be detrimental to AAAL and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive AAAL of the benefits of free and open competition.
 - I. Shall reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the Contract.
 - II. Shall declare a Bidder ineligible and blacklist such Bidder, either indefinitely or for a stated period if at any time, AAAL determines that the Bidder has engaged in corrupt or fraudulent practices in competing for, or in executing the Contract.
 - III. Shall rescind the Contract forthwith, in case of Successful Bidder adopting fraudulent / corrupt practices during the currency of the Contract.
 - IV. EMD or Security deposit shall be forfeited in addition to the above-mentioned remedies which AAAL shall have taken.
 - V. Bidders are advised to quote strictly as per terms and conditions of Tender and not to stipulate any deviation / exceptions. This is a **zero deviation Tender**, and no deviation

shall be permitted.

VI. Bidders are advised to note that taking deviation to following terms and conditions of Tender shall lead to rejection of their Bids:

- a. Firm/Quoted Price throughout the Contract Period and the extension period
- b. EMD
- c. Scope of Work
- d. Special Conditions of Contract
- e. Functional terms and conditions
- f. Service Delivery / Completion Schedule
- g. Period of Validity of Bid
- h. Performance Bank Guarantee / Security Deposit
- i. Arbitration / Resolution of Dispute
- j. Service Level Expected (SLE)
- k. Force Majeure
- l. Statutory Compliance to Applicable Laws
- m. Registration of PF & ESIC in the name of Firm

VII. Payment will be made through **ECS (Electronic Clearance Service)**.

VIII. Successful bidder is required to submit duly verified Bank Mandate form along with copy of relevant cheque leaf, duly cancelled to enable Accounts to make payment through ECS.

IX. **TDS shall be deducted** by AAAL from the payment made against these invoices, as per the applicable laws.

6. Scope of Work

The broad objectives of this proposed engagement are defined below:

- i. Implementation of SAP S/4 HANA (RISE edition) on Private Cloud covering the business processes of Finance and HR.
- ii. The implementation should also include integration all third-party Interfaces (ARMS, MRO, PSS, PRA, Fuel B2B, MMD, Revenue, GST/ Banking) with SAP S/4 HANA system.
- iii. Migration of old data (year on year for a 10-year period) from Air India's SAP ECC landscape.
- iv. It should also include efficient data migration (carving, cleansing and migration) from existing SAP ECC landscape (present service provider of Air India) to SAP S/4 HANA private cloud/or third party hosted data environment.

6.1 Objective / Purpose:

Alliance Air intends to implement SAP S/4 HANA (RISE edition) on Private Cloud along-with old data migration to address key business challenges and share the data across various functional areas which can make its business processes efficient, more robust, and reliable to meet the present and future challenges.

All licenses required for successful implementation will be provided timely by Alliance Air and will not be a part of the scope of work for the hired System Integrator.

Alliance air may consider third party data hosting environment for old data provided by System Integrator, therefore bidder is requested to quote the charges for the same as provided in Form 08 of Section 12.

- i. One common centralized Enterprise Resource Planning (ERP) system for better control and consolidated information.
- ii. To integrate / automate to avoid human error (mistake, missing, duplication) and increase efficiency.
- iii. To cater internal and external audit needs.

To digitize and integrate business processes and systems across the organization that will empower employees to access information and provide services through an intuitive and integrated interface, with the aim to improve the service experience for the passenger and increase operational efficiency.

6.2 Current ERP landscape of Alliance Air:

- i. Alliance Air is currently hosted on Air India's Infrastructure (SAP ECC with DB2 on IBM Z10 enterprise mainframe)
- ii. Alliance Air is hosted as separate company code with-in SAP environment of Air India.
- iii. Alliance Air has approximately user base of 67 licenses out of which 63 are professional.

6.3 Module-wise Scope:

Implementation of SAP S/4 HANA (RISE edition) on Private Cloud

FUE: 60

6.2.1 Module/Requirements

- i. Finance & Accounting
- ii. Payroll Management
- iii. Human Resource Management
- iv. SAP Integration of third-party applications with SAP S/4 HANA

6.2.2 Functional: The list provided below is not exhaustive and is to be finalized with Service Provider during implementation. For detailed information on functional requirements, kindly refer Section – 8 of this bidding document.

Business Area	Function	Sub-Function
Finance	Finance Accounting & Controlling	Financial Accounting
		Financial Reporting/MIS
		Budget Management and Controlling
	Financial Operations	Accounts Payable
		Accounts Receivable
		General Ledger
		Taxation
		Cash Management, Loans tracking and management
		Invoice Processing, approvals as per hierarch matrix & Payments
		Payroll Management
Statutory Compliances from HR respective		
Cost Management	Overhead Cost Management Cost Center/ Internal Order/Project level Accounting	
	Department wise cost tracking and monitoring	
HR	Organization Management	Employee's history
		Employee's categories
		Capturing employee salary
		Defining organization hierarchy
	Leave and attendance management	Leave entitlement, Capturing type of leave Capturing attendance from biometric system.
	Claim Management	Capturing type of claims. Claim Approval authorization.
	Separation Management	Capturing separation requirements Due settlement
Integration with third party applications		Linking all third-party applications ARMS, MRO, PSS, PRA, Fuel B2B, MMD, Revenue, GST, and Banking

6.2.3 Technical:

Consider 30 custom objects to meet the requirements as per the discovery and detail requirement discussion.

Sr. No.	Technical Components	Complexity High	Complexity Medium	Complexity Low
1	30 RICEF Objects (Report, Interface, Conversion, Enhancement, Form)	10	10	10

6.2.4 FIORI (Mobile App):

FIORI Mobile apps	15 Standard Fiori Apps will be enabled as per the business requirement.
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6.2.5 Basis: System & Database Administration

Service Provider will provide the required Basis support for carrying out SAP Implementation project.

- i. Provide inputs for system sizing
- ii. Landscape Design
- iii. Setup and configuration of SAP software components
- iv. User and security management
- v. System and Database administration
- vi. Coordinating with Infrastructure partners to resolve any issues related to Installation
- vii. SAP application/database and system performance

6.2.6 Project Location:

- i. Alliance Air aviation limited corporate office would be considered as base location to execute the project.
- ii. An onsite-offshore implementation model will be considered on mutual understanding to implement the required solution.

6.2.7 Data Migration:

Finance and HR data migration of last 10 years. The System Integrator is required to migrate the data from existing SAP ECC landscape to new SAP S/4 HANA on private cloud/or third party hosted data environment(s) accordingly. The data conversion and migration strategy shall include the following activities to be performed by the SI:

- Defining strategy for unification of reference data / codes across the ALLIANCE AIR organization as appropriate
- Perform the carving of existing data from legacy system
- Perform the cleansing, formatting, and conversion of data extracted from legacy system as per the strategy defined
- Uploading the data to new system
- Creating new/additional data mandatory in new system.

The SI would be responsible for ensuring that data migration is complete in all aspects. The key tasks and responsibilities of the SI and ALLIANCE AIR for data migration are as follows:

Tasks	Description
Data Identification and Preparation	<p>The SI should obtain complete understanding of the data which has to be migrated to SAP S/4 HANA private cloud. The possibility and extent of summarized historical data which must be migrated should also be assessed. This phase will consist of two steps:</p> <ol style="list-style-type: none"> 1. Data Profiling - involves studying the source data thoroughly to understand its content, structure, quality, and integrity. 2. Data Mapping - Once the data has been profiled, an accurate set of mapping specifications can be developed based on this profile considering the data requirements and new codification standard to be maintained in SAP S/4 HANA. This activity will be done by the SI. <p>The combination of data profiling and mapping will essentially be the first step of the data conversion exercise. Summarized historical data that needs to be migrated should be clearly identified which would be uploaded in SAP S/4 HANA on private cloud/or third party hosted data environment in a consolidated manner.</p>
Data carving and cleansing	<p>Data carving from existing SAP landscape and post successful completion of data profiling and mapping, SI needs to prepare and provide guidelines to identify duplicate / abnormal entries in database. Based on this, a checklist will be prepared and handed over to ALLIANCE AIR for cleaning data. Data correctness / integrity would be ensured by ALLIANCE AIR while providing the data.</p>
Data Extraction	<p>This task includes pulling data from SAP ECC data and to prepare the source data for SAP S/4 HANA during the migration exercise. This step involves creation of data into the format required by SAP S/4 HANA from data which is currently stored in the electronic format. ALLIANCE AIR will validate and sign off the data extracted prior to loading into SAP S/4 HANA system.</p>
Developing data conversion scripts	<p>The SI will develop scripts as may be required for data conversion and transformation activities.</p>
Data Loading	<p>The extracted and transformed data will be loaded by the SI to the SAP S/4 HANA on private cloud/or third party hosted data environment using specific programs developed for this purpose (Data Load Scripts).</p>
Testing and Verification	<p>The SI is responsible for testing and verifying the accuracy of data which is loaded to SAP S/4 HANA in terms of the following:</p> <ul style="list-style-type: none"> • Number of records created • Value of the data • Duplicate data • Translation of data from legacy to SAP S/4 HANA <p>ALLIANCE AIR along-with hired PMCA will validate and verify the final data which is loaded in SAP S/4 HANA on private cloud/or third party hosted data environment</p>

- The SI shall formulate the “Data migration strategy document” which will also include quality assurance mechanism. This will be reviewed and signed off by ALLIANCE AIR prior to commencement of data migration.
- The SI shall generate appropriate control reports before and after migration to ensure accuracy and completeness of the data.
- The SI shall develop data entry programs/ applications templates along with necessary guidelines that may be required for the purpose of data migration to capture data available with/ obtained from ALLIANCE AIR in non-electronic format.
- The SI shall conduct the acceptance testing and verify the completeness and accuracy of the data migrated from the legacy systems to the proposed solution.
- Alliance air will not be responsible for any kind of requirement regarding carving out data from existing SAP ECC landscape. SI shall ensure full responsibility of data migration including carving, extraction, and migration to the new Alliance Air landscape.

6.2.8 **System Test:**

Test Strategy:

- i. The test strategy outlines, how testing will be performed. Define testing phases, scope and timeframe.
- ii. Create test cases and scenarios for IT and business users.
- iii. Create testing data in test environment.

Types of Testing:

6.2.9 **Functional Test:**

Focuses on the functionality of an application that validates the output, based on selected input that consists of unit testing, business process testing, and scenario (integration) testing.

Unit Testing

Validates those individual functions are configured and/or developed to appropriately translate technical and functional requirements. This includes testing of individual configuration elements, process steps associated with business transactions, and custom development objects.

Business Process Testing

Validates the full operability of interconnected functions, methods, or objects within the functional areas of an solution.

Scenario (Integration) Testing

Validates a set of business processes that define a business scenario in a comprehensive and self-contained manner on a macro level.

User Acceptance Test (UAT):

Assist business users to conduct UAT.

6.4 **Training:**

- i. Service Provider will prepare the training plan in coordination with AAAL team.
- ii. Provide training manual for end users, system administrator, technical team etc.
- iii. Responsible to provide comprehensive system training to end business users.

Training	Participants	Remarks
SAP S/4 HANA overview Training	Sr. Management and Core team of AAAL	Focus on Reporting, controls, and high-level processes
SAP Business Process/Solution Overview	AAAL core team	Business processes details and concepts of Organisation Structure
Technical training	AAAL Technical team	HANA database concepts, Basic system admin tasks, user administration, security, backup/restore etc
End User Trainer	AAAL Core team & end users	Transactional level training

Training would be module wise through classes, workshops, e-learnings, and practical sessions. There will be minimum 100 hours of training in batches as mutually agreed and should be spread over the entire period as per convenience and availability of AAAL employees. All training should be held primarily at AAAL corporate office (Alliance Bhawan). Users shall be trained in execution of various process in the system so that they are able to carry out UAT effectively and perform end user functions smoothly, post Go-Live stage.

Note: During hyper care support period, S.I should ensure availability of a designated person responsible for smooth hand holding of the entire system implemented. The person should be physically present at Alliance Air premise to help end users during the support phase.

6.5 Implementation Methodology:

Consider SAP activate methodology for the implementation of solution.



Different phases with key activities and deliverables

6.6 Prepare phase:

The Prepare phase will provide initial planning and preparation for a project, including project organization and governance as well as the project schedule and project management plans.

Key Prepare Activities:

- i. Define project goals, a high-level scope, and a project plan
- ii. Establish project standards, organization, and governance
- iii. Define roles and responsibilities for the project team
- iv. Establish project management, tracking, and reporting mechanisms
- v. Develop a project team training strategy, and start project team training
- vi. Document all initiation activities in the project charter
- vii. Kick-off the project
- viii. System build & Landscape finalization and Business Processes Identification
- ix. Discuss End User Training & Planning
- x. Prepare for the next/explore phase

The System Integrator must clearly understand the requirements of the AAAL through extensive requirement gathering. Requirement gathering must be done through interaction with officials at AAAL head office, core team and field offices if required. The System Integrator must capture in detail, the business processes of all the functions at AAAL. The requirements must be validated by the client.

Functional coverage as mentioned in this bidding document are minimum requirements. It is expected that the System Integrator may be required to include additional functional requirements, which may come up during

the period of its self-assessment to arrive at an appropriate design of the solution. The business processes captured by the System Integrator, FRS and formats captured shall be the basis of implementation of proposed solutions.

The System Integrator must analyze the skill set possessed by the intended users and the skill set required by those users to work on the proposed system efficiently. This would be required for development of change management plan and training plan.

Deliverables:

- i. On boarding of project team & Project Kick off
- ii. Detailed project scope document
- iii. Project organization and governance
- iv. Implementation plan & schedule
- v. Project Charter
- vi. Risk Register
- vii. Communication Plan
- viii. RACI Matrix
- ix. Issue Tracker
- x. System Landscape
- xi. Data migration approach and strategy
- xii. Prepare for the Fit/Gap analysis activities

6.7 Explore phase

In the Explore phase, conduct industry best practice workshops to review the SAP best practices functionality, to identify delta requirements or gaps, and document the conceptual design of the "to -be" delivered SAP enterprise solution. Documents all functional and technical requirements, project issues, and gaps.

Key Explore Activities:

- i. Prepare, setup, and conduct solution validation workshops
- ii. Refine business requirements
- iii. Identify master data and organizational requirements
- iv. Define functional solution design, including a gap analysis in solution design workshops
- v. Associate business requirements to the process hierarchy and the solution components
- vi. Obtain business sign-off on delta requirements and design documents
- vii. Establish project management, tracking, and reporting
- viii. System Build

Deliverables:

- i. Documented design, including:
 - Project plan update
 - Process flows
 - Functional specifications
- ii. Test strategy and plan
- iii. Business Process Master List
- iv. Complexity classification under Simple/Medium/High with justification
- v. Best practices Baseline built
- vi. Business Process Workshops & Demos/Solution Validations
- vii. Fit-Gap Analysis

- viii. Enterprise Structure
- ix. Business Process Design Documents and Signoffs
- x. Master Data Draft Templates
- xi. Test Strategy and Plan
- xii. Training Plan

6.8 Realize phase:

Configuration of system and processes, development of custom objects and test the solution.

Key Prepare Activities:

Implement the solution in the development environment using incremental build in time boxed iterations

- i. Conduct overall end-to-end testing of the solution within the QA environment
- ii. Conduct performance testing
- iii. Conduct project team and key user training
- iv. Finalize end user training materials and documentation
- v. Secure Production System

Deliverables:

- i. Solution configuration and tests
- ii. Development/testing of enhancements and extensions like interfaces, forms, workflows, conversions, or reports
- iii. Preparation/delivery of train-the-trainer course
- iv. End user training system environment
- v. Configuration Completion
- vi. RICEF Tracker
- vii. RICEF Objects Functional Specifications Documents
- viii. Unit Testing & Integration Testing
- ix. Security Roles and Authorization Matrix
- x. Master Data Collection
- xi. Quality System Readiness
- xii. User Manuals
- xiii. Training to Core Team Members
- xiv. User Acceptance Testing & Signoff
- xv. Data migration conducted
- xvi. Cutover and transition plan

6.9 Integration Test:

- i. Document the integration test case outlined in the integration test plan
- ii. Perform the Integration test according to previously defined plan. During the test all issues must be logged and documented for traceability purpose
- iii. Resolve any issues identified during the Integration Test
- iv. Obtain customer approval (sign-off) on the integration test

6.10 User Acceptance Test (UAT):

- i. Ensure that the system meets all the business requirements determined to be in scope
- ii. via hands -on functional area testing
- iii. Ensure that the system meets technical requirements and meets service levels for application response time, throughput, and infrastructure performance at typical production loads
- iv. Ensure implementation meets the exit criteria defined below and is ready for use in a production environment

6.11 Deploy phase:

Key Prepare Activities:

Finalize the solution and its supporting tools and processes for production go-live including the following:

- i. Resolve all crucial open issues
- ii. Conduct system tests
- iii. Check system management is in place
- iv. Proceed with cutover activities, including data migration
- v. Execute transition and cutover plans.
- vi. Complete all scheduled end user training
- vii. Identify and document all issues encountered in the transition to the new solution
- viii. Monitor the business process results and the production environment
- ix. Establish hyper care support which provides:
 - x. Production support processes
 - xi. Exceptional business monitoring processes
 - xii. Extraordinary technical support
- xiii. System enhancements
- xiv. Track and report on value delivery
- xv. Define security and role matrix
- xvi. Complete SAP review on system
- xvii. System backup

Deliverables:

- i. Organizational and production readiness check
- ii. Technical and system testing, as necessary
- iii. Cutover Plan signoff
- iv. End User Training
- v. Perform Manual Entries
- vi. Perform Conversions
- vii. Cutover Data Upload
- viii. Transition Plan and Strategy
- ix. Data conversion
- xiii. End user training
 - ix. Production environment setup
 - x. Cutover to production including
- xx. Cutover plan update
- xxi. Cutover simulations
- xxii. Data migration

- xxiii. User IDs and profiles creation
- xxiv. Go-live & signoff
- xxv. Support organizations establishment
- xxvi. Organization readiness for transition sign-off and Go-Live activities

6.12 Timeline:

Implementation of SAP S/4 HANA (RISE edition) on Private Cloud at ALLIANCE AIR

The Implementation of the SAP S/4 HANA shall be followed by Hyper care support (Three Months) and AMC (Twelve Months). The proposed timeline for implementation SAP S/4 HANA solution will be 5 months till Go-Live. This would be followed by a post Go-Live Hyper-care support for 3 months and 1 year of Annual Maintenance period. The AMC would be renewed for a period of 2 years or as mutually agreed based on performance evaluation of the System Integrator on same terms and conditions. The Bidder is expected to provide details of end-to-end project plan, milestones, resource loading plan, etc. with reference to the below mentioned timelines. The contract starts on the day it is signed by both the parties on mutually accepted terms and conditions.

Alliance Air	2022			2023									2024									
	Implementation			Hypercare Support			AMC and Helpdesk Support															
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	
Contract finalization																						
Resource onboard and project kick off																						
Implementation (Prepare, Explore, Realize and Deploy)																						
Data Migration																						
Go-Live on 1st of April 2023							*															
Hyper Care Support																						
AMC and Helpdesk Support																						

Responsibilities of Alliance Air

- Alliance Air shall constitute a project governance structure with adequate representation from all the stakeholders to review the recommendations of the SI and accord necessary approvals. Alliance Air shall discharge the following responsibilities for successful implementation of the project.
- Review and award timely approvals to the documents / requests / deliverables, etc. received from the SI.
- Review the bottlenecks highlighted by SI on a regular basis and resolve the issues.
- Facilitate the training programs when conducted at Alliance Air premises to the extent of providing the venue, projection/viewing of training material. For the avoidance of doubt, the entire training material with distribution to all participants in hard copy and soft copy, travel costs, local logistics, boarding and lodging/ accommodation costs of the bidder shall be borne by the bidder.
- To facilitate the smooth functioning and able administration of the project, Alliance Air shall on a reasonable effort basis, as far as practicable, provide support for the infrastructure needed at Alliance Air premises. This may include office seating space along with network connectivity and power supply.
- To facilitate the smooth functioning and execution of the project, Alliance Air shall, as far as practicable, provide all necessary approvals, reviews as may be applicable on a reasonable effort basis as expeditiously as possible, provided hereinafter that the documents/subject matter on which such approvals/reviews are sought shall be accurate, unambiguous, and qualitatively satisfactory in the opinion of Alliance Air.
- Provided further that for the purposes of the above obligation, the Bidder shall ensure that such reviews & approvals are sought at least 7 calendar days prior to its intended utilization to allow Alliance Air adequate time to complete protocols in connection therewith.

- Support with UAT (User Acceptance Test) testing as per the timelines / plan finalized between SI and Alliance Air.
- Sign-off on data accuracy and completeness during the data migration before data is loaded into SAP S/4 HANA on private cloud/or third party hosted data environment(s).
- Project to be executed by the SI dedicated team at Alliance Air locations. All equipment required for development should be provided by the SI. Alliance Air will provide only the sitting space for SI dedicated team.

7. Bid Evaluation and Eligibility Criteria

7.1 Pre-Qualification Criteria

Applicants that meet the minimum eligibility criteria set out below regarding financial soundness and technical strength shall stand pre-qualified.

S.No.	Criteria	Qualifying Criteria	Document Required
1.	Registration Status	Bidder must be incorporated or registered in India under the Indian Companies Act, 1956/ 2013 or Limited Liability Partnerships (registered under LLP Act, 2008)	Following documents are required: a) Self-attested Copy of certificate of incorporation /registration certificate b) Self-attested Copy of GST Registration Number c) Self-attested Copy of PAN
2.	Net Worth	Financial Criteria: Annual turnover of the bidder should be minimum Rs. 2 Crores in preceding three financial years ending 31 st March 2021 and should be profit-making (PAT should be positive) for the last three completed financial years.	Copy of relevant pages of printed Audited balance sheet P/L account Duly certified CA Certificate
3.	Experience of the bidder in India	<p>Bidder should have achieved / completed at least any one of the following during last five (5) years in "similar works" ending last day of month previous to the date of submission of bids should be either of following:</p> <p>a) Three similar completed works costing not less than Rs.1.25 Crore each Or</p> <p>b) Two similar completed works costing not less than Rs. 1.5 Crore each Or</p> <p>c) One similar completed work costing not less than Rs. 2 Crore</p> <p>"Similar works", definition is as follows: - Installation, and Implementation of SAP S/4 HANA (RISE edition) on Private Cloud. The SAP S/4 HANA projects implemented and supported, must cover two modules i.e., Finance &</p>	Scanned copies of work orders/ purchase order/ contract/ agreement and completion/ successful implementation confirmation from the client

		Accounting and HR including Payroll	
4.	Experienced professional in proposed SAP S/4 HANA	Bidder should have at least 20 experienced functional and technical consultants out of which 3 should be certified consultants of SAP S/4 HANA.	Scanned copy of payrolls & EPF statement indicating permanently employed staff strength.
5.	SAP partnership authorization	The Bidder should be a certified SAP Partner for the proposed solution SAP S/4 HANA for more than 5 years.	Copy of SAP certification
6.	Blacklisting	The bidder must not be blacklisted by any Central / any State / Department / establishments in India at any point of time for breach of ethical conduct or fraudulent practices.	Copy of Self declaration signed by the authorized signatory

After short listing of bidder based on eligibility criterion, the technical bid will be evaluated by evaluation committee set-up by Alliance Air. Below instructions will be followed:

In case of no response by the Bidder to any of the requirements regarding the contents of the Technical Bid, his bid will be considered nonresponsive.

Technical bid of the bidder shall be opened and evaluated for acceptability of Techno-functional requirements, deviations, and technical suitability. Bidder shall refer and respond to **ALL** technical and functional requirements as highlighted under functional requirement specification and technical requirement specification documents attached as Annexure to this document. The format for the same is mentioned in Section 12 of this document.

The bidder scoring the highest technical score will be ranked as T1.

7.2 Technical Functional Evaluation Framework

The bid response of the SI that qualify as per the Pre-Qualification criteria, would be evaluated based on the following Technical Functional Evaluation framework:

Sr. No	Criteria	Maximum Marks
1.	SAP System Integrator (SI) Capabilities	60
2.	Quality & Experience of resources (Functional & Technical Consultants)	20
3.	Approach and Implementation methodology – Technical presentation	20

SI Capabilities						
No.	Category	Criteria	Evaluation Basis	Max Score	Parameters/ Rating	Comments
1	Bidder's experience in SAP S/4 HANA implementation in India (This is a mandatory requirement, failure to comply will lead to rejection of the bidder)	Bidder's experience in successful SAP S/4 HANA (Rise Edition) implementation, data migration and support in India during last 05 years, (at least one of which should be implemented in the last 03 years) ending last day of month previous to the date of submissions of bids in terms of total project value from single project implementation. Additional points for experience related to aviation industry.	Copy of work orders capturing scope, revenue, and Client. Completion /GO-Live certificate to be attached	15	a) >= INR 2.0 Crore: 11 Marks b) INR 2.0 Crore to INR 1.50 Crore: 9 Marks c) INR 1.50 Crore to INR 1.25 Crore: 8 Marks d) > Two Projects (under any category): 2 Marks e) Additional Experience working for aviation industry: 2 Marks	
2	Data Migration implementation (This is a mandatory requirement, failure to comply will lead to rejection of the bidder)	Number of data migration projects from SAP ECC to cloud-based SAP S/4 HANA	Copy of work orders capturing scope, revenue and Client Completion /Go-live certificate to be attached. Bidder must be able to demonstrate the same during presentations.	10	> 2 projects: 8 Marks 2 Projects: 7 Marks 1 Project: 6 Marks Experience in data carving including cleansing and extraction of data: 2 Marks	
3	SAP S/4 HANA system fitment (Functional)	Functional Compliance in terms of fitment to Functional Requirements Specifications (FRS). Higher marks shall be awarded for functionalities offered as standard process. Alliance Air prefers that minimal customization is required for the new SAP S/4 HANA system and should have minimum 85% "Standard" functionality against Functional Requirements.	The response against each mentioned requirement will be evaluated as following: a) Non-Compliant - 0 Point b) Customization (C) - 2 Point c) Standard Feature (S) - 3 Point FRS must be able to be demonstrated. All line items mentioned in FRS would be considered along with weightage as mentioned above. The total marks will be awarded based on cumulative response and total points for	15	≥95% - 15 Marks 90% to 95% - 12 Marks 85% to 90% - 10 Marks Less than 85% - 5 Mark	

			each requirement.		
4	Turnover of the Bidder	The bidder must have min. Annual turnover of Rs. 2 Cr. in preceding three completed financial years ending 31 st March 2020.	Scanned copies of relevant pages of printed and Audited balance sheets and P&L account OR duly certified CA Certificate mentioning UDIN, as per Annexure 11 (i.e., 2021-22, 2020-21, 2019-20	10	>=INR 4 Crs:10 Marks INR 3 Crs to INR 4 Crs: 8 Marks INR 2 Crs to INR 3 Crores: 7 Marks
5	Quality certification	CMMi Level 3 and above certification required	Bidder should submit valid certificate copy and details of certification as per Annexure 11	5	CMMi Level-5: 5 Marks CMMi Level-4: 4 Marks CMMi Level3: 3 Marks
6	Functional skills	Full time functional and technical consultants of SAP S/4 HANA in the payroll of SI.	Scanned copy of payroll and EPF statement indicating permanently employed staff strength	5	>= 30 Consultants: 5 Marks Less than 30 and greater than 25 consultants: 4 marks Less than 25 and greater than 20 consultants: 3 marks
7	Manpower requirement	Key Personnel to be deployed for the project	CVs should be attached	20	Refer below for the Manpower deployment scoring

For this project, it is imperative that the Bidders apart from other manpower will deploy following best in class key professionals to ensure successful execution. The Bidder will in its proposal include the names and detailed curriculum vitae of their key personnel who will be working on this project especially during the architecture definition of various components and implementation to deliver the seamless service.

Functional Consultant refers to a person who configures the system as per business requirements.

Technical Consultant refers to a person typically a programmer/ABAP or a Basis person for software deployment and integrations.

	Manpower Requirement	Max Score
7a	Project Manager cum SAP S/4 HANA Expert (SAP S/4 HANA professional) Qualification: B.E./ B.Tech. / MCA / MBA (or equivalent) with minimum 10 years and above post qualification experience. Should have experience of execution of at least two “Similar works” as project manager. Should have experience of handling end to end implementation of SAP S/4 HANA (RISE edition) on private cloud project of 60+ or more transactional user. Total Experience: i. 10-15 Years - 4 Marks ii. More than 15 Years - 5 Marks	5 Marks

7b	<p>Payroll & HR Management:</p> <p>Qualification: B.E./ B.Tech. / MBA / Post Graduation in Human Resource Management (or equivalent) with minimum 07 years and above post qualification experience in domain.</p> <p>Should have experience in SAP S/4 HANA implementations and have completed two end to end implementation cycles for proposed function</p> <p>Marks would be awarded based as below:</p> <ol style="list-style-type: none"> i. More than 2-3 Implementations - 4 Marks ii. >3 Implementations - 5 Marks 	5 Marks
7b	<p>Finance & Accounts:</p> <p>Qualification: Qualification: CA / ICWA / Post Graduation in Finance Management. (or equivalent) with minimum 07 years and above post qualification experience in domain.</p> <p>Should have experience in SAP S/4 HANA implementations and have completed two end to end implementation cycles for proposed function</p> <p>Marks would be awarded based as below:</p> <ol style="list-style-type: none"> i. More than 2-3 Implementations - 4 Marks ii. >3 Implementations - 5 Marks 	5 Marks
7c	<p>Technical Person for the proposed SAP S/4 HANA</p> <p>Qualification: B.E./ B.Tech. / MCA with minimum 5 years and above post qualification experience.</p> <p>Experience as a developer/programmer with expertise on implementation of SAP S/4 HANA on cloud. The person should have completed two end to end implementation cycle for SAP S/4 HANA</p> <p>Marks would be awarded based as below:</p> <ol style="list-style-type: none"> i. More than 2-3 Implementations - 2 Marks ii. >3 Implementations - 3 Marks 	3 Marks
7d	<p>Solution Architect</p> <p>The Change Management Expert should be B.Tech/B.E./MCA/MSC or other relevant qualification with minimum 7 years of experience providing assistance in interface/solution architect for implementation of SAP S/4 HANA System.</p> <p>Marks would be awarded based as below:</p> <ol style="list-style-type: none"> i. More than 2-3 Implementations - 1 Marks ii. >3 Implementations - 2 Marks 	2 Marks

Note:

- The Technical Functional evaluation scores would be collated across the above parameters (Sl. No.1 to 7), as per the table above) for each Bidder and will be denoted as Ts. The minimum qualifying mark for the overall technical functional evaluation (including Technical presentation) is **75%** as per the evaluation criteria listed above.
- Compliance in terms of fitment to Functional Requirements Specifications (FRS) and Technical Requirement specifications (TRS) as captured in the above table will be evaluated based on the following:
 - Bidders would be required to respond to the compliance of functional/technical requirement as provided in Annexure (Functional Requirement Specifications)

- Bidders shall be responding to the compliance of FRS by giving their responses against the requirements. Alliance Air prefers that minimal customization is required for the new SAP S/4 HANA system and should have minimum 85% “Standard” functionality against Functional Requirements.

7.3 Financial Evaluation

The financial bids shall be opened of only those bidders who have been found to be technically eligible.

Total Cost of Ownership (TCO) will be arrived at by adding cost of:

- Implementation of SAP S/4 HANA (RISE edition) on Private Cloud including data migration services from existing Air India landscape (SAP ECC)
- AMC support Cost for 01 Year.

The Bid having the Lowest TCO shall be termed as the Lowest Evaluated Bid and will be awarded 100 marks. Financial score of other bidders will be calculated basis the following formula:

Financial score will be denoted as Fs,

$$\text{Whereas Fs} = \frac{100 \times \text{TCO of Lowest bidder}}{\text{TCO of the bidder}}$$

The Financial bid should be provided with the following key requirements:

- The implementation partner will provide technical cost for fully supporting the SAP S/4 HANA implementation process as per the Financial Bid format available in Section 12.
- The Bidder shall quote a price for all the components and services of the solution to meet the requirements of Alliance Air.
- All the prices will be in Indian Rupees (in words and figures). In case of discrepancy, the amount in word will prevail.
- No adjustment of the price quoted in the Price Proposal shall be made on account of any variations in costs of supply & services, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the contract. No clauses for price fluctuations due to fluctuation of the Indian currency against any of foreign currency will be accepted during the period of the contract.
- The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of the validity of the proposal and the contract. A proposal submitted with an adjustable price quotation or conditional proposal shall be treated as nonresponsive.
- Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate “0” (zero) in all such fields.
- It is mandatory to provide the break-up of all components in the financial bid proposal document. The Price bid should include the unit price and proposed number of units for each component. In no circumstances the Price bid shall be allowed to change/modify.
- It is mandatory to capture all taxes including duties and levies wherever applicable and/or payable. All the taxes of any nature whatsoever shall be borne by the Bidder.
- The bid amount shall be inclusive of packing, forwarding, transportation, insurance till Go Live, delivery charges and any other charges as applicable.
- All costs incurred due to delay of any sort, shall be borne by the Bidder.
- Alliance Air reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated within specified time frames.
- Alliance Air reserves the right to ask the Bidder to submit analysis of rate and data sheet for the rates quoted in the Price bid by the bidder.
- If any of the prices of different components are bundled together in the Price Proposal, unbundling of these prices, i.e., allocating prices for individual components during evaluation or during signing the contract, if awarded the contract, will not be allowed.
- SI would quote the commercials strictly as per formats given. Any deviation would lead to rejection.
- If the price for any of the service is not explicitly quoted in the price bid or mentioned as zero, it is assumed that the price for that element is absorbed in some other service element for which a

price has been quoted and Alliance Air has the right to source services for which no price was quoted or quoted as zero at no additional price.

- If taxes or any other applicable charges are not indicated explicitly, they are assumed to be bundled within the prices quoted and unbundling of these charges will not be entertained either during evaluation or while signing the contract.
- **Annual maintenance contract may be extended for a period of two years or as decided on mutual agreement basis performance evaluation of system integrator on same terms and conditions.**

Final Selection Marking Methodology: Technical Functional Score should be denoted as “Ts” and shall be used to compute the final score in combination with Financial Score “Fs”. The final selection of the bidder will be based on **QUALITY AND COST BASED SELECTION (QCBS)**. There will be **70%** weightage for Technical Evaluation and **30%** weightage for Financial Evaluation.

Final Score shall be calculated as: = (Ts x 0.70) + (Fs x 0.30)

Example of calculation to determine final score

S. No		Bidder 1	Bidder 2	Bidder 3
1	Technical Bid score	64 out of 80	70 out of 80	74 out of 80
2	Technical bid score (TS) scaled to 100	80	87.5	92.5
3	Financial Bid Price	5cr	6cr	8cr
Financial Score of lowest bidders as per Price will be awarded 100 marks. Financial score for other bidders will be calculated as follows				
4	Financial Score (FS) = 100*Price of lowest bidder/ Price of the respective bidder	100	83.3333333	62.5
5	Final Score = TS*0.7+FS*0.3	86	86.25	83.5

Bidder 2 in this case will be the successful bidder.

The bidder(s) whose bid has secured the highest “Final Score” will be considered as successful bidder(s).

8. Payment Schedule

8.1 Payment Schedule / Terms

- AAAL will appoint a Review Committee to track the progress of implementation and other milestones of the project. The bidders must clearly specify the project implementation milestones and timeframes. This is to be submitted along with the Commercial Bid.
- No advance / pre-delivery payment term will normally be accepted.
- Below table is for payment milestones and payment term, for detailed list of deliverables against each phase kindly refer SoW of this bidding document.
- The bidder shall also provide detailed year wise AMC cost for a period of 3 years post successful completion of Hypercare support period.

Table- A Implementation phase

Sr. No.	Milestones	Payment schedule	Deliverables
1	Prepare phase completion	20% of Sn. 1 of Form 8	For detailed list of deliverables against each phase, kindly refer Scope of work Section 6.
2	Explore phase completion	20% of Sn. 1 of Form 8	
3	Realize phase completion	15% of Sn. 1 of Form 8	
4	Commissioning and “Go-Live” (post data migration) Refer Table B Sr. No 4	25% of Sn. 1 of Form 8	
5	Post Hyper care support period (3 Months)	20% of Sn. 1 of Form 8	
6	AMC	Monthly Payment of the total cost of AMC support (Sn. 3 of Form 8, equally distributed for total AMC period)	

Table- B Data Migration phase

Sr. No.	Milestones	One-time payment schedule	Deliverables
1	Data Carve out or collection of data from AI server	50% of Sn. 2 (Part a) of Form 8	For detailed list of deliverables against each phase, kindly refer Scope of work Section 6.
2	Data extraction and transfer to new alliance air landscape	50% of Sn. 2 (Part a) of Form 8	
3	Data Migration	50% of Sn. 2 of Form 8 (Part b and c as applicable)	
4	Post Data Migration Audit	50% of Sn. 2 of Form 8 in phased out manner (i.e.,10% at the end of each month of hyper care support period) (Part b and c as applicable)	

9. Service level Agreement

Service Level Agreement (SLA) is the agreement between the Employer (Alliance Air) and the System Integrator for the project. Employer (Alliance Air) would monitor System Integrator’s compliance of the SLA. SLA defines the responsibility of the System Integrator in ensuring the performance of the system based on the agreed performance indicators as detailed in the Agreement. This section defines Service Level Agreement for solution deployed by the System Integrator.

The purpose of this SLA is to clearly define the levels of service to be provided by System Integrator to Employer (Alliance Air) for the duration of the contract.

Description of services to be provided by the System Integrator is mentioned in Section 6 (Scope of Work) of this bidding document.

9.1 Definitions

- (a) **“Helpdesk Support”** shall mean the support center, which shall handle fault reporting, troubleshooting, ticketing, related enquiries and other tasks.
- (b) **“Incident”** refers to any event/ abnormalities in the functioning of the system/ services that may lead to disruption in normal operations of the system including application and other services as per scope of System Integrator.
- (c) **“Recovery Time Objective (RTO)”** refers to the maximum duration of time and a service level within which a business application/ process must be restored after a disaster (or disruption) as declared by Employer (Alliance Air) in order to avoid unacceptable consequences associated with a break in business operations.
- (d) **“Recovery Point Objective (RPO)”** refers to maximum interval of time during a disaster (or disruption), the quantity of data lost pertaining to that period is acceptable.

9.2 Interpretations

- (a) The normal **working/ business** hours are **9:30 AM to 6:00 PM** on all working days (Monday to Friday) excluding public holidays or any other holidays observed by Employer (Alliance Air) or concerned Office. However, System Integrator recognizes the fact that it may require to work beyond the working hours on need basis or on Sundays or public holidays.
- (b) "Non-Working/ Non-Business Hours" shall mean hours excluding "Working/ Business Hours".
- (c) "Service Window" shall mean the duration for which the facilities and services should be ensured to be available. Expected service window for Employer (Alliance Air) is **9 x 5 at business units** as per the timings of the business units.
- (d) 9x5 shall mean hours between 09:30 AM 6.30 PM on five days of week (Sunday and Saturday excluded).
- (e) Minimum working days of manpower resources will be equal to the working days of Alliance Air location where the resource is deployed.
- (f) The SLA parameters shall be monitored on a daily/ monthly/ quarterly basis as per the individual SLA parameter requirements. However, if the performance of the system/ services is degraded significantly at any given point in time during the contract period and if the immediate measures are not implemented and issues are not rectified to the complete satisfaction of Employer (Alliance Air) or an agency designated by them, then the Employer (Alliance) will have the right to take appropriate disciplinary actions including termination of the contract.
- (g) Wherever required, some of the Service Levels will be assessed through audits or reports. Audits will normally be done on regular basis or as required by the Employer (Alliance Air) and will be performed by the Employer (Alliance Air) or any third-party agencies appointed/ designated by Employer (Alliance Air).

9.3 Service levels requirements during implementation period

Submission of documents/ deliverables

This project is a part of demerger activity between Air India and Alliance Air, hence Go-Live should be delivered on the 1st of April as mentioned in the Scope of Work. SI needs to fully comply with this consideration and prepare strategy accordingly during project kick off stage.

Service Description	Level	Measurement	Deduction
Submission Documents/ Deliverables	of	As per timeline approved in project plan, this service level will be monitored and measured every month based on agreed and finalized Project plan.	Each week of delay in submission of document/ deliverable will attract a deduction of 0.5% of the milestone under which the document/ deliverable is falling.
For instance, if there is a delay of 4 weeks in submission of required document, then deduction of 0.5% per week or part there of maximum up to 10% shall be done from the amount payable under the category of deliverables. Refer Section 6: Scope of work for deliverables and their categories under which they are falling.			

9.3.1 System performance requirements

Performance Criteria: The SI would be required to perform monitoring tests to measure performance times during peak load. The SI would seek assistance from OEM, as required, to provide demonstration test conditions. The measured metrics shall be as follows:

A. Response time performance criteria

Measurement	Response Time
End to End response time (end user to core application and back) for LAN users	< 2 sec
Time for Report Generation:	
Simple Report	< 5 sec (Simple) Defining of Parameter
Medium Complexity report	< 30 sec (Medium) Defining of Parameter
High Complexity report	< 1 min (High) Defining of Parameter

The SI would be responsible for ensuring that at the time of implementation the above requirements are not compromised in case of change in the following parameters:

- Number of geographical locations at which users can be supported, while maintaining the performance metrics given above.
- Total size of the record repository which can be supported, in Gigabytes or Terabytes, while maintaining the performance metrics given above.
- Number of total users which can be supported, while not impacting the performance under normal operating conditions.

These response times will be demonstrated by the SI during Stress and Load testing before Go-Live and during Load Testing in an environment / infrastructure as mutually agreed along with ALLIANCE AIR.

All efforts including data, personnel, software tools, scripts shall be the responsibility of SI. ALLIANCE AIR shall review and evaluate the validity of the test results.

9.3.2 Training Feed back

- 100% trainees should give satisfactory feedback during the knowledge transfer.
- Feedback from trainees is required in format as approved by ALLIANCE AIR. In case of unsatisfactory feedback, further trainings if required to be conducted by System Integrator till the satisfaction of ALLIANCE AIR.

9.4 Service level requirements during stabilization & maintenance period

The System Integrator shall adhere to all the project timelines for the implementation phase as defined above in this bidding document. Failure to complete any project activity as per the agreed upon timelines may result in Liquidated Damages as defined in this bidding document.

Helpdesk

- (g) **High Severity (Level 1) calls.** The failure to fix has an immediate impact on the Employer's (ALLIANCE AIR's) ability to provide services, inability to perform critical service delivery and/ or back-office functions or a direct impact on the organization. For example, unavailability of application to end users shall fall in the category of Level 1 or High Severity issue.
- (h) **Medium Severity (Level 2) calls.** The failure to fix has an impact on the Employer's (ALLIANCE AIR's) ability to provide services and can cause services to degrade if not resolved within reasonable time frames. For example, failure of one node in a cluster may cause services to degrade.

- (i) **Low Severity (Level 3) calls.** The failure to fix has no direct impact on the Employer's (ALLIANCE AIR's) ability to serve its offices or perform critical back-office functions.
- (j) The System Integrator must ensure that all the critical issues are resolved immediately to have a minimal impact on the business operations of ALLIANCE AIR.
- (k) The issues/tickets can be raised by users either through helpdesk portal or phone calls or emails. The System Integrator needs to always ensure availability of all these modes of ticketing.
- (l) This service level will be monitored monthly.

The below table gives details on the Service Levels the System Integrator should maintain.

Helpdesk performance

Service Level Description	Measurement	
High	95% of the Level 1 calls shall be resolved within 4 working hours from call received/ logged, whichever is earlier. However, the maximum resolution time for any incident of this nature shall not exceed 12 hours. Severity of violation: High This service level will be monitored monthly.	If the deviation is: <ul style="list-style-type: none"> • < 95% & >= 90% then 1% Penalty of the Monthly Payment • < 90% & >= 80% then 5% Penalty of the Monthly Payment • < 80%- 50% Penalty of the Monthly Payment
Medium	95% of the Level 2 calls shall be resolved within 8 working hours from call received/logged, whichever is earlier. However, the maximum resolution time for any incident of this nature shall not exceed 48 hours. Severity of violation: Medium This service level will be monitored monthly	If the deviation is: <ul style="list-style-type: none"> • < 95% & >= 90% then 1% Penalty of the Monthly Payment • < 90% & >= 80% then 5% Penalty of the Monthly Payment • < 80%- 50% Penalty of the Monthly Payment
Low	95% of the Level 3 calls shall be resolved within 16 working hours from call received/logged, whichever is earlier. However, the maximum resolution time for any incident of this nature shall not exceed 72 hours. Severity of violation: Low This service level will be monitored monthly.	If the deviation is: <ul style="list-style-type: none"> • < 95% & >= 90% then 1% Penalty of the Monthly Payment • < 90% & >= 80% then 5% Penalty of the Monthly Payment • < 80%- 50% Penalty of the Monthly Payment

9.5 System infrastructure & application availability/performance (in case of Third-party hosting):

- (a) **System infrastructure-** This includes but is not limited to: -
 - (i) All hardware/ virtual machines, software, networking & security components, and non-IT components supplied by System Integrator (in case of Third-party hosting)
 - (ii) Helpdesk infrastructure & applications
- (b) **Application-** This includes but is not limited to: -
 - a. SAP S/4HANA application covering modules FICO and HCM
 - b. Applications for back up, replication, antivirus, anti-spam
 - c. Interface linking of all third-party tools and applications (ARMS/ PSS/PRA/ MRO/ MMD/ Fuel B2B etc.)

d. Any other application provided or routed through System Integrator

(c) These service levels will be monitored monthly.

(d) The below table gives details on the Service Levels the System Integrator should maintain.

9.5.1 System infrastructure availability & performance (in case of Third-party hosting)

Service Level Description	Measurement								
Application availability (Production)	<p>Availability of system infrastructure in Production environment shall be at least 99.7%</p> <p>Severity of violation: High</p> <table border="1"> <tr> <td>Availability over the monthly period</td> <td>Violations for calculation of penalty</td> </tr> <tr> <td>< 99.7% & >= 99%</td> <td>Low</td> </tr> <tr> <td>< 99% & >= 98%</td> <td>Medium</td> </tr> <tr> <td>< 98%</td> <td>High</td> </tr> </table>	Availability over the monthly period	Violations for calculation of penalty	< 99.7% & >= 99%	Low	< 99% & >= 98%	Medium	< 98%	High
Availability over the monthly period	Violations for calculation of penalty								
< 99.7% & >= 99%	Low								
< 99% & >= 98%	Medium								
< 98%	High								
RTO	<p>RTO (Recovery Time Objective) shall be less than or equal to four (4) hours.</p> <p>Severity of violation: High</p> <p>Each instance of non-meeting this service level will be treated as two (2) violations.</p> <p>It will be measured during drill and/ or actual case.</p>								
RPO	<p>RPO (Recovery Point Objective) shall be less than or equal to 30 minutes. Severity of violation: High</p> <p>Each instance of non-meeting this service level will be treated as three (3) violations.</p> <p>It will be measured during drill and/ or actual case.</p>								
Application availability (Nonproduction)	<p>Availability of application in non-production environment shall be at least 98%. Severity of violation: High</p> <p>This service level will be monitored monthly.</p> <table border="1"> <tr> <td>Availability over the quarterly Period</td> <td>Violations for calculation of penalty</td> </tr> <tr> <td>< 98% & >= 96.5%</td> <td>Low</td> </tr> <tr> <td>< 96.5% & >= 95%</td> <td>Medium</td> </tr> <tr> <td>< 95.5%</td> <td>High</td> </tr> </table>	Availability over the quarterly Period	Violations for calculation of penalty	< 98% & >= 96.5%	Low	< 96.5% & >= 95%	Medium	< 95.5%	High
Availability over the quarterly Period	Violations for calculation of penalty								
< 98% & >= 96.5%	Low								
< 96.5% & >= 95%	Medium								
< 95.5%	High								

If no. of violations under high categories:

- High < 99% & >= 95%, 10% Penalty of the Monthly Payment
- High < 95% & >= 90% then 20% Penalty of the Monthly Payment
- High < 90%- 50% Penalty of the Monthly Payment

- Medium < 99% & >= 95%, 5% Penalty of the Monthly Payment
- Medium < 95% & >= 90% then 15% Penalty of the Monthly Payment
- Medium < 90%- 30% Penalty of the Monthly Payment

- Low < 99% & >= 95%, 5% Penalty of the Monthly Payment
- Low < 95% & >= 90% then 10% Penalty of the Monthly Payment
- Low < 90%- 20% Penalty of the Monthly Payment

9.6 Duration of the Service Level Agreement (SLA)

The service levels described in this section shall remain valid for the entire tenure of the contract or until such time the SLAs have been reviewed and revised by Employer.

9.7 SLA Monitoring

The SLA parameters shall be measured on a daily/monthly basis through appropriate SLA measurement tools designed by the System Integrator. For monthly SLA, monitoring average of the day wise availability shall be taken for arriving at the monthly score for the concerned parameter. However, if there is a breach of two days in a month, then the entire parameter for that month would be taken as breached.

System Integrator shall ensure that all relevant events are logged, and such logs are made accessible to the Employer (ALLIANCE AIR) for review/report through SLA monitoring tool in a readable format.

If the performance of the system/services is degraded significantly at any given point in time during the contract and if the immediate measures are not implemented and issues are not rectified to the complete satisfaction of Employer (ALLIANCE AIR), then Employer (ALLIANCE AIR) shall have the right to take appropriate corrective actions including termination of the contract.

The SLAs defined, shall be reviewed periodically at the option of Employer (ALLIANCE AIR) after taking the advice of the System Integrator. The revised SLAs shall not have any financial implications on the Employer (ALLIANCE AIR) or financial advantage to the System Integrator.

9.8 Violations and associated penalties

- (i) The primary intent of penalties is to ensure that the system performs in accordance with the defined service levels. Penalties are not meant to be punitive or, conversely, a vehicle for additional fees.
- (ii) A quarterly performance evaluation will be conducted using the quarterly reports of that period.

Penalty calculations: The framework for penalties and not meeting the Service Level Targets are as follows:

- (i) The performance will be measured for each of the defined service level metrics against the minimum/ target service level requirements and the violations will be calculated accordingly as defined in previous sections.
- (ii) Penalties applicable for each of the high severity violations (Level 1) are 2% of respective quarterly payment to the System Integrator.
- (iii) Penalties applicable for each of the medium severity violations (Level 2) are 1% of respective quarterly payment to the System Integrator.
- (iv) Penalties applicable for each of the low severity violations (Level 3) are 0.5% of respective quarterly payment to the System Integrator.
- (v) Penalties applicable for not meeting **a high (H) critical** performance target in two consecutive quarters on same criteria shall result in additional deduction of 5% of the respective quarterly payment to the System Integrator. Penalty shall be applicable separately for each such high critical activity
- (vi) Penalties applicable for not meeting **a medium (M) critical** performance target in two consecutive quarterly periods on same criteria shall result in additional deduction of 3% of the respective quarterly payment to the System Integrator. Penalty shall be applicable separately for each such medium critical activity.
- (vii) In case, total of all penalties not meeting any performance target exceed more than 20% of respective quarterly payment in two consecutive quarters, Employer (ALLIANCE AIR) may terminate the Contract.

9.9 Maintenance Support Clause for Application Software

- (i) The bidder must commit to provide AMC (Annual Maintenance Contract) for 1 year post 3 months of Hyper care support from Go-Live period.
- (ii) The bidder should designate a technical support contact for exchange of technical information to facilitate diagnosis/ troubleshooting during implementation of the project and thereafter during the AMC period.
- (iii) During the AMC period, the bidder would be required to provide on FOC basis, all products and documentation updates patches / fixes, etc. as may be necessary to ensure the desired level of performance of the system.

9.10 Training

The bidders should provide product training to various categories of AAAL personnel as specified in the Scope of work.

- (i) Training to be provided by S.I. to each department at Alliance Air i.e., IT, Finance and HR.
- (ii) Training for IT department should include cloud management and linking of interfaces to SAP S/4 HANA.
- (iii) Ad-hock/refresher training should be provided as & when any Government regulated changes are made.

9.11 Project Management

- a) The bidders should undertake the responsibility of project management about the offered application software, including but not limited to the Business Process Study, Detailing of Work Scope, application development/customization, testing and implementation.
- b) AAAL shall allocate its own resources to co-ordinate with the bidder's project team. The responsibility and scope of work of such resources would be mutually agreed upon between AAAL and the bidder after award of the contract.

10. General Condition of Contract

10.1 General terms of Tender

1. Bidders must submit the Pre-Qualification, Technical and Commercial bid online (e-tender) under single stage-two-part bidding process i.e., Technical-bid and Financial Bid through GeM portal and selection will be based on Quality and Cost Based Selection (QCBS) criteria. The complete tender can be downloaded from GeM Portal. (<https://gem.gov.in>)
2. Bids received in person or through fax will not be considered.
3. Bids received late, or bids that are incomplete or those, which are not in the prescribed format, are liable to be outrightly rejected.
4. Bids should be neatly filled / typed, all pages duly numbered, duly signed and stamped on every page by an authorized signatory of the bidder. Unsigned Bids will be rejected.
5. The rates quoted in the Commercial Bid should be clearly typed / written in figures and words free from over typing or over writing. The corrections, if any, must be authenticated by the full signature of the person, who has signed the bid.
6. The financial bids should be in Indian Rupees (INR) only.
7. Conditional discounts / credits, if any, shall not be given any consideration in the evaluation.
8. AAAL reserves the right to accept or reject, in whole or in part, any of the bids, without assigning any reason whatsoever at any stage.
9. The Bids should be valid for acceptance by AAAL as per GeM provision for a minimum period of 120 days from the date of closing of the tender.
10. All information related to the price quoted by the bidder should be given only in the commercial bid format. The Technical Bid should not contain any indication of the price. In case the price quoted is indicated in the Technical Bid, the Bid will be rejected, without any reference to the Bidder. No further correspondence will be entertained in this regard.
11. Commercial bids of only those bidders who qualify based on evaluation of their Pre-qualification and Technical bids would be opened and accordingly such bidders would be intimated.
12. The bidders should commit to assume the responsibility for implementation of the application software as specified in the tender including the product installation and integration.

13. The bidders are to satisfactorily complete customizations as required to fulfill the requirements of this tender in accordance with their technical bid before cutover of the application to production mode. Cutover date will be the date of successful implementation & acceptance of the complete application software.
14. The bid is to be submitted after careful study and examination of the tender document, and after obtaining a full understanding of the requirements. Bidders are therefore advised to study the tender document carefully before submitting their bids. The submission of a bid will imply that the Bidder has read this tender, its terms & conditions and has fully understood the work scope, specifications, project execution and solution implementation requirements.
15. The Agreement would be signed between AAAL, and the bidder selected for award of the contract. The bidders must confirm their willingness to sign such Agreement containing the entire principal terms and conditions of this tender.
16. AAAL reserves the right of not awarding any contract to any of the Bidders.
17. The bidders should bear all the costs associated with the preparation and submission of their bids, including the costs incurred in presentations, demonstrations etc. for the purposes of evaluation of the bids by AAAL. AAAL will in no case be responsible or liable for such costs regardless of the conduct or outcome of the bidding process. AAAL would however be responsible for the cost on account of travel, accommodation etc. of its Evaluation Team in the event that a decision is taken during the process of evaluation of the bids to make visits to client sites.
18. Determination of whether the bid complies with the tender requirements or not will be at the sole discretion of AAAL.
19. No advance / pre-delivery payment term will be accepted.
20. It will be the responsibility of the bidder to comply and pay all taxes/ levies/ duties in the country of origin as well as in India, as applicable for the entire contract.
21. The prices quoted in the commercial bid must be exclusive of all applicable taxes, levies, and duties till the delivery of the complete Software Package to AAAL. The taxes, levies, and duties components applicable in the country of origin of the Bidder as well as that applicable in India for all the items of commercial bid format including implementation and AMC should be indicated clearly and separately in the Commercial Bid. In case, no taxes are applicable, it should be indicated as 'NIL' in the commercial bid format.
22. In case the taxes, levies and duties are not mentioned separately, the bid would be deemed to be inclusive of such taxes, levies, and duties applicable in India.
23. Any increase in taxes / levies / duties in subsequent years will be reimbursed by AAAL on submission of proof of payment by the bidder. Similarly, in case of any reduction in the taxes/ levies/ duties from the present level, the benefit will be passed on to AAAL.
24. In case, any new taxes / levies / duties are introduced in future by the Government of India during the period of the contract, the same shall be reimbursed to the bidder by AAAL on submission of proof of such payments.
25. Costs if any to be borne by AAAL in respect of the Project Implementation should be clearly indicated in the Commercial Bid giving the break-up there of element wise.
26. The Commercial Bids must be complete in all respects and no representation whatsoever would be entertained by AAAL for inclusion of any other cost head / cost after the opening of the bids. The prices quoted should remain firm / fixed for the entire term of the agreement. Withdrawal or unilateral modification of the Bids shall constitute a breach of terms of the tender and the Bids shall be liable for rejection therefore thereof. No representations from the unsuccessful bidders shall be entertained with respect to the evaluation of their bids by AAAL, whatsoever.

10.2 Pre-Bid Meeting

1. The purpose of the Pre-Bid meeting shall be to clarify the issues and to answer questions received from or any matter that shall be raised by the prospective Bidders. The Bidders are advised to send their queries at least two days prior to the date of the Pre-Bid meeting. The queries may be addressed to: commd.del@allianceair.in

2. Text of the questions raised, and the responses given, together with any responses prepared after the Pre-Bid meeting, shall be transmitted without delay (without identifying the sources of the question) to all participants of the Pre-Bid meeting. Any modifications or alteration to the Bidding documents listed in Tender that shall become necessary as a result of the Pre-Bid meeting, shall be made by AAAL exclusively through the issue of an Addendum / Corrigendum separately and shall be available on the GeM portal. No separate press advertisement will be given for the same. Addendum and/or Corrigendum, if any, to the Tender, shall be referred to and taken into consideration by the prospective Bidders. It is the Bidder's responsibility to visit the said portal regularly for the aforesaid Addendum / Corrigendum as applicable.
3. Non-attendance of the Pre-Bid meeting shall not be a cause for disqualification of a Bidder.

Interested Bidders who desire to attend the Pre-Bid meeting shall communicate two days in advance to the Pre-Bid meeting scheduled date to make necessary arrangements for entry passes with names of their representative (only two authorized representatives per Bidder), by email to commd.del@allianceair.in.

1. Maximum 2 (two) representatives of each Bidder shall be allowed to attend the Pre-Bid meeting on the date fixed by AAAL. The Bidders authorized representatives shall carry an authorization letter on the letter head of the Bidder duly signed by the authorized signatory for the Bidder, along with an identity card to attend the Pre-Bid meeting.
2. Inputs/suggestions/queries submitted by the Bidders as part of the Pre-Bid meeting and otherwise will be given due consideration by AAAL. However, AAAL is not mandated to accept any submission made by the Bidder and the final decision will rest with AAAL.

10.3 Modification of Bids

1. The Bidder(s) can modify or withdraw their Bid(s) after the Bid submission but prior to the Due Date/Time for submission of the Bid. Last modification by the Bidder shall be final.
2. No Bid shall be modified after the Due Date/Time for submission of Bids.
3. No Bidder shall be allowed to modify/withdraw its Bid during the period after the due Date/Time for submission of Bids and prior to the expiration of the period of Bid validity. Withdrawal/modification of Bid, during the time-period mentioned above, shall result in the forfeiture of the EMD submitted by the Bidder.

10.4 Earnest Money Deposit:

It is clarified that in lieu of the Earnest Money Deposit, the Bidders are required to submit the Bid Security Declaration Form in the manner provided in Section 5 Instructions to Bidder.

10.5 Exemption / Preference to MSE units:

1. As per Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 issued vide Gazette Notification No. 503 dated 23.03.12 by Ministry of Micro, Small and Medium Enterprise of Govt. of India., MSEs must be registered with any of the following to avail the benefits / preference available vide Public Procurement Policy MSEs Order, 2012
 - i) District Industries Centers (DIC)
 - ii) Khadi and Village Industries Commission (KVIC)
 - iii) Khadi and Village Industries Board
 - iv) Coir Board
 - v) National Small Industries Corporation (NSIC)
 - vi) Directorate of Handicraft and Handloom
 - vii) Any other body specified by Ministry of MSME.
 - viii) Udyog Aadhaar
2. MSEs participating in the tender must submit the certificate of registration with any one of the above agencies indicating the details of the tendered item along with their bid.

3. The MSEs registered with District Industries Centers must submit the **Acknowledgement of Entrepreneur Memorandum (EM) Part-II** along with their bid. The MSEs registered with National Small Industries Corporation (NSIC) must submit the valid NSIC registration certificate along with their bid.
4. The Micro and Small Enterprises not registered for the trade/item for which this tender is relevant, would not be eligible for exemption / preference.
5. The registration certificate issued from any one of the above agencies must be valid as on close date of the tender. The Successful Bidder should ensure that the same is valid till the end of the Contract period.
6. The MSEs, who have applied for registration or renewal of registration with any of the above agencies/bodies but have not obtained the valid certificate as on close date of the tender, are not eligible for exemption / preference.
7. Exemption from submission of EMD – The MSMEs registered with above mentioned agencies/bodies are exempted from payment of EMD.
8. The Successful Bidder (MSME/Non MSME) will be required to submit the Security Deposit as applicable on the Contract value. However, in case of MSME Bidders, the Security Deposit/Bank Guarantee can be submitted on yearly basis renewable every year.
9. Price Preference- The MSEs registered with above mentioned agencies/bodies for the Tendered Service and quoting price within price band of L1+15% (fifteen per cent) shall also be allowed to supply a portion of requirement by bringing down their price to the price quoted by L1 in a situation where the price quoted by the L1 Bidder (the “L1 Price”) is from other than a MSE and such MSE shall be allowed to supply up to 20 % (twenty per cent) of total Tendered value/service. In case of more than one such MSMEs are in the price band of L-1 + 15% and matches the L-1 Price, the 20% value shall be shared proportionately.
10. An MSE unit will not get any purchase preference over another MSE unit.

Note: Above policy of extending benefits is meant for procurement of only goods produced and services rendered by MSEs and not for any trading activities by them.

10.6 Security Deposit / Performance Bank Guarantee

1. A Security deposit (SD) @ 3 % of the contract value, contract value will be determined by the value for a period described below or a non-revocable Performance Bank Guarantee (PBG) for the same amount would be required to be submitted by the successful Bidder within two weeks from the date of award of contract. The SD / PBG should be valid for 5 months (implementation) + 3 months (support period) + 12 months (AMC) = 20 months. It will be used for meeting the project commitments and would be refunded / returned without interest within 60 days of successful completion of warranty period subject to adjustment for penalties, if any, on account of deficiencies in performance as per the terms of the contract.
2. Subsequently for next year, a non-revocable Performance Bank Guarantee or Security Deposit @ 3% of the AMC value for the first year would be required to be submitted by the successful bidder to cover the performance requirements during the Annual Maintenance Contract period for the next year. This PBG / SD would be renewed annually @ 3% of the AMC for the corresponding year till such time as the AMC is in force and would be returned / refunded without interest within 60 days of successful completion of the AMC period after adjustment of penalties, if any, on account of deficiencies in performance as per the terms of the AMC.
3. It is to be noted that the costs involved in furnishing of the PBG / SD are to be borne by the bidder who has been awarded the contract and the same is to be included in the commercial bid.
4. Security Deposit will be applicable to successful MSE Units also. SD / PBG will be taken from MSME vendors on yearly basis and the same will be renewed on completion of 1 year of the contract for further one year or complete residual period of the contract, in case it remains less than 1 year.
5. In case, Security Deposit is not deposited as per the terms of the Tender and the Contract, before the commencement of the Services, the bills presented by the Successful Bidder shall not be processed for payment till the time the Security Deposit is deposited by the Successful Bidder. In the event the Security

Deposit is not deposited by the Successful Bidder within 45 days from the date of award of the Contract, AAAL reserves the right to terminate the Contract and re-issue a fresh tender for providing the Services under the Contract at the sole risk and cost of the Service Provider.

6. In case of breach of Contract or violation of any terms of the Contract the Security Deposit shall be forfeited / Bank Guarantee be invoked.
7. Security Deposit provided by way of Bank Guarantee shall be furnished on non-judicial stamp paper of appropriate value and in the prescribed format in Section 12.

10.7 Evaluation Criteria for Technical Bid (Stage 1)

1. The Technical Bids would be first evaluated for compliance. AAAL reserves the right at its sole discretion to seek whatever information, documents etc. from the Bidder as it may consider necessary for the purpose of evaluation of the Bids.
2. In the event the Bidder fails to provide any information or documents sought by AAAL, the Bid of the said Bidder shall be rejected by AAAL. No correspondence in this regard will be entertained.
3. The Bidders who qualify as per the Technical Bid evaluation criteria as mentioned in Technical Requirement Specifications document and other requirements of the Tender would be considered for next stage of Tender process.

10.8 Evaluation criteria for Price Bid (Stage 2)

1. The Price Bids of only those Bidders who qualify under the Criteria and comply with the other Tender requirements would be considered for financial bid evaluation.
2. Price Bids should be submitted strictly as per the format given in Section 12 only. The detailed procedure / method of quoting and criteria for evaluation of the Price Bids has been provided in Section 7/12.

10.9 Award of Contract/agreement, Acceptance, Commencement / Execution

The award of Contract shall be subject to fulfilment (in addition to eligibility criteria and the Undertakings as provided under the Tender) of following conditions by the Bidder:

- i. The Successful Bidder must convey acceptance of Letter of Intent (LOI)/contract within 7 days of receipt of the same and provide their bank details with a cancelled cheque.
- ii. The Successful Bidder shall execute the Contract within 7 days of acceptance of LOI/contract. The cost towards the preparation and execution of the Contract shall be borne by the Successful Bidder.

10.10 Fall in price clause

The successful bidder should pass on any benefits arising due to lower taxation or change in input/raw material cost by virtue of some exemption by government or for any reasons during the contract/order.

10.11 Force Majeure Event

1. Neither the Service Provider nor AIAHL (collectively "Parties" and individually "Party") shall be in breach of any obligation under the Contract if it is unable to perform that obligation in whole or part by reason of occurrence of Force Majeure Event.
2. Force Majeure Event means extraordinary events or circumstance beyond human control such as an event described as an act of God (like a natural calamity, but not including seasonal rains) or events such as a war, strike, riots. The affected Party shall give immediate notice in writing of occurrence of a Force Majeure Event as soon as it occurs (in any case not later than 5 days of information about the occurrence of such an event becoming known to such Party) and shall thereafter keep the other Party informed of the continuation or termination of such event as soon as possible (and in any event within three (3) days of the continuation or termination of such event).
3. Notwithstanding the occurrence of a Force Majeure Event, the affected Party shall use its best reasonable

efforts and due diligence to mitigate the economic and other effects of the event of Force Majeure and shall reasonably allocate its available resources, giving priority to its obligations under the Contract.

4. The Party so affected shall take all reasonable steps to remedy the failure and reasonably allocate its available resources, giving priority to perform its obligations under the Contract and to keep the other Party informed of the steps being taken to mitigate the effects of an event of force majeure.
5. If the performance in whole or in part or any obligation under the Contract is prevented or delayed by any reason of subsistence of a Force Majeure Event for a period exceeding 90 (Ninety) days, either Party may at its option terminate the Contract without any financial repercussion on either side.
6. Notwithstanding the punitive provisions contained in the Contract for delay or breach of Contract, the Service Provider would not be liable for imposition of any such damages so long as the delay and/or failure of the Service Provider in fulfilling its obligations under the Contract solely attributable to the occurrence of a Force Majeure Event.

10.12 Resolution of Disputes and Arbitration

1. Any dispute arising between the Service Provider and AAAL (Party/Parties), in respect of the construction, interpretation, application, meaning, scope, operation or effect of the Contract or the validity or breach thereof (the "Dispute"), shall first be settled by mutual consultation between the authorized representatives of the Parties. If the Dispute remains unresolved after a period of 90 (ninety) days from the date when the mutual consultation has, the same shall be settled and finally resolved by arbitration.
2. Such arbitration shall be conducted in accordance with the Arbitration and Conciliation Act, 1996, as amended from time to time, by a panel of three (3) arbitrators. The Parties shall appoint one (1) arbitrator each and the two (2) such appointed arbitrators shall in turn appoint the third (3rd) arbitrator as the presiding arbitrator.
3. The arbitration award passed under the arbitration shall be final and binding on the Parties.
4. The proceedings of the Arbitration shall be conducted in English language and place of arbitration shall be Delhi.
5. Each Party shall bear their own cost with respect to such arbitration.

10.13 Subcontracting

1. Subcontracting/one level of outsourcing if required, should be clearly mentioned in the Technical bid document. The successful bidder shall be responsible for all acts on behalf of the subcontractor and provide a signed copy of agreement dated pre-bid, citing all terms and conditions. Alliance air will only be signing the agreement with the successful bidder irrespective of subcontracting.
2. The essence of the Tender is that post technical bid, there will be no subcontracting or delegation or outsourcing of any of Services to any third party without prior written approval of AAAL. To reiterate, if any sub-contracting is proposed by the Successful Bidder, such appointment / engagement of the sub-contractor shall be at the sole discretion of AAAL. Furthermore, the successful Bidder shall be responsible for all acts/omissions of such sub-contractor.
3. In event, the Contract is sub-contracted or assigned in violation of terms specified hereunder or the Contract, AAAL reserves the right to terminate the Contract and/ or take appropriate action against the Successful Bidder/ claim damages/ any other remedies for breach of the Tender/ Contract.

10.14 Recovery Of Sums Due

1. Whenever under the Contract any sum of money is recoverable from Bidder, AAAL shall be entitled to recover such sum from the monthly bills. If the value of monthly bills is not sufficient to recover the dues recoverable under the contract, the same will be recovered by invoking bank guarantee / security deposit held by AAAL. In the event of the said security deposit /Bank Guarantee being insufficient, the balance of total amount recoverable shall be deducted from any sum due to Bidder under this or any other contract with AAAL.
2. Should this amount be insufficient to cover the said full amount recoverable, Bidder shall pay to AAAL on demand the balance amount within 14 days of the demand along with the interest as per applicable SBI lending rate from the due date specified in the demand notice.

3. If any amount due to AAAL is so set off against the said security deposit, the Service Provider shall have to make good, the said amount immediately but not later than 14 (fourteen) calendar days, to restore the Security Deposit to its original value. Non restoration of such Security Deposit will be treated as event of default, leading to right of AAAL to take appropriate remedial action, including termination.
4. In addition to the above, AAAL reserves the right to deduct from the Successful Bidder's invoice, amounts attributable to loss or damage caused to AAAL employees / cargo / equipment / machinery / building or any other property of AAAL or any damage caused to any third party by negligence or due to reasons attributable to the Successful Bidder including its employees.

10.15 Intellectual Property

1. The Successful Tenderer warrants that in providing the Services under the Contract, it shall not infringe the intellectual property including without limitation trademark, copyright design, right patent or etc. of AAAL and / or of any third party and agrees to defend, hold harmless and indemnify AAAL against any losses, damages, claims, costs, expenses etc. suffered by AAAL arising from any such infringement of any intellectual property.
2. The intellectual property produced by the Successful Bidder during or in relation to the Services under the Contract shall belong to AAAL absolutely.
3. AAAL reserves the right for injunctive relief to prevent the breach of any it's or third parties' intellectual property rights.
4. If the use of the Services is preliminarily or permanently enjoined because of a finding of infringement or the likelihood of infringement of the Successful Bidder's intellectual property, the Successful Bidder shall, at its sole cost and expense, and at its option:
 - i) procure for AAAL the right to continue using the Services; or
 - ii) modify the Services so that it becomes non infringing; or
 - iii) refund to AAAL the money paid by AAAL for the enjoined part or parts of the Services.

10.16 Assignment

During the Term of the Contract, the Successful Tenderer shall not assign any of its rights or duties under the Contract without prior written consent of AAAL. Any assignment or transfer in violation of this Clause shall result in termination by AAAL with damages to the Successful Bidder.

10.17 Non-Waiver

Failure of AAAL to enforce any of the terms & conditions incorporated in the Tender / Contract, or failure or delay to exercise any rights or remedies herein, or by law or failure to properly notify the Successful Tenderer in the event of breach, or the acceptance of or payment of any Services hereunder shall not release the Successful Tenderer and shall not be deemed a waiver of any right of AAAL to insist upon the strict performance thereof or of any of its or their rights or remedies as to any such Services regardless of when such Services have been delivered nor shall any purported verbal modification or revision of the order by AAAL act as waiver of the terms hereof. Any waiver to be effective must be in writing. Any lone incident of waiver of any condition of the Tender and Contract by AAAL shall not be considered as a continuous waiver or waiver for other condition by AAAL.

11. Special Condition of Contract

11.1 Definitions

The following words, as used in the Tender shall have the meaning described to them below:

- i. The term "AAAL" shall mean Alliance Air Aviation Ltd.
- ii. The term "Bidder" shall mean the entity who has submitted the Bid for this Tender through its authorized signatory.
- iii. The term "Contract" shall mean the agreement entered into between AAAL and the Successful Bidder,

confirming its acceptance of the Tender, on the terms and conditions mentioned therein.

- iv. The term "SI" shall mean System Integrator responsible for implementation of the project.
- v. The term "Days" shall mean the working days of AAAL.
- vi. The term "Services" shall mean the services to be provided by the Successful Bidder as mentioned in the Tender.
- vii. The term "Successful Bidder" or the "Service Provider" (herein after referred to as SP) shall mean the Bidder who has been awarded the Contract to carry out the Services contemplated in this Tender.
- viii. The term "L-1" means Bidder with lowest quote, and "L-2" means Bidder with the secondlowest quote.

11.2 General Scope of Work

The scope of this contract is provided in detail in clauses of Section 6 of this RFP document. The SI shall undertake all such work and/or supply all such Services, Tools, resources, equipment's & expertise that may not be specifically mentioned in the afore said section containing scope of work but same can be reasonably inferred as being required for successful implementation and execution of this assignment.

11.3 Project Plan

1. SI shall refer Section 6 SOW for detailed outlines of required deliverables.
2. Within fourteen (14) calendar days of Effective Date of the Contract, SI shall submit the detailed project plan to the Purchaser for its approval. A detailed Project Plan with details of the Project showing the sequence, procedure, and method in which he proposes to carry out the works. The Plan so submitted by SI shall conform to the requirements and timelines specified in the Section 6 under Timelines section of Scope of Work of the RFP & subsequent relevant clause/ section of the Contract. The Purchaser and SI shall discuss and agree upon the work procedures to be followed for effective execution of the works, which SI intends to deploy and shall be clearly specified.
3. The Project Plan shall include but not limited to: -
 - i Project organization
 - ii Communication structure
 - iii Proposed staff
 - iv Deployment schedule
 - v Roles and responsibilities
 - vi Processes and tool set to be used for quality assurance
 - vii Security and confidentiality practices in accordance with industry best practices
 - viii Work schedule in accordance with the Contract.
4. If SI's work plans necessitate a disruption / shutdown in Purchaser's operation, the plan shall be mutually discussed and developed to keep such disruption / shutdown to the barest unavoidable minimum. Any time and cost arising due to failure of SI to develop / adhere such a work plan shall be to his account.

11.4 Resource Planning and Deployment

The bidder will prepare and submit a detailed project structure along with resource deployment plan (onsite & offsite). Bidder is required to deploy all resources (minimum) as defined in this bid document on-site at Purchaser's project locations. Bidder will submit the detailed CV's (duly certified / verified by HR head of the SI of all the personnel to be deployed on the project for prior approval of purchaser.

SI shall deploy experts / personnel strictly in accordance with resources deployment plan with the numbers mentioned in the submitted project plan by the SI and names mentioned at the time of freezing Staffing at the

start of the project. Should it become necessary for the SI to replace any of the personnel specified by name in the Staffing Schedule, the SI shall forthwith provide a replacement acceptable to AAAL with comparable or better qualifications.

If any of the personnel is found by AAAL to be incompetent, guilty of misbehavior or incapable in discharging the assigned responsibilities, AAAL may request the System Integrator, to forthwith provide a replacement with equivalent qualifications and experience acceptable to AAAL.

Personnel assigned by the SI to perform the Services shall be employees of SI and under no circumstances will such personnel be considered employees of the Project. SI shall have the sole responsibility for supervision and control of its personnel and for payment of such personnel's entire compensation, including salary, withholding of income taxes and social security taxes, worker's compensation, employee, and disability benefits and shall be responsible for all employer obligations under all applicable laws.

SI shall ensure that sufficient personnel are employed to perform the Services, and that such personnel have appropriate qualifications to perform the Services.

11.5 Service Window

SI shall deploy resources and ensure availability of deployed resources during the entire contract period strictly adhering to the standard office working hours (9:30 AM to 6:00 PM) of the purchaser. During this period if purchaser deems the requirement of resources to be present for additional hours than referred earlier (on normal working days and/or holidays) SI shall be liable to adhere to the instructions & ensure the availability of required resources. During the situations as described above, SI shall not be eligible to claim any additional cost / charges / fee over & above to the contract value in whatsoever manner. However, purchaser shall ensure all the requisite permission / approvals & facilitate the required resources to avoid any unforeseen administrative inconvenience.

11.6 Resource Replacement

1. Purchaser shall have the right to require the removal or replacement of any SI personnel performing work under this Contract. If purchaser requests that any SI personnel be replaced, the substitution of such personnel shall be accomplished pursuant to a mutually agreed upon schedule but not later than 15 working days.
2. If during the project implementation phase, Purchaser identifies any personnel of Bidder as "Key Personnel", the SI shall not remove such personnel without the prior written consent of Purchaser.
3. Except as stated herein, nothing in this Contract or the SLA will limit the ability of SI freely to assign or reassign its employees provided that SI shall be responsible, at its expense, for transferring all appropriate knowledge from personnel being replaced to their replacements. Purchaser shall have the right to review and approve SI's plan for any such knowledge transfer. SI shall maintain the same standards for skills and professionalism among replacement personnel as in personnel being replaced.
 - i Purchaser reserves the right to interview the personnel proposed that shall be deployed as part of the Project Team. If found unsuitable, the Purchaser may reject the deployment of the personnel. But ultimate responsibility of the project implementation shall lie with SI.
 - ii In case of change in its team members, for any reason whatsoever, SI shall also ensure that the existing members are replaced with at least equally qualified and professionally competent members.
 - iii In case of change in any of its deployed resources, SI shall ensure a reasonable amount of time overlap in activities to ensure proper knowledge transfer and handover / takeover of documents and other relevant materials between the outgoing and the new resource deployed.
 - iv SI shall ensure that SI's Team deployed is competent, professional and possesses the requisite qualifications, knowledge, and experience appropriate to the task they are required to perform under this Contract.

- V SI shall ensure that the services are performed through the efforts of SI's Team, in accordance with the terms hereof and to the satisfaction of the Purchaser.

11.7 Deliverables Acceptance Procedure

Initially, Bidder shall provide draft deliverable to purchaser for their review and feedback within stipulated timelines. Purchaser and appointed PMCA will provide feedback within the agreed timelines to make necessary changes, corrections (if required). Bidder will be required to re-submit the revised document/deliverable. Feedback will be an iterative process.

11.8 Inspection

1. AAAL reserves the right to inspect the facility / premises of the Tenderer and / or Successful Tenderer from where the Services will be provided, at any point of time before / after awarding the Tender.
2. In the event any discrepancy noticed by AAAL or its authorized personnel or representative in the said facility / premise, AAAL or its authorized personnel or representative shall bring the same to the notice of the Successful bidder and the Successful Tenderer shall rectify the same in accordance with the terms of the Contract and Tender, at no extra cost to AAAL and within a reasonable period from the date of the same being bought to the notice of the Tenderer /Successful Tenderer.

11.9 Conflict of Interests

SI not to Benefit from Commissions, Discounts, etc.

The payment to SI under this Contract shall constitute the SI's sole remuneration in connection with this Contract or the services. The SI shall not accept, for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services in the discharge of their obligations hereunder.

Prohibition of Conflicting Activities

Neither the SI nor the Personnel shall engage, either directly or indirectly, in any business or professional activities conflicting to the Services assigned to them under this Contract.

11.10 Liquidated Damages

Delay in Delivery / Installation / Commissioning: The bidder will be liable to pay liquidated damages to AAAL @ 0.5 % (half percent) of the contract value per week of delay or part thereof, subject to a maximum of 10% of the contract value for delay in successful commissioning of the Solution / Services for reasons solely attributable to the bidder. The amount will be deducted / invoked from the Security Deposit / Performance Bank Guarantee / pending invoices (if any). If the delay exceeds 60 days from the scheduled date of delivery/ Installation/ Commissioning, AAAL reserves the right to cancel the entire contract.

11.11 Limitation of Liability

SI shall not in any event be liable for any special, indirect, incidental, punitive, exemplary, or consequential damages except with respect to the bodily injury (including death) and damage to real and tangible personal property caused by the Purchaser's / SI's negligence / fraud / willful misconduct.

Neither the Contract nor the services delivered by SI under the Contract grants or creates any rights, benefits, claims, obligations or causes of action in, to or on behalf of any person or entity (including any third party) other than between the respective Parties to the Contract, as the case may be.

SI shall bear the risk of loss on Assets up to the time they are transferred and handed over to the Purchaser - after which it shall stand transferred to the Purchaser. SI shall arrange and pay for insurance to cover such item until it is transferred and even after the transfer of the Assets till the insurance policies come up for a renewal.

Notwithstanding what has been stated elsewhere in the Contract and the Schedules attached thereof, the Purchaser shall not be liable to SI for any indirect or consequential damages.

Any claim or series of claims arising out or in connection with the Contract or the SLA shall be time barred and invalid if legal proceedings are not commenced by the relevant Party against the other Party within such period as may be permitted by applicable law without the possibility of contractual waiver or limitation.

The Purchaser shall be entitled to claim the remedy (if any) of specific performance under the Contract or the SLA.

11.12 Change Management

The System Integrator shall address all the errors / bugs / gaps / changes in the functionality offered by the solution at no additional cost during the operations and maintenance period. The System Integrator 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.

11.13 Introducing a Change

1. The Purchaser shall have the right to propose, and subsequently require, the Purchaser to order the SI from time to time during the performance of the Contract to make any change, modification, addition, or deletion to, in, or from the System (interchangeably called Change), provided that such Change falls within the general scope of the System, does not constitute unrelated work, and is technically practicable, taking into account both the state of advancement of the System and the technical compatibility of the Change envisaged with the nature of the System as originally specified in the Contract.
2. The SI may from time to time during its performance of the Contract propose to the Purchaser (submitted by Project Manager of SI to Purchaser) any Change that the SI considers necessary or desirable to improve the quality or efficiency of the System. The Purchaser may at its discretion approve or reject any Change proposed by the SI.
3. Notwithstanding the clauses mentioned above, no change made necessary because of any default of the SI in the performance of its obligations under the Contract shall be deemed to be a Change, and such change shall not result in any extra cost or Time for achieving Operational Acceptance.
4. The Purchaser and SI will agree, during development of the Project Plan, to a date prior to the scheduled date for Operational Acceptance, after which the Technical Requirements for the System shall be frozen. Any major Change initiated after this time will be dealt with after Operational Acceptance.

11.14 Confidentiality

1. The Bidder / Successful Bidder shall always keep confidential, all information acquired in consequence of this Tender, including (without limitation) the any / all data concerning the technology, software & programs, technical processes, business processes, procedures, personal data, business affairs, AAAL customer/passenger details, financial affairs of AAAL (hereinafter referred to as “**Confidential Information**”). Confidential information shall also include information that is designated as 'confidential' or which by its nature is clearly confidential.
2. The Bidder / Successful Bidder shall not disclose the Confidential Information to any other third party without the prior written consent of AAAL unless such disclosure is (a) required by law, decree, order or directive of a competent judicial / administrative / legislative authority (b) such Confidential Information is or becomes generally available to the public through no breach of such Bidder / Successful Bidder (c) was in the Bidder / Successful Bidder's possession prior to the time of receipt of it by such Bidder / Successful Bidder (d) Is developed independently by the Bidder / Successful Bidder or (e) is rightfully obtained by third party without breach of this Clause.
3. As such, the Bidder / Successful Bidder agrees to keep such Confidential Information as strictly confidential and shall disclose the same to their employees / professional advisers only on a 'need to know' basis.
4. The Bidder / Successful Bidder agree that any such information received by it shall be (1) protected and kept in strict confidence, using the same degree of care and safeguards as it uses to protect its own information of like importance, but in any case, no less than a reasonable degree of care (2) not to use Confidential Information for any purpose other than to carry out its respective obligations under this Tender.
5. It is understood by the Bidder / Successful Bidder that the breach of provisions of this Clause or the provisions of confidentiality agreed by the parties under the Contract shall cause irreparable harm and injury to AAAL for which monetary compensation may not be adequate. Therefore, in addition to the damages, AAAL shall be entitled to injunctive or other equitable relief against such Bidder / Successful Bidder or any other remedy under law or at equity.
6. The Bidder/ Successful Bidder shall execute a separate Non-Disclosure Agreement with AAAL on non-judicial stamp paper of requisite value. In addition to the content hereunder, all global laws related to privacy and confidentiality will have to be maintained.

7. The Successful Bidder shall be committed to respect privacy and to ensure lawful processing of personal data. The Successful Bidder shall be responsible, as a sole data controller, for its own processing of personal data pursuant to and / or in connection with the Contract.

11.15 Exit Management Purpose

SI shall provide knowledge transfer / handover after the completion of the contract period and on successful delivery of services and formally close the Project. Exit Management Plan needs to be submitted within ninety (90) days of starting of project and shall be updated periodically. Exit Management Plan will include following but not limited to:

1. Details of inventory of all the assets, IT Infrastructure, licenses, documents, manuals, etc. created under the Project.
2. Roles and responsibilities of both the parties for regular activities and support system implemented during project operations.

The Purchaser will approve exit plan after necessary consultation and start preparation for transition.

11.16 Exit Management Plan

The System Integrator shall provide the Purchaser with a recommended Exit Management Plan (hereinafter referred to as "Exit Management Plan") which shall deal with at least the following aspects of Exit Management in relation to the Scope of Work, SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and Scope of work definition.

1. A detailed program of the transfer process that could be used in conjunction with a Replacement SI including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer.
2. Plans for the communication with the System Integrator and other parties (inclusive of staff, suppliers, customers and any related third party) as are necessary to avoid any material detrimental impact on Project's operations because of undertaking the transfer.
3. The SI shall ensure that all the documentation required by the Purchaser for smooth transition (in addition to the documentation provided by the Cloud Service Provider) are kept up to date and all such documentation is handed over to the Purchaser during regular intervals as well as during the exit management process.
4. The SI will transfer the organizational structure developed during the Term to support the delivery of the Exit Management Services. This will include Document, update, and functional organization charts, operating level agreements with Third-Party contractors, phone trees, contact lists, and standard operating procedures.
5. Some of the key activities to be carried out by the SI for knowledge transfer will include:
 - a) Prepare documents to explain design and characteristics.
 - b) Carry out joint operations of key activities or services.
 - c) Briefing sessions on process and process Documentation.
 - d) Sharing the logs, etc.
 - e) Briefing sessions on the managed services, the way these are deployed on cloud and are integrated.
 - f) Transfer know-how relating to operation and maintenance of the software and cloud services.

Post Implementation phase, for successful Exit Management, Purchaser will provide sign-off to Development Team indicating that all knowledge transfer has been completed.

Post Support phase, for successful Exit Management, Purchaser will provide sign-off to Support Team indicating that all knowledge transfer has been completed.

11.17 Indemnification

1. The Service Provider shall indemnify AAAL against all liability arising out of any claim, penalty, loss damages or costs actually paid, suffered, or incurred by AAAL pursuant to any injury or death to any person or by reasons of any damage to any property (including but not limited to the Aircrafts) belonging to AAAL caused by the Service Provider's personnel deployed for the Services. In case, any such amount is not deposited / paid to AAAL, the same shall be deducted from Security Deposit / Bills / Future payments due to the Service Provider, without prejudice to the other rights available to AAAL under any applicable law.
2. The Successful Bidder shall indemnify AAAL from all liability arising out of any claim /penalty /loss or damages, including costs (including counsel fees and reasonable legal cost) thereof, arising out of any breach or violation by the Successful Bidder of any provisions of any law, including but not limited to the intellectual property rights whether in India or any other country and labor laws governing the employees of the Successful Bidder.

11.18 Representations and Warranties to Be Given by The Successful Tenderer

The Successful Tenderer should provide the following representations and warranties as regards to the Contract to be executed, which shall remain true and valid throughout the term of the Contract:

- a) It is duly incorporated and validly existing under the laws of its incorporation.
- b) It has the requisite power, authority and legal right and has taken all actions necessary on its part, to validate, execute and deliver the Contract and the performance of the obligations there under.
- c) The Contract shall constitute a legal valid and binding obligation against it and is enforceable against it in accordance with the terms herein.
- d) The execution, delivery and performance of the Contract shall not conflict with, result in the breach of, or constitute a default under any law, rule, regulation, authorization or approval of any government agency or body, or under the terms of any covenant, agreement, understanding decree or order to which it is a party or by which it or any of its properties or assets is bound or affected and does not result in a violation of applicable laws.
- e) It shall employ personnel who are qualified and competent to render the Services as mentioned herein. The payment of salaries, wages, provident fund, gratuity etc., to its personnel, shall solely be the responsibility of the Successful Bidder. It is hereby clarified that the workforce of the Successful Bidder shall not be deemed to be employees of AAAL.
- f) It undertakes to comply with various applicable labor laws of the land as applicable from time to time and further shall be solely responsible for any cost and consequences on account of any breach and / or non-compliance of any other provisions of labor laws and shall indemnify AAAL against any claim / cost / remedies and penalties in respect of breach of any of the provisions of the laws in force.
- g) It shall indemnify AAAL for any damage or loss or caused to the premises / equipment / property of AAAL or any third party on account of negligent act / performance / omission attributable to the Successful Bidder.
- h) It shall perform all its obligations under the Contract with due care and diligence and in a skillful and business-like manner.
- i) It shall comply with all such directions issued by AAAL from time to time. It has no knowledge of any violation or default with respect to any order, writ, injunction or decree of any court or any legally binding order of any relevant authority empowered by applicable law which may result in any material adverse effect to AAAL on its ability to perform its obligations under the Contract.
- j) It has complied with all applicable laws in all material respects and has not been subject to any fines, penalties, injunctive relief or any other civil or criminal liabilities which, in the aggregate, has or may have a material adverse effect on its ability to perform its obligations under the Contract.
- k) There are no actions, suits, proceedings, or investigation pending or, to its knowledge, threatened against

it at law or in equity before any court or before any other judicial, quasi-judicial or other authority, the outcome of which may result in breach of the Contract or which individually or in the aggregate may result in any material impairment on its ability to perform its obligations under the Contract.

- l) It is and shall be able to pay its debts as they fall due for payment and is otherwise solvent as per applicable laws, it has not compounded with or negotiated any composition with or called any meeting of its creditors, a receiver, trustee or manager has not been appointed for the whole or any part of its assets or any right, it has not committed any act of bankruptcy or insolvency or passed any resolution for or otherwise entered into any liquidation, winding up or administrative order or taken or suffered any action analogous to any of the foregoing.
- m) It is not in breach of any agreement with any person who has provided loans, deposits, advances, guarantees or other financial facilities to it.
- n) All taxes due and payable by it have been paid, and all tax return and reports required to be filed by it have been correctly filed and on time. There are no claims now pending or matter under dispute with any taxing authority in respect of any tax of the Successful Tenderer.
- o) It shall obtain the necessary permissions and licenses from the concerned authorities for the purposes of the Contract. Further, to keep the said permissions and licenses valid and always subsisting during the term of the Contract. If it omits or fails to obtain any requisite permission or license from the concerned authorities then it shall indemnify and keep indemnified AAAL against all losses, costs, or damages that may be suffered by AAAL because of such omission or failure.

12. Forms and Format

Form- 01: DECLARATION **(On Letter head of Bidder)**

M/s------(name of Bidder) having its registered office at ----- (hereinafter referred to as 'the Bidder') having carefully studied all the Tender documents, specifications, drawings, etc. pertaining to the Work for **“implementation of SAP S/4 HANA with RISE on Cloud (Software as a Service model) including data migration from existing SAP ECC landscape”** , and having undertaken to execute the said works.

It is declared without any reservation whatsoever that:

- 1) The submitted Techno-Commercial/Price Bid proposals are without any deviations and are strictly in conformity with the documents issued by the Employer,
- 2) In case any deviations are noticed which might have crept inadvertently, that such deviations without reservation of any kind are automatically deemed to have been withdrawn by us,
- 3) we are familiar with all the requirements of the Contract and has not been influenced by any statement or promise of any person of the Employer,
- 4) we are experienced and competent Bidder to perform the Contract to the satisfaction of Employer and are familiar with all general and special laws, acts, ordinances, rules and regulations of the Municipalities, District, State and Central Government of India that may affect the work, its performance or personnel employed therein,
- 5) we hereby authorize the Employer to seek reference from our bankers for its financial position and undertake to abide by all labor welfare legislations, and

The above statement submitted by us is true and correct to our best knowledge.

Dated:

For and on behalf of the bidder

Form- 02: Letter of Application
(On Letter Head of Bidder)

To,

Alliance Bhawan,
Domestic Terminal 1,
I.G.I Airport
NEW DELHI - 110037

Sir,

1. Being duly authorized to represent and act on behalf of <**Name of Applicant**> ----- (hereinafter referred to as 'the applicant'), and having reviewed and fully understood all the pre-qualification information provided, the undersigned hereby apply to be pre-qualified by yourselves as a bidder for the works of **"Hiring of System Integrator for implementation of SAP S/4 HANA with RISE on Cloud (Software as a Service model) including old data migration"**
2. Attached to this letter are copies of original documents defining
 - a. The Applicant's Registration/ Legal Status (as per Prequalification/ Eligibility Criteria- Annexure A)
 - b. The principal place of business.
 - c. The place and date of incorporation
3. You and your authorized representatives are hereby authorized to conduct any inquiries or investigations to verify the statements, documents, and information submitted in connection with this application, and to seek clarification from our bankers and clients regarding any financial and technical aspects. This letter of Application will also serve as authorization to any individual or authorized representative of any institution referred to in the supporting information, to provide such information and requested by yourselves to verify statements and information provided in this application, or regarding the resources, experience, and competence of the applicant (s).
4. This Application is made in the full understanding that:
 - a. Tenders by prequalified Applicants will be subjected to verification of all information submitted for prequalification at the time of tendering.
 - b. You reserve the right to:
 - i. Amend the scope and value of any contracts to be tendered under this Project. In such event, tenders will only be called from prequalified tenderers who meet the revised requirements; and
 - ii. Reject or accept any application, cancel the prequalification process, and reject all applications; and
 - c. AAAL shall not be liable for any such actions and shall be under no obligation to inform the Applicant of the grounds for them.
5. The undersigned declare that the statements made, and the information provided in the duly completed Application are complete, true, and correct in every detail.

Signature

Name

For and on behalf of (Name of Applicant)

**Form- 03: Undertaking by Bidder towards Anti-profiteering Clause of GST Act /
Rules
(To be submitted on letter head)**

To,

M/s

Alliance Air Aviation Ltd.

Sub.: Tender no **AAAL/MMD/SAP S/4 HANA/PUR/2022-23/468**

Dear Sir,

We, M/s..... (Name of Bidder) have submitted bid dt.....for the aforesaid RFP.

Section 171 of CGST Act. / SGST Act. stipulates that it is mandatory to pass on the benefit of reduction in rate of tax on supply of Goods or Services or availability of Input Tax Credit, by way of commensurate reduction in prices.

Accordingly, it is certified that we have duly considered the impact of Input Tax Credit available on supplies in the GST regime, in our quoted prices. Further, any additional benefit of ITC if available to bidder shall be passed on to the Purchaser.

Further, we hereby confirm that our quoted prices are duly considering maximum possible benefit available and follow the aforesaid Section 171 of CGST Act/ IGST Act.

Further, if any refund on account of GST is received from the Government in future by the Bidder under any GST Refund/ Exemption or Subsidy Scheme, the same shall also be passed on to the Purchaser.

In case this declaration is found faulty in any manner, we shall fully be responsible for the consequential effect including making good of any losses of interest etc. to AAAL.

Place:

[Signature of Authorized Signatory of Bidder]

Date:

Name:

Designation:

Seal:

Form- 04: Format for declaration by the Bidder – Bank Insolvency
“Self-Declaration by the Bidder on Letter Head”

I/ We, M/s _____ (Name of Bidder) hereby certify that proceedings for insolvency under the Insolvency and Bankruptcy Code, 2016, or as amended from time to time, have not started, against us and/ or our Parent/ Holding company _____ (Name of Parent/ Holding company).

*Strike out if not applicable

(Seal & Signature of Bidder)

Form-05: Team Deployment Plan
(As per given format)

AAAL SAP S/4 HANA Implementation																					
Sr No	Resources	Go-Live (5M) (Man Months)					Hypercare Support (3M)			Annual Maintenance (12M) (Man Months)											
		M 1	M 2	M 3	M 4	M 5	M 6	M 7	M 8	M 9	M 10	M 11	M 12	M 13	M1 4	M1 5	M1 6	M1 7	M 18	M 19	M 20
	Period ----- ---->>																				
1	Project Manager																				
2	Finance																				
3	HR																				
4	Technical/Integration Lead																				
5	Solution Architect																				
Man month (Implementation) Sub total																					

Form 06: Format for Self-Declarations for Manpower (Employee Strength)

Undertaking for availability of Manpower to support the requirements in RFP

[To be submitted on Bidder Company's Letterhead]

To,

Alliance Bhawan,
Domestic Terminal 1,
I.G.I Airport
NEW DELHI - 110037

Sub: Undertaking for Manpower

Dear Sir,

It is hereby certified that we are complying with the minimum requirement of Manpower as per the RFP terms and conditions and have **minimum () experienced functional and technical consultants** on our payroll in India out of which at least **3 employees are** certified consultant of SAP S/4 HANA.

Yours faithfully,

Date: (Signature of the Authorized signatory)

Place: (Name and designation of the of the Authorized signatory)

(Name and rubber seal of the Bidder)

Form 07: Format for self-declaration on “No Conflict of Interest”

[To be submitted on Bidder Company’s Letterhead]

To,
Alliance Bhawan,
Domestic Terminal 1,
I.G.I Airport
NEW DELHI - 110037

Sub: Undertaking for No Conflict of Interest

Dear Sir,

In accordance with this RFP document, we _____<Name of the firm>_____ wish to declare that we do not have any conflict of interest that may affect the current Bidding Process.

Yours faithfully,

Date: (Signature of the Authorized signatory)

Place: (Name and designation of the of the Authorized signatory)

(Name and rubber seal of the Bidder)

Form 08: Financial Proposal Format

[To be submitted on Bidder Company's Letterhead]

To:

Alliance Bhawan,
 Domestic Terminal 1,
 I.G.I Airport
 NEW DELHI - 110037

Sub: Financial Proposal for Selection of System Integrator for the _____, Ref. No.: __Dated: _.

Dear Sir,

We are pleased to submit our Financial Proposal for the _____.

1. We hereby declare that our Financial Proposal is unqualified and unconditional in all respects.
2. The Financial Bid has been quoted without seeking any minimum guaranteed support from AAAL.
3. Financial bid will cover all charges required for successful completion of the project with no hidden charges.
4. Prices are only quoted in the Financial bid and no price element is mentioned in the Technical bid. If any price element is found in the technical bid, we are liable to be rejected from the bidding process.
5. Our attached Financial Proposal is as follows:

S. No.	Particulars	Total price in Figures (INR)
1	Implementation Cost	
	Professional fee for Implementation of "SAP S/4 HANA (RISE edition) on Private Cloud" as per Scope of Service as detailed in Scope of Work including of hyper care support cost for 3 months	a)
2	Data Migration Cost (SAP S/4 HANA on private cloud – Licenses to be procured by Alliance Air)	
	Data Carving Cost – (Segregation of data from existing SAP ECC landscape)	a)
	Data Cleansing & migration to AAAL new landscape	b)
	Alliance Air may decide to host the data on third party hosted data environment hence SI shall be expected to quote hosting charges extra (in row "c")	c)
3	AMC Cost	
	AMC Stage: Annual Maintenance Contract (AMC) cost- Help desk	a)
	Alliance Air may decide to host the data on third party hosted data environment hence SI shall be expected to quote hosting charges extra (in row "b") – During the AMC period	b)
Total (In Rupees)		

Note:

1. The price quoted above by the Bidder is inclusive of applicable taxes.
2. The Professional Fee should be inclusive of all taxes, duties, boarding, lodging, travel expenses (if required) and any other charges. No fee other than agreed Professional Fee shall be paid to the Service Provider.
3. All statutory/government taxes, duties, surcharges, GST etc. would be as applicable at the time of invoicing/releasing of payments.
4. Cost for data hosting on third party environment by S.I. will only be considered for evaluation of Financial Bid if Alliance Air agrees to purchase the data hosting service from System Integrator's.
5. All industry standard SLA's pertaining to data hosting will be applicable in case the service is provided by the System Integrator's.

Yours faithfully,

Date:

(Signature of the Authorized signatory)

Place:

(Name and designation of the of the Authorized signatory)

(Name and rubber seal of the Bidder)

Form 09: (Self-Declaration by the Bidder)

I/ We, M/s _____ (Name of Bidder) hereby certify that proceedings for insolvency under the Insolvency and Bankruptcy Code, 2016, or as amended from time to time, have not started, against us and/ or our Parent/ Holding company _____ (Name of Parent/ Holding company).

*Strike out if not applicable

(Seal & Signature of Bidder)

Note: This 'Declaration' should be on the letterhead of Bidder.

Form 10: EVALUATION CRITERIA - PRE-QUALIFICATION BID

Evaluation Criteria: Pre-qualification Bid

1. The Bidders must meet all the mandatory pre-qualification criteria as listed in Section 5 of this tender. Should a bidder fail to comply with one or more of the mandatory criteria, his bid will be rejected.
2. The Bidders are required to write “YES / NO” in the ‘Compliance’ column according to the status of the Pre-qualification clause of stated in Section 7 of this document. If the response to all the clauses is ‘YES’ and if any of the functionalities is not found in the Technical Bid, the bid is liable to be rejected.
3. In addition, certificates/ undertakings as per prescribed format provided under Form 14 header are to be attached with the Pre-qualification Bid, wherever mentioned against each clause. Pre-qualification bids not accompanied with the required certificates/ undertakings in the prescribed format, are liable to be rejected.
4. For other clauses of Pre-qualification Criteria, the bidder may preferably, attach a separate short write-up describing their capability, previous similar experience etc., to support their claims made to applicable pre-qualification clause.
5. The Bidders must provide all the necessary and sufficient information as applicable in respect of Form 11B (Bidder’s Company Information) to support their claims made to the mandatory requirements of Pre-Qualification Criteria.
6. AAAL reserves the right to independently verify the veracity of certificates/ undertakings submitted or client details/references provided, during Pre-qualification bid evaluation and technical bid evaluation process. If the information provided in the Pre-qualification bid is found incorrect later, the bid is liable to be rejected.
7. No variance to the mandatory Pre-qualification criterion will be accepted.

Form 11 A: PRE-QUALIFICATION BID

Pre-Qualification Bid Format

(To be printed on the Bidder's Company Letter Head)

To,

Ref. No:

Date:

Dear Sir,

Sub: Pre-Qualification Bid as per your Tender No. AAAL/MMD/SAP S/4 HANA/PUR/2022-23/468
dated 29-Sep-2022

With reference to your **AAAL/MMD/SAP S/4 HANA/PUR/2022-23/468** dated 29-Sep-2022 for SAP S/4 HANA implementation, we hereby submit our **Pre-Qualification Bid** as per the format under header Form 11B/14.

We also agree to the General Terms & Conditions, Work Scope, Workflow and Evaluation Criteria as prescribed in the bidding document.

Thanking you,

Encl:

Authorized signatory of the bidder: _____

Name: _____

Designation: _____

Bidder's Company Name & Seal: _____

Business Address: _____

Form 11 B: BIDDER'S COMPANY INFORMATION

Please complete the below table. Please note references to other sources e.g., website addresses are not acceptable. Additional information can be given as an attached sheet.

Sl. No.	Requirements	Details
1	Bidder's Company Name & address	
2	The company must have been incorporated as a partnership, private or a public limited company	
3	Paid up capital	
4	Year of incorporation	
5	Annual turnover for the last three years (up to FY 2021-22)	
6	Bidder's Company Contact Person Name, Job title, e-mail address, mobile, and direct contact telephone no. and fax no.	
7	Location and details of post implementation support	
8	Details of Commercial Airline clients with name of each client along with contact person	Please attach separate sheets for providing the details
9	Names of Commercial Airline clients using the proposed solution and/or in the process of migration to the proposed solution, along with the fleet size & aircraft type, the names of modules implemented and date of implementation. Please specify fleet size of each airline.	Please attach separate sheets for providing the details

Form 12: EVALUATION CRITERIA - TECHNICAL BID

Evaluation Criteria: Technical Bid

1. The Bidders must meet all the mandatory pre-qualification criteria as listed in Section 7 of this tender. Should a bidder fail to comply with one or more of the mandatory criteria, his bid will not be evaluated any further.
2. Bidders are required to write “Standard, Customization or Non-Compliance” in the ‘SI response’ column according to the status of the functionality being met by the application software. The Bidders are to provide the detailed write-up under each item of their offered product listing the main / special features of each process / function including references / whichever and wherever applicable, along with process flow charts and screen shots, to support their compliance claims made in response to the tender requirements / specifications. Attach separate sheets, as necessary.
3. **AAAL** would evaluate the responses based on the detailed information as provided. The decision of **AAAL** in this regard shall be final.
4. Product presentations / demonstrations shall also form a part of the technical evaluation process, **AAAL** further reserves the right to visit the sites of clients for observation of performance of the software in a live environment, as well as to assess other salient aspects of the product.

Form 12: TECHNICAL BID

TECHNICAL BID FORMAT

To be printed on the Bidder's Company Letter Head

To,

Ref. No:

Date:

Dear Sir,

Sub: Technical Bid as per your Tender No. AAAL/MMD/SAP S/4 HANA/PUR/2022-23/468 dated 29-Sep-2022

With reference to your **AAAL/MMD/SAP S/4 HANA/PUR/2022-23/468** dated 29-Sep-2022 for SAP S/4 HANA implementation, we hereby submit our **Technical Bid** as per requirements under Technical Evaluation and Technical Requirement specification mentioned in **Section 7 and Annexure for FRS**.

We also agree to the General Terms & Conditions, Work Scope, Workflow and Evaluation Criteria as prescribed in the bidding document.

Thanking you,

Encl:

Authorized signatory of the bidder: _____

Name: _____

Designation: _____

Bidder's Company Name & Seal: _____

Business Address: _____

Form 13: EVALUATION CRITERIA - COMMERCIAL BID

Evaluation Criteria: Commercial Bid

1. The commercial bids of Bidders, qualifying in the technical evaluation, will only be opened, and evaluated. The evaluation of commercial bids will be based on price and other terms offered in the Commercial bid as per Section 7 and Form 8 of Section 12.
2. The costs quoted should be individually classified under “Recurring” and “Non-Recurring”. All such costs would be considered for evaluation of the price bids.
3. All other costs, as quoted separately by the bidders for providing support for installation, integration, implementation, migration, testing, user manuals, field service support, etc. as per Commercial Bid format would be added to the total bid price for price evaluation.
4. It will be the responsibility of the bidder to comply and pay all taxes / levies / duties in the country of origin as well as in India, as applicable for the entire contract.
5. The prices quoted in the commercial bid must be exclusive of all applicable taxes and duties. The taxes and duties components applicable in the country of origin of the Bidder as well as that applicable in India for all the items of commercial bid format including implementation and AMC should be indicated clearly and separately in the Commercial Bid. In case, no taxes are applicable, it should be indicated as ‘NIL’ or ‘Zero’ in the commercial bid format.
6. If the taxes and duties are not mentioned separately, the bid would be deemed to be inclusive of such taxes, levies and duties applicable in India.
7. Withholding tax (applicable to foreign bidders) and TDS (applicable to Indian bidders) shall be deducted by AAAL on all payments, as per applicable Government of India rules & regulations.
8. Any increase in taxes / levies / duties in subsequent years will be reimbursed by AAAL on submission of proof of payment by the bidder. Similarly, in case of any reduction in the taxes / levies / duties from the present level, the benefit will be passed on to AAAL.
9. In case, any new taxes/ levies/ duties are introduced in future by the Government in the country of origin or in India during the period of the contract, the same shall be reimbursed to the bidder by AAAL on submission of proof of such payments.
10. Any other costs not quoted in the commercial bid, but which has to be borne by AAAL for implementation of the bidder’s solution, would be added to the total bid price for price comparison. The costs for this purpose will be taken from the prevailing market rate. The decision of AAAL in this respect would be final.
11. Unconditional discounts and credits, if any, would be adjusted in the total bid price for price comparison.
12. Conditional discounts and credits, if any offered in the commercial bid, will not be considered for price comparison.
13. Representations, if any, for modifications to the price quoted in the commercial bids will not be entertained after opening of the Tender.
14. Comparative evaluation of the price bids would be based on the costs computed in INR. The prices in commercial bid should be in INR only.

Form 14: Formats for Certificates and Undertakings

Form 14 A: Format for Certificate C-4

From Bidder's any Client / Customer

To be printed on the Client / Customer's Company Letter Head

Ref. No:

Date:

To whomsoever it may concern

This is to certify that the ERP Software Package (Name of the product offered in response to the tender) _____

_____ provided by M/s (Company name and
address of ERP Software Package provider) _____
_____ has been Implemented at (Company name and
address of client / customer) _____
_____ and has been in operation since _____
_____ (Mention the month and year the product went live). The product is
currently operational.

Authorized signatory of

the Client / Customer: _____

Name: _____

Designation: _____

Client / Customer's

Company Name & Seal: _____

Business Address: _____

Form 14 B: Format for Certificate C-5

From Bidder's Airline Client / Customer

To be printed on the Client / Customer's Company Letter Head

Ref. No:

Date:

To whomsoever it may concern

This is to certify that the ERP Software Package (Name of the product offered in response to the tender) _____

_____ provided by M/s

(Company name and address of ERP Software Package provider) _____

_____ has been Implemented at

(Company name and address of scheduled commercial airline client / customer) _____

_____ and has been in operation since _____

_____ (Mention the month and year the product went live). The

product is currently operational.

We are a commercial airline having the following fleet

- 1.
- 2.
- 3.

Authorized signatory of

the Client / Customer: _____

Name: _____

Designation: _____

Client / Customer's

Company Name & Seal: _____

Business Address: _____

Form 14 C: Format for Certificate C-6

From Bidder's Service Provider Client / Customer

To be printed on the Client / Customer's Company Letter Head

Ref. No: _____

Date: _____

To whomsoever it may concern

This is to certify that the ERP Software Package (Name of the product offered in response to the tender) _____
_____ provided by M/s (Company name and
address of ERP Software Package provider) _____
_____ has been Implemented at (Company name and
address of Service Provider client / customer) _____
_____ and has been in operation since _____
_____ (Mention the month and year the product went live). The product is
currently operational.

**Authorized signatory of
the Client / Customer:** _____

Name: _____

Designation: _____

Client / Customer's

Company Name & Seal: _____

Business Address: _____

Form 14 D: Format for Certificate C-7

Joint Undertaking from the Parent Company & Subsidiary (Bidding) Company for meeting the Pre-qualification Criteria

To be printed on the Parent Company Letter Head

Ref. No: _____

Date: _____

To whomsoever it may concern

- 1) With respect to Tender no. _____ dated _____ issued by AAAL, this is to certify that M/s (Name & address of the subsidiary who is applicant to the tender) _____ is the subsidiary company of M/s (Name & address of parent company) _____
- 2) At present, our subsidiary company M/s _____ does not have the required turnover of Rs. 2 Crores during the last financial year as stipulated in the AAAL tender no. _____ dated _____ for the reason stated below:
 - a) _____
 - b) _____
- 3) However, our subsidiary company M/s _____ is interested to be an applicant to the above-mentioned tender and therefore to fulfill the requirement of the tender clauses and any contract that may be entered with AAAL in respect of this tender, if successful in winning the bid, M/s (the parent company) _____ hereby declares as under:
 - a) That, we shall act as a confirming party to the performance of our subsidiary company M/s _____
 - b) That, we shall stand as a guarantee towards performance of our subsidiary company in respect of contract with AAAL for the above-mentioned tender and there shall be a joint and several responsibilities of the parent company and the subsidiary company towards meeting the obligations and commitments of the Tender.

Signature: _____

CEO of Parent Company

Name: _____

Name of the Company: _____

Seal / Stamp of the company: _____

Signature: _____

CEO of Subsidiary (Bidding) Company

Name: _____

Name of the Company: _____

Seal / Stamp of the company: _____

Form 14 E: Format for Certificate C-8

Bank Guarantee Format for Security Deposit

To,

WHEREAS _____ (Name and address of Tenderer) (Hereinafter called "Tenderer") has undertaken, in pursuance of Contract no. _____ dated _____ (Herein after called "Contract") to deliver all the Services comprised in the Contract and agree to abide by the terms and conditions of the Contract.

AND WHEREAS it has been stipulated by you in the said Contract that the Tenderer shall furnish you with a bank guarantee by a Scheduled Commercial bank in India recognized by you for the sum specified therein as Security Deposit amounting to Rs. _____ (_____), for compliance with its obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Tenderer such a bank guarantee.

NOW THEREFORE, we _____ Bank, a body corporate incorporated / constituted under (*) Act, (*) with its CIN (*), and having its Registered/Head Office at (*) and among others a branch at (*), hereby affirm that we are guarantors and responsible to you, on behalf of the tenderer, up to a total of Rs. _____ (_____), and we undertake to pay you, upon your first written demand declaring Tenderer to be in default under the Contract No. _____ and without demur or protest, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand of the sum specified therein.

We hereby waive the necessity of your demanding the said debt from Tenderer before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the Contract to be performed there under or of any of the Contract documents which may be made between you and Tenderer shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition, or modification.

This Bank Guarantee shall be valid until the _____ day of _____ 20 _____.

(Signature of the authorized officer of the Bank) _____

Name and designation of the officer _____

Date: (_____) **Place:** (_____)

Form 15: PRE-BID QUERY - TECHNICAL BID

Pre-Bid Query - Technical Bid

To be printed on the Bidder's Company Letter Head

We hereby wish to seek the following clarification on the various clauses to the tender terms, conditions, functional requirements, and technical requirements as mentioned in the AAAL tender.

Sl. No.	Annexure No.	Clause No.	Query / Clarifications

We offer the below stated deviations to the terms and conditions as mentioned in the Technical Requirement Specifications and Technical evaluation sections of this bidding document.

Sl. No.	Annexure No.	Clause No.	Deviations

Signature of the Bidder: _____

Name of the Bidder: _____

Company Name & Seal: _____

Business Address: _____

Form 16: PRE-BID QUERY - COMMERCIAL BID

Pre-Bid Query - Commercial Bid

To be printed on the Bidder's Company Letter Head

We hereby wish to seek the following clarification on the various clauses to the tender terms, conditions as mentioned in the tender on commercial bid of the tender.

Sl. No.	Annexure No.	Clause No.	Query / Clarifications

Signature of the Bidder: _____

Name of the Bidder: _____

Company Name & Seal: _____

Business Address: _____

Form 17: Guidelines on Suspension of Business Dealings

Introduction

Alliance Air Aviation Ltd., being a Public Sector Enterprise and State, within the meaning of Article 12 of the Constitution of India, has to ensure preservation of rights enshrined in Chapter 11 of the Constitution. Alliance Air Aviation Ltd. has also to safeguard its commercial interests. Alliance Air Aviation Ltd deals with Agencies, who have a very high degree of integrity, commitment and sincerity towards the work undertaken. It is not in the interest of Alliance Air Aviation Ltd. to deal with agencies who commit deception fraud or exercise of coercion or undue influence or other misconduct in the execution of contracts awarded / orders issued to them. To ensure compliance with the constitutional mandate, it is incumbent on Alliance Air Aviation Ltd. to observe principles of natural justice before banning the business dealings with any Agency.

Since banning of business dealings involves civil consequences for an Agency concerned, it is incumbent that adequate opportunity of hearing is provided and the explanation, if tendered, is considered before passing any order in this regard keeping in view the facts and circumstances of the case.

Scope

The General Conditions of Contract (GCC) of Alliance Air Aviation Ltd., generally provide that Alliance Air Aviation Ltd. reserves its rights to remove from list of approved suppliers/contractors or to ban business dealings if any agency has been found to have committed misconduct, violation of any law or any term of the agreement and to suspend business dealings pending investigation. If such provision does not exist in any GCC, the same may be incorporated.

The procedure of a) Removal of Agency from the List of approved suppliers/contractors and b) Suspension and banning of business dealing with agencies has been laid down in these guidelines

- i) These guidelines apply to all the Departments/Stations of Alliance Air Aviation Ltd.
- ii) It is clarified that these guidelines do not deal with the decision of the management, not to entertain any particular Agency due to its poor/inadequate performance or for any other reason.
- iii) The banning shall be with prospective effect, i.e., future business dealings.

Definitions

In these Guidelines, unless the context otherwise requires:

“User Department” shall mean business division which will directly be involved in utilizing the product.

“Party/Contractor/Supplier/Purchaser/Customer” shall mean and include a public limited company or a private limited company, a firm whether registered or not, an individual, a cooperative society or an association or a group of persons engaged in any commerce, trade, industry, etc. Party/Contractor/Supplier/Purchaser/Customer in the context of these guidelines is indicated as 'Agency'.

“Inter-connected Agency” shall mean two or more companies having any of the following features:

- i) If one is a subsidiary of the other.
- ii) If the Director(s), Partner(s), Manager(s) or Representative(s) are common.
- iii) If Management is common.
- iv) If one owns or controls the other in any manner.

“Competent Authority” and “Appellate Authority” shall mean the following:

For Company (entire Alliance Air Aviation Ltd.) wide Banning

- i) The Chief of MMD in charge of Procurement shall be the Competent Authority for the purpose of these guidelines. CEO, Alliance Air Aviation Ltd. shall be the Appellate authority in respect of such cases.

- ii) In case the foreign supplier is not satisfied by the decision of the First Appellate Authority, it may approach Alliance Air Aviation Ltd. Board as Second Appellate Authority.

For Departments/Stations only

- i) Any officer not below the rank of Station Manager appointed or nominated by the Functional Director/ SBU Head shall be the 'Appellate Authority in all such cases.

For Corporate Office only

- i) For procurement of items/award of contracts, to meet the requirement of Corporate Office only, head of User Department shall be the "Competent Authority" and Director (Technical) shall be the "Appellate Authority".
- ii) CEO, Alliance Air Aviation Ltd., shall have overall power to take Suo-moto action on any information available or received by him and pass such orders), as he may think appropriate, including modifying the order(s) passed by any authority under these guidelines.

“Investigating Department” shall mean any Department or Unit investigating into the conduct of the Agency and shall include the Vigilance Department, Central Bureau of Investigation, the State Police or any other authority or agency set up by the Central or State Government having powers to investigate.

“List of approved Agencies Parties/Contractors/Suppliers/ Purchasers/Customers” shall mean and include list of approved/registered Agencies-Parties/Contractors/Suppliers/ Purchasers/Customers, etc.

Initiation of Banning/Suspension

Action for banning/suspension of business dealings with any Agency should be Initiated by the department having business dealings with them after noticing the irregularities or misconduct on their part. The Vigilance Department of Alliance Air Aviation Ltd. shall have the right to recommend banning/suspension, and this shall be binding on the Department/SBU and non-compliance these recommendations/instructions shall be deemed to be a misconduct on the part of the Head of the Department/SBU.

Suspension of Business Dealings

- a) If the conduct of any Agency dealing with Alliance Air Aviation Ltd. is under investigation by any department (except Foreign Suppliers of imported coal/coke), the Competent Authority may consider whether the allegations under investigation are of a serious nature and whether pending investigation, it would be advisable to continue business dealing with the Agency. If the Competent Authority, after consideration of the matter including the recommendation of the Investigating Department, if any, decides that it would not be in the interest to continue business dealings pending investigation, it may suspend business dealings with the Agency. The order to this effect may indicate a brief of the charges under Investigation. If it is decided that inter-connected Agencies would also come within the ambit of the order of suspension, the same should be specifically stated in the order. The order of suspension would operate for a period not more than six months and may be communicated to the Agency as also to the Investigating Department. The Investigating Department may ensure that their investigation is completed and whole process of final order is over within such period.
- b) The order of suspension shall be communicated to all Departmental Heads within the Departments/Stations. During the period of suspension, no business dealing may be held with the Agency.
- c) As far as possible, the existing contract(s) with the Agency may continue unless the Competent Authority, having regard to the circumstances of the case, decides otherwise.
- d) If the gravity of the misconduct/violation under investigation is very serious and it would not be in the interest of Alliance Air Aviation Ltd. as a whole, to deal with such an Agency pending investigation, the Competent Authority may send his recommendation to Chief Vigilance Officer (CVO), Alliance Air Aviation Ltd. Corporate Office along with the material available. If Corporate Office considers that depending upon the gravity of the misconduct/violation, it would not be desirable for all the Departments/Stations and Subsidiaries of Alliance Air Aviation Ltd. to have any dealings with the Agency concerned, an order suspending business dealings may be issued to all the Departments/Stations by the Competent Authority of the Corporate Office, copy of which may be endorsed to the agency concerned. Such and order would operate for a period of 6 months from the date of issue.
- e) Grounds on which Banning of Business Dealings can be initiated
- f) If the security consideration, including questions of loyalty of the Agency to the state, so warrants.
- g) If the Director/Owner of the Agency, proprietor, or partner of the firm, is convicted by a Court of Law for offences

inventing moral turpitude in relation to business dealings with the Government or any other sector enterprises or Alliance Air Aviation Ltd. during the last five years.

- h) If there is strong justification the believing that the Directors, Proprietors, Partners, owner of the Agency have been guilty of malpractices such as bribery, corruption, fraud, substitution of tenders, interpolations, etc.
- i) If the Agency continuously refuses to return/refund the dues of Alliance Air Aviation Ltd. without showing adequate reason and this is not due to any reasonable dispute which would attract proceedings in arbitration or Court of law.
- j) If the Agency employs a public servant dismissed/removed or employs a person convicted for an offence involving corruption or abetment of such offence.
- k) If business dealings with the Agency have been banned by the Govt. or any other public sector enterprise.
- l) If the Agency has resorted to Corrupt, fraudulent practices, coercion, undue influence, and other violations including misrepresentation of facts.
- m) If the Agency uses intimidation/threatening or brings undue outside pressure on the Company (Alliance Air Aviation Ltd.) or its official in acceptance/ performances of the job under the contract.
- n) If the Agency indulges in repeated and/or deliberate use of delay tactics in complying with contractual stipulations.
- o) Willful indulgence by the Agency in supplying sub-standard material Irrespective of whether pre-despatch Inspection was carried out by Company (Alliance Air Aviation Ltd.) or not,
- p) Based on the findings of the investigation report of CBL/Police/internal Vigilance or any other investigation agency including Government Audit against the Agency for malafide/unlawful acts or improper conduct on his part in matters relating to the Company (Alliance Air Aviation Ltd.) or even otherwise.
- q) Established litigant nature of the Agency to derive undue benefit.
- r) Continued poor performance of the Agency in several contracts.
- s) If the Agency misuses the premises or facilities of the Company (Alliance Air Aviation Ltd), forcefully occupies tampers, or damages the Company's properties including land, water resources, forests/trees, etc. (Note: The examples given above are only illustrative and not exhaustive. The Competent Authority may decide to ban business dealing for any good and sufficient reason)

Banning of Business Dealings

- a) Normally, a decision to ban business dealings with any Agency should apply throughout the Company including Subsidiaries. However, the Competent Authority of the Department/Unit except Corporate Office can impose such ban unit-wise only if in the particular case banning of business dealings by respective Department/Unit will serve the purpose and achieve its objective and banning throughout the Company is not required in view of the local conditions and impact of the misconduct/default to beyond the Department/Unit. Any ban imposed by Corporate Office shall be applicable across all Departments/Stations of the Company including Subsidiaries.
- b) For Company-wide banning, the proposal should be sent by ACVO of the Department/Unit to the CVO through the Chief Executive of the Department/Unit setting out the facts of the case and the justification of the action proposed along with all the relevant papers and documents except for banning of business dealings with Foreign Suppliers of imported coal/coke.
- c) The Corporate Vigilance shall process the proposal of the Department/Unit for a prima-facie view in the matter by the Competent Authority nominated for Company-wide banning.
- d) The CVO shall get feedback about that agency from all other Departments/Stations. Based on this feedback, a prima-face decision for banning/or otherwise shall be taken by the Competent Authority.
- e) If the prima-facie decision for Company-wide banning has been taken, the Corporate Vigilance shall issue a show-cause notice to the agency conveying why it should not be banned throughout Alliance Air Aviation Ltd.
- f) After considering the reply of the Agency and other circumstances and facts of the case, a final decision for Company-wide banning shall be taken by the Competent Authority.
- g) There will be a Standing Committee in each Department/Unit to be appointed by Chief Executive for processing the cases of "Banning of business Dealings except for banning of business dealings with foreign suppliers of coal/coke". However, for procurement of items/award of contracts, to meet the requirement of Corporate Office only, the committee shall be consisting of Executive Director/General Manager from Finance, Procurement and Legal.

- i) To study the report of the Investigating Agency and decide if a prima facie case for Company-wide/Local unit wise banning exists, if not, send back the case to the Competent Authority.
 - ii) To recommend for issue of show-cause notice to the Agency by the concerned department.
 - iii) To examine the reply to show cause notice and call the Agency for personal hearing, if required.
 - iv) To submit final recommendation to the Competent Authority for banning or otherwise.
- h) If the Competent Authority is prima-face of the view that action for banning business dealings with the Agency is called for, a show-cause notice may be issued to the Agency as described under “Show-cause Notice” and an enquiry held accordingly.

Removal from List of Approved Agencies- Suppliers/Contractors, etc.

- a) If the Competent Authority decides that the charge against the Agency is of a minor nature, it may issue a show-cause notice as to why the name of the Agency should not be removed from the list of approved Agencies Suppliers, Contractors etc.
- b) The effect of such an order would be that the Agency would not be disqualified from competing in Open Tender Enquiries.
- c) Past performance of the Agency may be considered while processing for approval of the Competent Authority for awarding the contract.

Show-cause Notice

- a) In case where the Competent Authority decides that action against an Agency is called for, a show-cause notice has to be issued to the Agency. Statement containing the imputation of misconduct or misbehaviour may be appended to the show-cause notice and the Agency should be asked to submit within 15 days a written statement in its defence.
- b) If the Agency requests for Inspection of any relevant document in possession of Alliance Air Aviation Ltd. necessary facility for inspection of documents may be provided.
- c) The Competent Authority may consider and pass an appropriate speaking order:
 - i) For exonerating the Agency if the charges are not established
 - ii) For removing the Agency from the list of approved Suppliers/Contractors, etc.
 - iii) For banning the business dealing with the Agency
- d) If it decides to ban business dealings, the period for which the ban would be operative may be mentioned. The order may also mention that the ban would extend to the interconnected Agencies of the Agency.

Appeal against the Decision of the Competent Authority

- a) The Agency may file an appeal against the order of the Competent Authority banning business dealing, etc. The appeal shall be to the Appellate Authority. Such an appeal shall be preferred within one month from the date of receipt of the order banning business dealing, etc.
- b) Appellate Authority would consider the appeal and pass appropriate order which shall be communicated to the Agency as well as the Competent Authority.

Review of the Decision by the Competent Authority

- a) Any petition/application filed by the Agency concerning the review of the banning order passed originally by Chief Executive/Competent Authority under the existing guidelines either before or after filing of appeal before the Appellate Authority or after disposal of appeal by the Appellate Authority, the review petition can be decided by the Chief Executive/Competent Authority upon disclosure of new facts/circumstances or subsequent development necessitating such review. The Competent Authority may refer the same petition to the Standing Committee for examination and recommendation.

Circulation of the names of Agencies with whom Business have been banned

- a) Depending upon the gravity of misconduct established, the Competent Authority of the Corporate Office may circulate the names of Agency with whom business dealings have been banned, to the Government Departments, other Public Sector Enterprises, etc. for such action as they deem appropriate.
- b) If Government Departments or a Public Sector Enterprise request for more Information about the Agency with whom business dealings have been banned, a copy of the report of Inquiring Authority together with a copy of the order of the Competent Authority/Appellate Authority may be supplied.
- c) If business dealings with any Agency have been banned by the Central or State Government or any other Public Sector Enterprise, Alliance Air Aviation Ltd. may, without any further enquiry or investigation, issue an order banning business dealing with the Agency and its inter-connected Agencies.
- d) Based on the above, Departments/Stations may formulate their own procedure for implementation of the Guidelines.

BIDDING FORMS CHECK-LIST

SN	Bidding Forms	Whether submitted or not (Yes / No)	Page No.
1.	Scan copy of e-receipt against EMD. Exemption to submit Earnest Money Deposit (EMD) on submission of valid Udyog Aadhaar Memorandum (UAM) against Tender for the items/ nature of business/ type of services specified therein in the UAM.		
BIDDER'S ELIGIBILITY CRITERIA			
2.	Registration Status		
3.	Positive Net worth		
4.	Experience of the Bidder in India		
5.	Non-Blacklisting		
6.	Experienced professional in proposed SAP S/4 HANA		
7.	SAP partnership authorization		
OTHER MANDATORY DOCUMENTS			
8.	Forms and Format as specified in section 12.		
TECHNICAL REQUIREMENT SPECIFICATION (TRS)			
9.	TRS compliance		

CONFIRMATION (Applicable for the whole tender document & to be submitted on Company's letter head)

We confirm that we have read this whole document and understand all the requirement as mentioned in this document. We have submitted all the required document as given in section 7 and 12: Bid Evaluation and Eligibility Criteria and FORMS CHECK-LIST also other records required as documentary support & we accept all the terms & conditions and payment terms mentioned in this tender document(s) and subsequent corrigendum.

Signature and seal of the bidder:

Date:

Place:

Hiring of System Integrator for Implementation of SAP S/4 HANA (RISE edition) on Private Cloud including migration of old data

Annexure 1 (Functional Requirement Specification)

1. Functional Requirement Specification	3
1.1 Human Resource	3
1.2 Finance	11

1. Functional Requirement Specification

Based on the functional requirements analysis carried out by Alliance Air, a detailed functional requirements matrix has been prepared based on which the SAP S/4 HANA functionality will be evaluated. To obtain the proper evaluation of the proposed solutions offered by the bidders, it is essential that the bidders provide proper response against the items described in this section (Functional Requirements) of the bid document. Also, proper explanatory comments may be given even if the response is fully in compliance of the stated requirement.

Bidders are required to provide their responses to the Functional Requirements as per the responses defined in the table below:

Sr. No	Abbreviation	Meaning	Description
1	S	Standard *	Product meets the requirement
2	C	Customization	Functionality will be made available through development / changes to base product as per business requirements
4	NC	Non-Compliant	If no solution is provided.

Bidder responding to Functional Requirements as “Standard” shall have to support such functionality as standard product functionality during the contract and Technical and Functional support period.

1.1 Human Resource

Employee Master

Sr No.	Process	Sub-Process	Functional Specifications	Requirement	SI Response (S/C/NC)	SI Remarks
1	HR	Employee Master	Blood group			
2		Employee Master	Employee number (SAP number of the employee)			
3		Employee Master	Employee name			
4		Employee Master	Employee Category (Cabin Crew, Pilot, Engineers, Technicians' etc)			
5		Employee Master	Employee Status (Active, Inactive with cause like demise, resignation, termination, retirement etc)			
6		Employee Master	Employment type (deputation, Fixed Tenure Basis)			
7		Employee Master	Passport size Photo of self and dependents			
8		Employee Master	Signature			
9		Employee Master	Father's/ Mother's/ Guardian's name			

10		Employee Master	Address (Present and permanent)		
11		Employee Master	Details of family member already in AAAL (Name, Relation (spouse/ parent/ siblings/ other relatives etc.) and Employee ID)		
12		Employee Master	Emergency contact details (Name, Phone Number and Address)		
13		Employee Master	Phone number		
14		Employee Master	Personal Email ID		
15		Employee Master	Professional Email ID		
16		Employee Master	Gender		
17		Employee Master	Mobile number of the employee		
18		Employee Master	Details of Dependents		
19		Employee Master	Spouse Name		
20		Employee Master	Marital status		
21		Employee Master	Details of children		
22		Employee Master	Academic Qualifications along with supporting documents		
23		Employee Master	Professional qualifications (degree/ diploma, university name, date of passing(dd/mm/yyyy)) along with supporting documents (to be integrated with DMS)		
24		Employee Master	Current Posting Location		
25		Employee Master	Date of birth		
26		Employee Master	Previous experience capturing		
27		Employee Master	Competency/Specialization		
28		Employee Master	Names of companies		
29		Employee Master	Industry / Sector		
30		Employee Master	Tenure (from - to)		
31		Employee Master	Role		
32		Employee Master	Trainings or courses / certification undergone before joining		

33		Employee Master	Professional qualifications / Degree acquired while working		
34		Employee Master	Date of joining		
35		Employee Master	Cost to Company (this field should be password protected)		
36		Employee Master	Status (Probational, Trainees)		
37		Employee Master	chronic illness of self and dependant / support documents to be uploaded (to be linked with medical)		
38		Employee Master	Pf (provident fund) account number (as per AAAL PF trust 10% of Basic)		
39		Employee Master	All bank account details		
40		Employee Master	Universal Account Number		
41		Employee Master	Aadhaar number		
42		Employee Master	PAN number		
43		Employee Master	Ex-servicemen (yes/no)		
44		Employee Master	If handicapped with certificate		
45		Employee Master	Category of PH (Physically handicapped):		
46		Employee Master	Visually Impaired		
47		Employee Master	Orthopedically impaired		
48		Employee Master	hearing impaired		
49		Employee Master	mixed etc...		
50		Employee Master	percentage of disability		
51		Employee Master	SC / ST / OBC / General		
52		Employee Master	Religion		
53		Employee Master	Marital status		
54		Employee Master	Nationality		

Organization Management

Sr No.	Process	Sub-Process	Functional Requirement Specifications	SI Response (S/C/NC)	SI Remarks
1	HR	Organization Management	Ability of the system to create a new organization/ location with type .		

			System should have flexibility for customization/ addition of new type.		
2		Organization Management	Ability of the system to generate cost centre/ department/ division within the organization/ location.		
3		Organization Management	Ability of the system to define organization hierarchy, organization structure of corporate headquarters and locations.		
4		Organization Management	Ability of the system to generate tree structure giving details of all unique role holders and reporting employees - including dual reporting mechanism.		
5		Organization Management	Ability of the system to generate tree structure giving details of all unique role holders and reporting employees - including dual reporting mechanism.		
6		Organization Management	Ability of the system to maintain a record of reporting history of any employee to ever work at AAAL.		
7		Organization Management	Ability of the system to incorporate any reporting changes in the structure through competent approvals		
8		Organization Management	Ability of the system to provide the 'Drag and Drop' or alike feature for recording changes in the organizational structure (repositioning/redefining the structure) with searching feature (employee ID/ position ID).		
9		Organization Management	Ability of the system to add new classes of employees		
10		Organization Management	Ability of the system to define various categories of employees across all classes – Consultant/ fixed Tenure basis:		
			· Regular,		
			· Contract,		
			· Reemployed		
			· retired manpower,		
			· outsourced manpower,		
			· on deputation,		
			· voluntarily retired,		
			· resigned,		
· technical resignation					
11		Organization Management	Ability of the system to maintain change in hierarchy levels or designations due to promotions, transfers of employees.		
12		Organization Management	Ability of the system to capture basic pay and pay protection in case of joining from another organisation		

Leave & Attendance Management

Sr No.	Process	Sub-Process	Functional Requirement Specifications	SI Response (S/C/NC)	SI Remarks
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1	HR	Leave Attendance Management &	Ability of the system to integrate the biometric attendance capturing tool for recording attendance SAP		
2		Leave Attendance Management &	Ability of the system to provide utility to capture attendance at Stations		
3		Leave Attendance Management &	Ability of the system to maintain and view employee leave (types) details SAP		
4		Leave Attendance Management &	Ability of the system to apply for leave under the appropriate category and state the reasons for it		
5		Leave Attendance Management &	Ability of the system to Check the status of leave request		
6 8		Leave Attendance Management &	Ability of the system to define admissible leave for employees of all classes with Ability of the system to show balance leave status for all employees during leave application. (No allow in case of zero balance in any leave type)		
		Leave Attendance Management &	Ability of the system to define and process types of leaves:(to be integrated with employee master)		
		Leave Attendance Management &	· half pay leave, (CML, CW)		
		Leave Attendance Management &	· optional leave,		
		Leave Attendance Management &	· earned leave,		
		Leave Attendance Management &	· casual leave/Sick Leave		
		Leave Attendance Management &	· maternity leave		
		Leave Attendance Management &	· paternity leave –		
		Leave Attendance Management &			
		Leave Attendance Management &	Abortion leaves (as per policy), Quarantine Leave, Special Additional leave, special disability leave, sabbatical, comp off,		
		Leave Attendance Management &	all types, LWP etc and all other types as per policy		

9		Leave Attendance Management &	Ability of the system to add new type of leave and their properties as required		
10		Leave Attendance Management &	Ability of the system to upload supporting documents in case of leave availed wherever required		
11		Leave Attendance Management &	Ability of the system to send messages in case of approval/rejection of leave		
12		Leave Attendance Management &	Ability of the system to automate the leave procedures / policies (some leaves cannot be combined, same should be configured)		
13		Leave Attendance Management &	Ability of the system to send for review w.r.t leave requests made by employees to the competent Authority (should have an option of comments)		
14		Leave Attendance Management &	Ability of the system to approve/cancel leave requests by the competent Authority made by employees		
15		Leave Attendance Management &	Ability of the system to intimate the controlling officer when an employee goes on unauthorized absence / returns back from unauthorized absence/ extends leave/ reports in the middle of the sanctioned leave period / doesn't go on leave		
16		Leave Attendance Management &	Ability of the system to reconcile the leave balance and roll back the leaves deducted in case the employee reports in the middle of the sanctioned leave period / doesn't go on leave		
17		Leave Attendance Management &	Ability of the system to intimate the competent authority levels in case the employee goes on unauthorized absence – Intimation shall be routed based on timelines of UA and company provisions		
18		Leave Attendance Management &	Ability of the system to issue notifications in case payroll needs to be stopped after a stipulated time as per company provisions (Integration with disciplinary cases, Integrate with payroll in case of UA)		
19		Leave Attendance Management &	Ability of the system to credit the leaves as per the policy		
20		Leave Attendance Management &	Ability of the system to maintain the historical data (leaves applied / approved / rejected) with complete audit trails		
21		Leave Attendance Management &	Ability of the system to view list of weekly offs, holidays in a year		

22		Leave & Attendance Management	Ability of the system to configure and update half day leaves in the system		
23		Leave & Attendance Management	SAP		
24		Leave & Attendance Management	Ability of the system to mark the approved leave application to selected officials for information of his/her leave		
25		Leave & Attendance Management	Ability of the system to manage attendance in case of travel / official tour approved by competent authority – Integrate with payroll		
26		Leave & Attendance Management	Ability of the system to manage on-line application, tracking and approval of various kinds of leave through workflow logic and self-service		
27		Leave & Attendance Management	Ability of the system to suggest alternate optional leave combination to the employee		
28		Leave & Attendance Management	Ability of the system to define leave approval route as per the DoP		
29		Leave & Attendance Management	Ability of the system to re-calculate all types of leaves for employees that are resigning/retiring as per the last working day		
30		Leave & Attendance Management	Ability of the system to apply for Leave encashment in case of EL as per policy		
31		Leave & Attendance Management	Ability of the system to calculate balance EL, and to display the same to relevant people.		
32		Leave & Attendance Management	Ability of the system to reflect notice period as per policy on the employee's account or provision pay amount as per the policy (as per the leave balance) (To be integrated with separation module)		
33		Leave & Attendance Management	Ability of the system to send Show cause notice to the employee in case of UA crosses as per policy.		
34		Leave & Attendance Management	Ability of the system to generate reports as per audit trails.		

Claim Management

Sr No.	Process	Sub-Process	Functional Requirement Specifications	SI Response (S/C/NC)	SI Remarks
1	HR	Claim Management (SAP)	Ability of the system to initiate the process of applying for claims		

2		Claim Management SAP	Ability of the system to define and capture the following claims:		
			Stand-By Allowance		
			Flying Allowance		
			Overtime		
			Extra Qualification Level Allowance		
			Security		
			Allowances for Pilots		
			Other allowances for Senior Officials etc		
			Travel claims		
			Medical reimbursement		
			Hotel bills		
3		Claim Management SAP	Ability of the system to upload supporting documents.		
4		Claim Management SAP	Ability of the system to apply for the claim approval process		
5		Claim Management SAP	Ability of the system to approve /reject claim by competent authority		
6		Claim Management SAP	Ability of the system to ask for additional verification for claim approval		
7		Claim Management SAP	Ability of the system to flow the approved claims to Finance department		
8		Claim Management SAP	Ability of the system to generate audit trails		

Separation Management

Sr No.	Process	Sub-Process	Functional Requirement Specifications	SI Response (S/C/NC)	SI Remarks
1	HR	Separation Management (To Be integrated with SAP)	Ability of the system to initiate the process of separation by the employee		
2		Separation Management (To Be integrated with SAP)	Ability of the system to have facility to track status of separation process:		
			· Submitting resignation		
			· Intimation to HR through workflow as per DoP		
3		Separation Management (To Be integrated with SAP)	· Intimation to Finance from HR as per Dop for dues settlement including GST on notice period and Bond amount.		
			· After dues settlement the HR process should initiate acceptance process		
			· Acceptance as per the DoP		
			· Notice period validation		
			· Accounts settlement		
			· Issue of service certificate		

			Automatic resignation order reflection as per DoP		
			· PF settlement		
4		Separation Management (To Be integrated with SAP)	Ability of the system to support check of return status of material issued to employees for final clearance		
5		Separation Management (To Be integrated with SAP)	Ability of the system to support calculation of amount due as Gratuity, Leave encashment, Insurance maturity, PF, Deductions, etc		
6		Separation Management (To Be integrated with SAP)	Ability of the system to allow transfer of Gratuity and Leave to new joining company (if employee is interested).		
7		Separation Management (To Be integrated with SAP)	Ability of the system to Provide for classification of separation due to:		
			· Resignation		
			· Termination		
			· Death		
			· Disciplinary action		
			· End of Contract		
			· Retirement		
		· Transfer to another subsidiary			
8		Separation Management (To Be integrated with SAP)	Ability of the system to have a list of all exit related checklist for final verification		
9		Separation Management (To Be integrated with SAP)	Ability of the system to have details of exit related transaction		
10		Separation Management (To Be integrated with SAP)	Ability of the system to have the provision to add classification of separation as per policy		

1.2 Finance

General Ledger

Sr.No	Process	Sub- Process	Functional Requirement Specifications	SI Response (S/C/NC)	SI Remarks
1	Finance		The General Ledger accounting process is performed to record and report all financial transactions performed by Alliance Air. The general ledger process covers creation of general ledger master data, creation of capital and revenue budget, creation of financial statements, accounting for provisions.		
2	Finance		Ability to maintain overall organisation structure as per AAAL in the system (Company code, operating concern, controlling area & etc.)		

3	Finance	Calendar/Period	Ability to maintain calendar periods as defined by user.		
4	Finance	Calendar/Period	Ability to maintain fiscal year, adjustment periods, or to a maximum of 365 periods		
5	Finance	Calendar/Period	Ability to maintain Fiscal year Variant as per Alliance Air requirement		
6	Finance	Calendar/Period	Ability to open and close posting periods		
7	Finance	Calendar/Period	Ability to open and close fiscal years		
8	Finance	Calendar/Period	Ability to close fiscal year for any further adjustments.		
9	Finance	General Ledger	Ability to provide Option to have same or different chart of account structure across the organization		
10	Finance	General Ledger	Ability to capture Business area/segment while posting the journal entries		
11	Finance	General Ledger	Ability to consolidate information within and across general ledgers for month end reporting purposes		
12	Finance	General Ledger	Ability to integrate G/L, accounts payable, accounts receivable with all the sub-ledgers and synchronize with the G/L in on-line, real-time manner.		
13	Finance	General Ledger	Ability to record and do inter-company / inter-unit accounting for the transactions and report balances.		
14	Finance	General Ledger	Ability to capture multiple dimensions (e.g. department, location, personal no. etc) in the chart of account		
15	Finance	General Ledger	Ability to Option for centralized or decentralized maintenance of chart of account values		
16	Finance	General Ledger	Ability to take control on specific values for specific users		
17	Finance	General Ledger	Ability to Addition /deletion of any account code should be restricted.		
18	Finance	General Ledger	Ability to provide facility to amend and delete the entities (e.g.: Capture short as well as long description of accounts)		
19	Finance	General Ledger	Ability to display:		
			Online at least 10 years of history for account balances and posted transactions		
			Account activity including opening balance, movement for the period, closing balance and year to date balance		
20	Finance	General Ledger	Ability to have Retained earnings A/c to store balances for future years		
21	Finance	General Ledger	Ability to automatic deduction of TDS or Work contract tax on predefined percentages while passing voucher entry.		
22	Finance	General Ledger	Ability to maintain the following master data records to store control information on how postings done into the general ledger account:		
			· Name of the account		
			· Description		

			<ul style="list-style-type: none"> · Type of account (e.g. revenue/asset) · Tax posting · Reconciliation account in nature (e.g. Debtors' Control account) · Level of transaction details to be maintained within the GL Account · Alternative account number to store AAAL Ltd. existing GL account (easier for user to search new account code) · Automatic posting to prevent manual posting to accounts (e.g.: - Accounts Receivable, Account Payable) 		
23	Finance	General Ledger	<ul style="list-style-type: none"> Ability to create GL master data in hierarchy · Copy accounts between entities · Automatically renumber account codes · Closed accounts - block/ mark for deletion · Add accounts · Delete accounts · Change description of accounts 		
24	Finance	General Ledger	Ability to split the line item based on characteristics define in system		
25	Finance	General Ledger	Ability to restrict users from opening / closing of accounting periods except a few.		
26	Finance	Journals	Ability to provide manual entry of journal vouchers		
27	Finance	Journals	Ability to provide entry and approval of Journal vouchers (maker-checker)		
28	Finance	Journals	Ability to have journals to have unlimited number of lines including narration for the journal as well as each line		
29	Finance	Journals	Ability to have automatic journal numbering identifiable with section / department etc.		
30	Finance	Journals	Ability to capture Profit centre/Cost centre wise transaction entries		
31	Finance	Journals	Ability to maintain reference numbers and descriptions during journal entry		
32	Finance	Journals	Ability to generate Journal Voucher Printing for various entries		
33	Finance	Journals	Ability to automatically create journal entries from allocation schedule		
34	Finance	Journals	Ability to have facility to link reversed journal to original journal		
35	Finance	Journals	Ability to consolidate group company accounts on yearly / quarterly / periodic basis.		
36	Finance	Journals	Ability to automatically net off the expense and revenue accounts closing balances to retained earnings account and carry the same to the following accounting year.		
37	Finance	Journals	Ability to carry forward assets and liabilities to following accounting year		
38	Finance	Journals	Ability to enter transactions in batches / individually		
39	Finance	Journals	Ability to give journal name, description for each transaction		
40	Finance	Journals	Ability to validate journals by way of approval before posting the books		

41	Finance	Journals	Ability to send notification to the approver once the transaction is entered / up-dated based on organization hierarchy.		
42	Finance	Journals	Ability to route the journal to the next level of authority, if unapproved for a specified period of time.		
43	Finance	Journals	Ability to create journals periodically with predefined values		
44	Finance	Journals	Ability to allocate the prepaid expenses		
45	Finance	Journals	Ability to upload journals prepared in spread sheet		
46	Finance	Journals	Ability to reverse a journal in the same period or in subsequent period		
47	Finance	Journals	Ability to automatically reverse the accrual journals in the next period.		
48	Finance	Journals	Ability to have facility to automatically create recurring entries every month.		
49	Finance	Journals	Ability to attach soft copies of supporting documents		
50	Finance	Journals	Ability to provide the flexibility of re-opening a period.		
51	Finance	Standard Reports	Ability to generate following reports:- 1. Statement of Revenue/Expenses. 2. Statement of costs (including customized reports on Operational Costs) 3. Consolidated Balance sheet 4. Trial balance of general ledger accounts 5. Transaction / journal and account listings 6. Cost Centre/profit centre report 7. Maintain inception-to-date project transactions history 8. Provide exception report for adjustment entries made in the current period for prior periods. 9. MIS Reporting 10. Station wise Trial 11. cost center wise reporting. 12. Acft. Wise Profitability. 13. IND AS 116 Compliance Feature. 14 Details for Notes to Accounts		
54	Finance		Ability to link SAP interface with external packages namely Revenue, MMD, including creation of such interface.		
55	Finance		Ability to create and update patches based on recurring amendment in Company Law, Income Tax, GST, wage Act and other applicable taxes		
56	Finance		Ability to link all third-party tools (ARMS,MRO,PSS,PRA, Fuel B2B) with SAP interface and extract data		
57	Finance		Ability to provide special GL in case of any security deposit/advances etc		
58	Finance		Ability to have different number range for every document type		
59	Finance		Ability to have audit trails for all the transactions along with change logs		
			Ability of the system to produce the following financial reports in multiple levels (e.g. whole organization, reporting units such as Area Office, zones, departments) and for a user defined		

			<p>period (for the month, year to date), but should not Limited. to:</p> <ul style="list-style-type: none"> • Profit and loss account • Analysis of Profit and Loss account • Balance sheet • Analysis of Balance Sheet • Trial Balance 		
			<p>Ability of the system to provide facility to:</p>		
			<ul style="list-style-type: none"> · Allow storing (park) incomplete documents without carrying out extensive entry checks 		
			<ul style="list-style-type: none"> · Specify templates to capture details of recurring transactions (e.g.: - fixed prepayments and accruals) 		
			<ul style="list-style-type: none"> · Allow amendment or deletion to recurring transactions prior to posting 		
			<ul style="list-style-type: none"> · Perform the posting automatically according to user-defined specification 		
			<p>Ability of the system to allow for multiple accounting entries (debits and/ or credits) for each transaction type</p>		
			<p>Ability of the system to be capable of supporting and be fully integrated with sales, purchase, stock and management accounting ledgers and cashbook; for each General Ledger (GL)</p>		
			<p>Ability of the system to automatically post Postings to sub-ledgers should result in automatic postings to the control accounts in the general ledger</p>		
			<p>Ability of the system to separate a control account in the general ledger for each sub-ledger to relate to.</p>		
			<p>Ability of the system to display GL account balance in multiple views as follows:</p> <ul style="list-style-type: none"> • Statutory • Responsibility (e.g. Cost centre, Area Office/departmental reporting) • Geographical 		
			<p>Ability of the system to maintain the following master data records to store control information on how postings done into the general ledger account:</p> <ul style="list-style-type: none"> • Name of the account • Description • Type of account (e.g. revenue/asset) • Tax posting • Reconciliation account in nature (e.g. Debtors' Control account) • Level of transaction details to be maintained within the GL Account • Alternative account number to store NHPC. existing GL account (easier for user to search new account code) • Automatic posting to prevent manual posting to accounts (e.g.: - Accounts Receivable, Account Payable) 		
			<p>Ability of the system to create for mass creation of GL accounts that includes:</p> <ul style="list-style-type: none"> • Copying entire chart using another chart of accounts as reference • Copying single account • Copying multiple accounts • Performing data transfer using 		

			<p>program for GL account master data from legacy system</p> <ul style="list-style-type: none"> • Allowing deletion of inactive accounts or accounts with no outstanding balance 		
			<p>Ability of the system to:-</p> <ul style="list-style-type: none"> • Assign an activity status to accounts (e.g. - active/inactive) • Retrieve an account master record via account alias 		
			<p>Ability to request for authorization of transaction exceeding maximum or transaction limits by user-defined authority</p>		
			<p>Ability of the system to provide auto alert for odd-balances (debit/credit) of Customers,Vendors,etc.</p>		
			<p>Ability of the system to provide facility to:</p> <ul style="list-style-type: none"> • Allow storing (park) incomplete documents without carrying out extensive entry checks • Specify templates to capture details of recurring transactions (e.g.: - fixed prepayments and accruals) • Allow amendment or deletion to recurring transactions prior to posting • Perform the posting automatically according to user-defined specification 		
			<p>Ability of the system to follow IFRS (International Financial Reporting Standards), IND-AS (Indian Accounting Standards) and all accounting standards and procedures as required by AAAL</p>		
			<p>Ability of the system to define calendar based on organization's accounting and reporting requirements</p>		
			<ol style="list-style-type: none"> 1.Statement of Revenue 2.Trial balance of general ledger accounts 3.Transaction / journal and account listings 4.Cost Centre Reports 5.Provide exception report for adjustment entries made in the current period for prior periods, etc. 		
			<p>Ability of the system to generate Report for Capital Commitment (Party wise, sub-contract wise).</p>		
			<p>Ability to integrate with following modules at on-line basis in order to monitor and analyze reporting, but should not limited to: - General Ledger - Accounts Receivable - Accounts Payable - Asset Accounting - Material Management - Inventory Management - Order and Project Accounting System - Budget Controlling - Payroll Accounting</p>		
			<p>Allocation codes can be used in place of a GL code block value when entering GL transactions. The allocation code specifies how the amount entered is to be distributed amongst many GL code block values.</p>		
			<p>Allocation methods can include fixed amount, percentage-based, percentage of the rupee value of other account(s),</p>		

			statistical account-based, and formula-based (user defined).		
			Ability to perform real time and batch processing. In case of batch processes, following functionalities should be available: - Update by batch mode while other users are still active in the system - Provide exception report for batch update - Post through overnight batch - Provide information on batch status (e.g.:- posted, processing, error) - Automatically assign document or batch number after journals are posted - Provide a journal edit listing on screen and printed. The information should contain but should not be limited to the following: * Batch Number, Journal Posting date, Journal Creation date, journal type, source of journal, journal text, G/L account code, G/L account name and description, debit/credit amount, batch total and number of transactions.		
			Import journals from non-ERP Applications		
			Schedule journal import to run as and when required.		
			Provision to set rules to check correctness of journals before import.		
			Facility to make or prevent changes to journals imported from non-ERP systems/ ERP sub ledgers		
			Capture and report costs against each dimension in the chart of account structure such as unit, department, location, product, project etc.		
			Ability to allocate cost in various levels, for example: - Responsibility cost center (Department/ Plants/ Projects) - Activity Cost Centers		
			Ability to handle process costing, standard costing, activity based costing etc.		
			Ability to run iterative/non-iterative cost allocation processing in system		
			Facility to pool costs and then allocate/ reallocate costs to other cost centers/ across organization based on predefined basis.		
			Support allocation schedules using a percentage distribution to compute the required allocation of overhead expenses to the various cost centers.		
			Rerun cost allocations when the underlying data changes.		
			Combine the costs for several input sources and allocate in one allocation source through parameters.		
			Allocate common costs across departments/ products/ units based on predefined base.		
			Generate periodic cost sheets for each product, process & services.		
			Facility to reconcile costing reports with financial reports.		

			Facility to compare actual costs with standard costs and analyze variances.		
			Ability to support comprehensive and flexible information system to analyze costs and expenses within organization, classification of expenses and must have provisions for grouping at various levels and various criteria		
			Should provide exception reports by amount/event/employee/nature of expense/variance		
			Ability to monitor, analyze and evaluate reports on real time access		
			To generate product wise cost sheet for specific period with user defined allocation criteria. Ability to allow/disallow specific expense		

Account Payable

S.No	Process	Sub- Process	Functional Requirement Specifications	SI Response (S/C/NC)	SI Remarks
1	Finance	Account Payable	Ability to have facility to integrate with all process pertaining to accounts payable		
2	Finance	Account Payable	Ability to capture the following information, but should not be Limited to :- Vendor account number, vendor name, address, fax, telephone, email, contact person, payment terms, payment methods, payment charges to be recovered, vendor bank details, paying bank details, sales tax number, PAN/ TAN number, payment location and payment lead time		
3	Finance	Account Payable	Ability to have a flexibility to provide account group numbers: for vendors · Automatically · Manually		
4	Finance	Account Payable	Ability to creation, edit and display of vendor master data		
5	Finance	Account Payable	Ability to allow for specified fields in the master data to be made suppress, optional, required.		
6	Finance	Account Payable	Ability to perform a consistency/ outstanding amount check on the account balance based on user defined specification before account is marked for deletion		
7	Finance	Account Payable	Ability to set default values when posting items to the account. e.g.: the payment terms specified in the vendor master data are defaulted in during document entry		
8	Finance	Account Payable	Ability to set tolerance limit to master record from unauthorized changes from being made		
9	Finance	Account Payable	Ability to restricted unauthorised changes and throw error to the system		
10	Finance	Account Payable	Ability to print vendor master data and select by new account, vendor account, status		
11	Finance	Account Payable	Ability to provide control to block vendors so that they are debarred for any future transactions.		

12	Finance	Account Payable	Ability to provide flexible to record payable: ·Automatically record payable entry from other system such as Laminar & etc. ·Manually (direct record by the user)		
13	Finance	Account Payable	Ability to provide manual entry for Non-Purchase Order related expenses		
14	Finance	Account Payable	Ability to create debit and credit memos into vendor account		
15	Finance	Account Payable	Ability to reference multiple invoices in single debit/ credit memos		
16	Finance	Account Payable	Ability to refund to the vendor using various payment methods such as: NEFT,RTGS,UPI & etc.		
17	Finance	Account Payable	Ability to provide functions to block for payment		
18	Finance	Account Payable	Ability to manage direct payment to vendors by 3rd parties		
19	Finance	Account Payable	Ability to generate Cash Journal for recurring expenses		
20	Finance	Account Payable	Ability to capture the recurring payment information:-		
			· Name of the vendor		
			· Invoice number		
			· Recurring number		
			· Accounting information		
			· Start and end payment date		
			Ability to identify the frequency of the recurring payment (e.g.:- weekly, monthly, quarterly, biannually, annually)		
21	Finance	Account Payable	Ability to allow recurring payment to be deleted or edited within its period of payment		
22	Finance	Account Payable	Ability to make partial payments		
23	Finance	Account Payable	Ability to print the vendor name on cheque for payment of miscellaneous invoice, where vendor records have not been created		
24	Finance	Account Payable	Ability to change payment methods or banks, payee, block items or cancel payment blocks		
25	Finance	Account Payable	Ability to display changes made and by whom		
26	Finance	Account Payable	Ability to display or print exception listing. The exception listing should contain blocked items and all outstanding items which the payment program did not propose for payment (items that could not be settled despite being due)		
27	Finance	Account Payable	Ability to divide the task of editing the payment proposal between various users and enable several users to edit large payment runs at the same time		
28	Finance	Account Payable	Ability to perform payment approval functions to enable certain payments to have prior approval		
29	Finance	Account Payable	Ability to request for tolerance limit for transaction exceeding maximum or transaction limits by user-defined authorities		
30	Finance		Ability to :-		

		Account Payable	<ul style="list-style-type: none"> · Carry out payment using the proposal list that has been approved · Create the payment documents and prepare data for printing the forms, payment advice notes, payment summaries or creating tape or disk 		
31	Finance	Account Payable	Ability to print cheque online and perform the following functions:-		
			<ul style="list-style-type: none"> · Define void reasons (used during test print, page overflow and other user-defined reasons such as printed incorrectly, unusable) 		
			<ul style="list-style-type: none"> · Determine the next free cheque number and store the allocation of payment document number to cheque number 		
32	Finance	Account Payable	Ability to provide facility to print and reprint payment voucher together with cheque		
33	Finance	Account Payable	Ability to mark the reprint copy with the word 'DUPLICATE'. The payment voucher should include vendor invoice number, cheque number, addresses and other user- defined information		
34	Finance	Account Payable	Ability to identify and warn duplicate invoices		
35	Finance	Account Payable	Ability to split payment to more than one payee (e.g.:- payment involving withholding tax)		
36	Finance	Account Payable	Ability to automatically clear items based on user criteria after payment has been made:-		
			<ul style="list-style-type: none"> · By account 		
			<ul style="list-style-type: none"> · By document number 		
37	Finance	Account Payable	Ability to provide the facility to offset balances of vendor accounts in AP with balance of customer accounts in AR (for vendors who are also customers)		
38	Finance	Account Payable	Ability to post transactions such as debit and credit memos into vendor account		
39	Finance	Account Payable	Ability to identify the transaction via document number series or document type		
40	Finance	Account Payable	Ability to provide facility for: 1. Automatic numbering of documents Allow for multiple document series		
41	Finance	Account Payable	Ability to update to the vendor accounts with the following transactions: 1. Transfer from one vendor account to another 2. Miscellaneous debit/credit memo for adjustment		
42	Finance	Account Payable	Ability to automatically update the corresponding account codes in the general ledger after posting to the individual vendor account in the sub ledger		
43	Finance	Account Payable	Ability to provide details of discounts offered by vendors		
44	Finance	Account Payable	Ability to capture unlimited line items that can be entered in the journal vouchers		
45	Finance	Account Payable	Ability to generate ageing analysis for the outstanding invoices		

46	Finance	Account Payable	Ability to reflect invoice wise outstanding for a particular vendor and for group of vendors		
47	Finance	Account Payable	Ability to record deductions from invoices under various accounts like cash discount, rebates, charges etc.		
48	Finance	Account Payable	Ability to record details of the associated tax and miscellaneous charges.		
49	Finance	Account Payable	Ability to record advances against vendor with reference to a general reference or multiple proforma invoices.		
50	Finance	Account Payable	Ability to advice bank for bank payments through RTGS etc. to vendor accounts and receive confirmation from Bank once the payment is made		
51	Finance	Account Payable	Ability to support In-house check printing or outsourcing the check printing activity to Bank		
52	Finance	Account Payable	Ability to make payments from invoice entry screen		
53	Finance	Account Payable	Ability to make payment for only one supplier		
54	Finance	Account Payable	Ability to make partial payment against an invoice		
55	Finance	Account Payable	Ability to pay in foreign currency		
56	Finance	Account Payable	Ability to restrict payment only against approved invoices		
57	Finance	Account Payable	Ability to make payment for a group of suppliers		
58	Finance	Account Payable	Ability to make multi-currency payments at one go from different bank documents		
59	Finance	Account Payable	Ability to set tolerance limits against invoices for i. User ii. GL iii. Vendor/Customer		
62	Finance	Account Payable	ability to automatically fill the reference fields either in vendor or GL by manually filling in one		
63	Finance	Account Payable	Ability to prepare mails or letters related to vendor balance confirmation		
64	Finance	Account Payable	Ability to show Opening Balance and Closing balance for specific period in Vendor / Customer		
65	Finance	Account Payable	Ability to indicate exhaustion limit of Lower Tax deduction of any vendor, in case LTDC is applicable to that vendor		
67	Finance	Account Payable	Ability to have utility to book single/multiple vendor entries through template along with amt, disc amt		
68	Finance	Account Payable	Ability to show the amount of GST TDS while booking the entry		
69	Finance	Account Payable	Ability to recognize both the TDS under any section if two expense line items of same invoice are there		
70	Finance	Account Payable	Ability to show correct withholding tax amount in case of LTDC is applied		
72	Finance	Account Payable	Ability to make payment entry in different currency so that clearing can be done automatically by booking forex entry.		
73	Finance	Account Payable	Ability to enable partial payment and clearing with partial payment should be facilitated.		

74	Finance	Account Payable	Ability to clear invoices in multiple currencies as per conversion rates available on the date of invoice generation		
75	Finance	Account Payable	Ability to link all entries from the inventory software to SAP and legacy data of RAMCO to be imported in SAP		
76	Finance	Account Payable	Ability to upload the exchange rates		
77	Finance	Account Payable	Ability to allow update to already defined rates		

GST

S.No	Process	Sub- Process	Functional Requirement Specifications	SI Response (S/C/NC)	SI Remarks
1	Finance	GST	Ability to maintain GST Master data along with validity period & history data of revision of GST rates.		
2	Finance	GST	Ability to update HSN/SAC codes in respective masters. The nomenclature of these codes should be picked up by default. Item master should classify whether it is nil rated, exempted etc.		
3	Finance	VAT	Ability to update VAT/GST codes in respective masters. The nomenclature of these codes should be picked up by default. Item master should classify whether it is nil rated, exempted etc.		
4	Finance	GST	Ability to provide Other fields - address - bill to, ship to, GSTIN number and other fields as required by GST Law		
5	Finance	GST	Ability to provide in ERP automatic fetch Vendor details through GST portal. (E.g. Legal name, Trade name, PAN, Regular/Registered/non-registered/composition, Address, Pincode) etc. (as per GST law)		
6	Finance	GST	Ability to maintain tax rates based on HSN code/SAC and components like CGST, IGST, SGST etc.		
7	Finance	GST	Ability to automatic link the tax codes (Structure Code) with G/L accounts for posting in G/L		
8	Finance	GST	Ability to maintain HSN master as per scaling of amount at item level (E.g.: Hotel rooms, clothing, shoes, medicine etc)		
9	Finance	GST	Ability to define business rules to calculate tax as per the applicable GST law.		
10	Finance	GST	Ability to system determine and calculate tax as per the applicable GST law based on the masters and type of transactions.		
11	Finance	GST	Ability to automatically determine tax rates based on vendor and AAAL details .		
12	Finance	GST	Ability to post reversal, cancellation etc. as per GST law		
13	Finance	GST	Ability to automatically determine tax reversal in case of return/adjustment		

14	Finance	GST	Ability to provide history trail at the time of change in vendor details (E.g. Name, PAN, Bank details, GSTIN etc).		
15	Finance	GST	Ability to provide utility for end user to automatically fetch Vendor details through GST portal. (E.g. Legal name, Trade name, PAN, Regular/Registered/non-registered/composition, Address, Pincode) etc. (as per GST law). Allow authorized user to approve the same (in utility) at the time of supplier/customer creation and return the same to end user (by return status); if in case of modification required with remarks(E.g. vendor/customer already exists with PAN, GSTIN, Bank details {IFSC, Account No.} etc)		
16	Finance	GST	Ability to provide utility for unregistered (in GST portal) vendor/customer creation required to enter mandatory information (E.g. Legal name, Trade name, PAN, Regular/non-registered/composition, Address, Pincode, Bank details)		
17	Finance	GST	Ability to provide utility capture automatic vendor details (E.g.: GSTIN, HSN code, Business place code) at time of invoice booking by end user. If in a case there is any mismatch in HSN code given by vendor invoice, it will automatically capture the HSN code in Contract/PO line items separately in window (E.g.: As a Vendor Invoice) & post the same.		
18	Finance	GST	Ability to generates challans, invoices, forms, E- way bills layouts etc. as per GST compliance		
19	Finance	GST	Ability to record transactions relating to PO by AAAL(taxation perspective).It should be able to capture goods, services or combination thereof.		
20	Finance	GST	Ability to provide report for Track Asset item movement (inbound, outbound etc.).		
21	Finance	GST	Ability to Posting invoices with tax invoices		
22	Finance	GST	Ability to integrate with GSTN portal for including for GSTIN data including:-		
23	GST	Reports	1. Filing tax returns		
24	GST	Reports	2. Downloading information available from vendors, etc		
25	GST	Reports	3. Performing reconciliation		
26	GST	Reports	4. Generation of e-way bill		
27	Finance	GST	Ability to record transactions relating to movement of Assets items outside AAAL premises for repair.		
28	Finance	GST	Ability to automatic reconciliation of ITC(Input tax credit), IGST,CGST,SGST/UGST/RCM/Tax liability with ERP General Ledger account vs Data generated (Reports) through utility.		
29	Finance	GST	Ability to determine/calculate GST-TDS as per TDS rules defined in GSTN law. Ability to provide the details in		

			specified format (in excel) to facilitate filing of GST-TDS return.		
30	Finance	GST	Ability to have a report for all the manual data/postings of GST/TDS		
31	Finance	GST	Ability to calculate/determine tax liability on advances received by AAAL including issue of receipt voucher.		
32	Finance	GST	Ability to calculate and post net tax payable (net of ITC and outgoing liability) and facilitate payment of tax and generation of challan.		
33	Finance	GST	Ability to capture provisions made at the end of quarter/year end having GST/ Non- GST implication (E.g.: Sale of energy, consultancy income, payment of contractors including booking of ITC e-filing)		
34	Finance	GST	Ability to capture e-invoices required to be cancelled but still appearing in ERP system. While cancelling any invoice (B2B) in ERP system reference of cancellation of such invoice at GSTN site should be mandatory.		
35	GST	Reports	Ability to provide GSTN wise (having multiple locations/Units)details, data etc. in excel, word, pdf, Json etc. which can be filed in GSTN portal.		
36	Finance	GST	Ability to provide copy of filed GST Returns in respect of location/unit wise (GSTIN wise) for GST Utility		
37	Finance	GST	Ability to provide reconciliation of GSTN turnover with financial statement turnover GSTIN wise.		
38	Finance	GST	Ability to generate TDS returns on periodic basis – Quarterly, annual etc. as per income tax law. Ability to issue TDS certificates/details on vendor, employee etc. location wise from system.		
39	Finance	GST	Ability to generate tax returns (e.g. ITR6, TDS and other returns) periodically as per respective laws.		
40	Finance	GST	Ability to capture income TDS on advance payments and year end provisions.		
41	Finance	GST	Ability to monitor reconciliation of income tax TDS certificates		
42	Finance	GST	Ability to for Capturing of all GSTINs including TDS GSTINs of AAAL at One Place along with the copy of Registration Certificates.		
43	Finance	GST	Ability to provide system/utility for sending Online request for additional/deletion of authorized signatory.		
44	Finance	GST	Ability to identify/ validate exempted/Nil/non-GST supplies item and not allowing to post GST-TDS there on.		
45	Finance	GST	Ability to mandate GSTIN field of supplier at the time of vendor master creation. Also system to not allow user to post GST-TDS without GSTIN of Supplier.		
46	Finance	GST	Ability to provide outward supply register and inward supply register as per the requirement of GST laws.		

47	Finance	GST	Ability to calculate GST through PO route and non-PO invoices. Also, provide the option to inactive/active non- PO invoice window as per business required.		
48	Finance	GST	Ability to provide simplified PO process along with single user approval for nominal payments (E.g. 5,000/- Threshold limit). Also Ability to link invoice for the same.		
49	Finance	GST	Ability to prepare and issue of Invoice for supply of goods or services under RCM in case of supply by unregistered person to AAAL		
50	Finance	GST	Ability to maintain the type of supplier covered under RCM i.e. Government Department etc.(In vendor master data). System should automatically discharges the GST tax liability.		
51	Finance	GST	Ability of the system to prepare Tax audit report as per income tax law.		
51	Finance	GST	Ability to provide utility to prepare of GSTIN wise reconciliation statement of Input Tax Credit as per the Books of Accounts with GSTR-2B.		

Account Receivables

Sr.No	Process	Sub- Process	Functional Requirement Specifications	SI Response (S/C/NC)	SI Remarks
1	Finance	Account Receivables	Ability to group customers based on category.		
2	Finance	Account Receivables	Ability to assign automatic numbering (alpha numeric) to customers.		
3	Finance	Account Receivables	Ability to have the functionality of maintaining credit limits in both period and value and to stop processing of invoices in case of over dues (either period or amount)		
4	Finance	Account Receivables	Ability to define multiple addresses and multiple GST/PAN for each of the customer.		
5	Finance	Account Receivables	Ability to amend or disable the address for the customer.		
6	Finance	Account Receivables	Ability to define a single customer account for multicurrency transactions		
7	Finance	Account Receivables	Ability to maintain the customer bank information.		
8	Finance	Account Receivables	Ability to define payment terms to the customer.		
9	Finance	Account Receivables	Ability to specify the collectible amount out of the outstanding balances of the customer.		
10	Finance	Account Receivables	Ability to change the receivable account at the customer level.		
11	Finance	Account Receivables	Ability to apply receipts from one customer against invoices of other customer with maker/checker concept		
12	Finance	Account Receivables	Ability to categorize the customers based on multiple criteria.		
13	Finance	Account Receivables	Ability to have audit trail for the customer showing the details of the creator and the date of creation of the customer account.		

14	Finance	Account Receivables	Ability to delete a customer account with restricted access		
15	Finance	Account Receivables	Ability to restrict the creation of new customer with the name of the existing customer.		
16	Finance	Account Receivables	Ability to upload the exchange rates		
17	Finance	Account Receivables	Ability to allow update to already defined rates with maker/checker concept		
18	Finance	Account Receivables	Ability to have a tight link with the sub-ledger transactions		
19	Finance	Account Receivables	Ability to maintain predefined exchange conversion rates for a range of period		
20	Finance	Account Receivables	Ability to enter transactions in the respective transaction currency		
21	Finance	Account Receivables	Ability to enter foreign currency transactions		
22	Finance	Account Receivables	Ability to run revaluation process to periodically account for the loss/gain in the foreign currency as per period defined		
23	Finance	Account Receivables	Ability to support the functionality of maintaining credit limits in both period and value and to stop processing of invoices in case of over dues (either period or amount)		
24	Finance	Account Receivables	Ability to support item-based credit and debit notes, Interest Calculation, Fines & charges on Late payments etc.		
25	Finance	Account Receivables	Ability to support advance receipts and normal AR receipts		
26	Finance	Account Receivables	Ability to group customers based on category.		
27	Finance	Account Receivables	Ability to assign automatic numbering (alpha numeric) to customers.		
28	Finance	Account Receivables	Ability to define credit limits for the customers.		
29	Finance	Account Receivables	Ability to capture the address, telephone number, and contact person details for each customer.		
30	Finance	Account Receivables	Ability to define multiple addresses and multiple GST/PAN for each of the customer.		
31	Finance	Account Receivables	Ability to amend or disable the address for the customer.		
32	Finance	Account Receivables	Ability to define a single customer account for multi- currency transactions.		
33	Finance	Account Receivables	Ability to maintain the customer bank information.		
34	Finance	Account Receivables	Ability to define payment terms to the customer.		
35	Finance	Account Receivables	Ability to specify the collectible amount out of the outstanding balances of the customer.		
36	Finance	Account Receivables	Ability to change the receivable account at the customer level.		
37	Finance	Account Receivables	Ability to apply receipts from one customer against invoices of other customer.		
38	Finance	Account Receivables	Ability to categorize the customers based on multiple criteria.		
39	Finance	Account Receivables	Ability to have audit trail for the customer showing the details of the creator and the date of creation of the customer account.		
40	Finance	Account Receivables	Ability to delete a customer account.		

41	Finance	Account Receivables	Ability to maintain predefined exchange conversion rates for a range of period		
42	Finance	Account Receivables	Ability to link customers with vendors		

Cash & bank management

Sr.No	Process	Sub-Process	Functional Requirement Specifications	SI Response (S/C/NC)	SI Remarks
1	Finance	Cash and bank	Ability to create following Cash / bank transactions like Cash receipt, Cash Advance, Employee reimbursement, Misc. payment, Office expenses etc.		
2	Finance	Cash and bank	Ability to maintain petty cash transactions for multiple locations.		
3	Finance	Cash and bank	Ability to maintain Cash register and Bank register for selected cash/Bank for user defined period.		
			Ability to have different cash book as per units in the organization		
4	Finance	Cash and bank	Ability to inter transfer transaction like Cash to Bank, Bank to Cash, Bank to Bank with both side entry confirmation.		
5	Finance	Cash and bank	Ability to support for accounting for collections through Collection Management services		
6	Finance	Cash and bank	Ability to Control and monitor Earnest Money Deposit/ Bank Guarantee for the various contracts		
7	Finance	Cash and bank	Ability to interface with finance module for auto generation of Bank Payment Voucher, Bank Receipt Vouchers, and Journal Vouchers		
8	Finance	Cash and bank	Ability to maintain Bank Wise / Party wise (by whom / in favour of BG has been issued)		
9	Finance	Cash and bank	Ability to perform automatic bank reconciliation		
10	Finance	Cash and bank	Ability to have a utility to maintain Bank Guarantees received with no financial implication		
11	Finance	Cash and bank	Ability to provide different types of Investments/Borrowings transactions: Loans, Cash Credit, Overdraft, Fund Based Limits, Non-fund based limits (LCs, Bank Guarantees, etc.)		
12	Finance	Cash and bank	Ability to interface with various banks for the purpose of payments & bank reconciliation		
13	Finance	Cash and bank	Ability to deposit Bank funds		
14	Finance	Cash and bank	Ability to maintain multiple Bank accounts		
15	Finance	Cash and bank	Ability to maintain multiple financial instruments that are associated with those bank accounts		
16	Finance	Cash and bank	Ability to upload bank statements electronically.		
17	Finance	Cash and bank	Ability to do automatic reconciliation between bank statements and bank transactions in the books of accounts of the Company.		
18	Finance	Cash and bank	Ability to define the criteria for matching the receipts and payments for Auto-Reconciliation.		

19	Finance	Cash and bank	Ability to define tolerances for the Auto-Reconciliation criteria.		
20	Finance	Cash and bank	Ability to create and reconcile receipts and payments for the un-reconciled statement lines.		
21	Finance	Cash and bank	Ability to clear the receipts and payments manually where bank statements are not available in electronic format.		
22	Finance	Cash and bank	Ability to reconcile the bank statements manually.		
23	Finance	Cash and bank	Ability to enter and reconcile bank charges while reconciliation.		
24	Finance	Cash and bank	Ability to have utility for Cheque Printing		
25	Finance	Cash and bank	Ability to provide feature to cancel payments and cheques		
26	Finance	Cash and bank	Ability to integrate banks through API's		

Asset management

Sr.No	Process	Sub-Process	Functional Requirement Specifications	SI Response (S/C/NC)	SI Remarks
1	Finance	Fixed Asset Accounting	Ability to track Asset hierarchies and their locations and manage the complete lifecycle of the asset.		
2	Finance	Fixed Asset Accounting	Ability to define work centers and its hierarchy, assignment of resources to the work centers, scheduling and planning parameters for the work center, cost center for the work center, activities and activity rates etc.		
3	Finance	Fixed Asset Accounting	Ability to create operations for the Suppliers to perform.		
4	Finance	Fixed Asset Accounting	Ability to generate accounting entries & auto transfer of capital spare from capital spare to main assets along with acquisition cost & accumulated depreciation at the time of actual utilization/issue.		
5	Finance	Fixed Asset Accounting	Ability to provides option to calculate gross value of the of old spare extracted from main assets and accounting entry for the derecognition of such amount from main asset		
6	Finance	Fixed Asset Accounting	Ability to provide universal assets ID at enterprise level (E.g. AAAL).		
7	Finance	Fixed Asset Accounting	Ability to keep same asset ID since acquisition till disposal of assets with complete tracking		
8	Finance	Fixed Asset Accounting	Ability to generate report - item wise pre posting (assets ID, GL, Govt. heads etc) in contacts/PO.		
9	Finance	Fixed Asset Accounting	Ability to generate assets report as per companies act & as per taxation rules		
10	Finance	Fixed Asset Accounting	Ability to maintain capital budget at asset group and individual asset levels, and can the system monitor procurement of asset and capital work in process against the budget assigned.		
11	Finance	Fixed Asset Accounting	Ability to provide Capital budgets are prepared annually and revised during the year, all asset procurement of asset is monitored against the budget assigned for it)		

12	Finance	Fixed Asset Accounting	Ability to provide the material issued to contractors be tracked material batch wise for capitalizing along with the assets and for ascertaining the price difference as per contract.		
13	Finance	Fixed Asset Accounting	Ability to calculate depreciation as per accounting policy followed for recording in the books of accounts. Further in case of change in depreciation rates system should allow the same.		
14	Finance	Fixed Asset Accounting	Ability to calculate depreciation as per provisions of Indian Income Tax Act for tax purposes		
15	Finance	Fixed Asset Accounting	Ability to calculate depreciation on day/ month/ quarter/ year basis centrally and location wise for all assets Within minimum time.		
16	Finance	Fixed Asset Accounting	Ability to utility / process for automate buyback of assets including perquisite calculation.		
17	Finance	Fixed Asset Accounting	Ability to define and track assets history/collection of the maintenance cost incurred till date.		
18	Finance	Fixed Asset Accounting	Ability to provide the facility to generate maintenance order duly check with budgets & appropriate cost allocated/ incurred on particular asset.		
19	Finance	Fixed Asset Accounting	Ability to provide fixed assets be controlled by way of allotting Asset Identification Numbers to facilitate identification of individual asset, location, facilitate transfer to other location, stations, to facilitate retirement, disposal and to facilitate periodic physical verification. Fixed Asset Register is to be maintained in the prescribed format.		
20	Finance	Fixed Asset Accounting	Ability to provide a proper tracking, automatic posting of assets and recording of accounting entries for inter-unit transfer of assets with proper approval process from both the units with same asset ID and GL account.		
21	Finance	Fixed Asset Accounting	Ability to identify asset by locations. Also, Ability to group similar assets together across the locations.		
22	Finance	Fixed Asset Accounting	Ability to track fixed assets sent to outside agencies for repair or for other reasons.		
23	Finance	Fixed Asset Accounting	Ability to provide List of asset allocated to employee & generate No objection certificate (NOC) from the system in case employee.		
24	Finance	Fixed Asset Accounting	Ability to capture asset master along with insurance amount calculated as per third party insured at the time of purchase of the particular asset		
25	Finance	Fixed Asset Accounting	Ability to check and stop depreciation on reaching the user defined residual values for assets		
26	Finance	Fixed Asset Accounting	Ability to reverse asset value and accumulated depreciation till the time of sale/ scrap/ transfer/ retirement of asset etc.		
27	Finance	Fixed Asset Accounting	Ability to provide process for recording impairment of assets on each line items of the impaired asset and provide depreciation on the remaining value.		

28	Finance	Fixed Asset Accounting	Ability to monitor the transfer of asset between projects and corporate office.		
29	Finance	Fixed Asset Accounting	Ability to calculate depreciation for prior period as per revised depreciation rate/useful life		
30	Finance	Fixed Asset Accounting	Ability to support fixed asset classification by Asset category, Asset type, Asset ID, Physical ID, Asset location, Asset Value, Units (Departments/Section/Office.), Cost center, Put to use date, Any other user defined field etc.		
31	Finance	Fixed Asset Accounting	Ability to support asset master with the data in respect of CWIP references, Asset Classification Depreciation details, Expected Life of asset, Ownership details (Owned / Leased), Lease details, if Leased asset etc.		
32	Finance	Fixed Asset Accounting	Ability to support any number of assets without restriction		
33	Finance	Fixed Asset Accounting	Ability to provide for transfer assets across organization.		
34	Finance	Fixed Asset Accounting	Ability to generate accounting entries automatically for each transfer including capital account and accumulated depreciation.		
35	Finance	Fixed Asset Accounting	Ability to allow recording of the disposal or scrapping of assets		
36	Finance	Fixed Asset Accounting	Ability to support depreciation rates, schedules and terms for each asset as per statutory requirements		
37	Finance	Fixed Asset Accounting	Ability to asset system to track asset values / schedules as per each of the above depreciation terms separately and individually.		
38	Finance	Fixed Asset Accounting	Ability to automatically post depreciation entries based on calculated depreciation		
39	Finance	Fixed Asset Accounting	Ability to add an asset directly in Assets module		
40	Finance	Fixed Asset Accounting	Ability to assign depreciation method		
41	Finance	Fixed Asset Accounting	Ability to assign default sub-component life		
42	Finance	Fixed Asset Accounting	Ability to use different depreciation calendars		
43	Finance	Fixed Asset Accounting	Ability to maintain two or depreciation rates for the same assets for management and statutory requirements		
44	Finance	Fixed Asset Accounting	Ability to transfer an asset / group of assets from one department to another		
45	Finance	Fixed Asset Accounting	Ability to transfer an asset / group of assets with a back date		
46	Finance	Fixed Asset Accounting	Ability to revalue an asset / group of assets		
47	Finance	Fixed Asset Accounting	Ability to transfer assets between line of business		
48	Finance	Fixed Asset Accounting	Ability to maintain capital work-in-process assets. Ability to provide facility of transactions in CWIP account codes with mandatory transaction reason (add/change/delete/capitalization) etc.		
49	Finance	Fixed Asset Accounting	Ability to calculate depreciation from the date of capitalization		
50	Finance	Fixed Asset Accounting	Ability to reclassify the asset category		
51	Finance	Fixed Asset Accounting	Ability to identify work-in-process assets of a project instantly irrespective of category		

52	Finance	Fixed Asset Accounting	Ability to change the status back to work-in-process for wrong capitalization		
53	Finance	Fixed Asset Accounting	Ability to run depreciation multiple times without closing the period		
54	Finance	Fixed Asset Accounting	Ability to project depreciation for a range of periods		
55	Finance	Fixed Asset Accounting	Ability to do what-if-analysis by changing the existing depreciation method / rate		
56	Finance	Fixed Asset Accounting	Ability to calculate depreciation as per statutory requirements		
57	Finance	Fixed Asset Accounting	Ability to sell/retire an asset / group of assets		
58	Finance	Fixed Asset Accounting	Ability to calculate gain / loss on sale/retirement		
59	Finance	Fixed Asset Accounting	Ability to generate accounting entries automatically in General ledger		
60	Finance	Fixed Asset Accounting	Ability to have asset account determination as per assets classes		

Payroll Accounting

Sr.No	Process	Sub-Process	Functional Requirement Specifications	SI Response (S/C/NC)	SI Remarks
1	Payroll		Ability to Integrate Human resources module with Finance accounting		
2	Payroll		Ability to allow the setup of multiple payrolls with different payroll administrators & combining payroll (clearly def. semi variable, static variable payments)		
3	Payroll		Ability to allow restriction of administrative functions to a few select payroll users		
4	Payroll		Ability to have a data upload facility to upload historical payroll data		
5	Payroll		Ability to allow the maintenance of slab-wise details for statutory elements like Income Tax as well as user defined elements		
6	Payroll		Ability to calculate reduction in salary based on attendance policy		
7	Payroll		Ability to generate Form 16		
8	Payroll		Ability to generate TDS challan & return		
9	Payroll		Ability to generated YTD TDS statements		
10	Payroll		Ability to allow the following calculation of onetime payment of allowance and / or deduction: Incentive, arrear, ex-gratia, uniform, lease/ conveyance maintenance, Foundation Day, etc., By Amount: enter amount to be deducted or payable, by Days: enter number of Days for system to compute the amount based on Basic Pay or gross Pay and/or any other component of Pay, By Percentage: enter percentage for system to compute the amount based on basic pay or gross pay and/or any other component of pay		
11	Payroll		Ability to allow for input of start and end date for recurring payment / Deduction		
12	Payroll		Ability to automatically update Payroll database for changes in employee record without interfering with payroll processing (e.g., Promotions in the middle of month)		
13	Payroll		Ability to allow Back dated calculations		
14	Payroll		Ability to allow a final settlement report for each terminated employee		

15	Payroll		Ability to allow provision to suspend Payroll runs or control final settlement processing on a case to case basis		
16	Payroll		Ability to have the provision to run separate bonus/ incentive runs		
17	Payroll		Ability to provide the Ability to handle unlimited pay account codes and drawing banks		
18	Payroll		Ability to have a provision to process Arrear and backdated Payment calculations		
19	Payroll		Ability to recover advances in subsequent pay periods with a single transaction		
20	Payroll		Ability to maintain earnings history information (i.e., a record of all pay of all activity) for each employee for a user-specified period of time		
21	Payroll		Ability to support multiple banks or savings institutions per employee		
22	Payroll		Ability to linkage with Punishments i.e. suspension should result in non- payment of subsistence allowance		
23	Payroll		Ability to calculate HRA Rebate as per the prevailing Income Tax Law/Rules		
24	Payroll		Ability to handle tax exemptions as per the prevailing Income Tax Law/Rules		
25	Payroll		Ability to handle Gratuity Calculations		
26	Payroll		Ability to process casual leaves for the part time sweeper and other part-time employees		
27	Payroll		Ability to handle Provident Fund/VPF rules like Calculate and deduct contributions according to the respective Statutory Acts/ Company policy etc., Maintain individual GPF/VPF accounts and generate individual account slip for every financial year		
28	Payroll		Ability to generated YTD Salary & PF statements		
29	Payroll		Ability to conduct full and final settlement of employee during Exit		
30	Payroll		Ability to notify (flag) individuals of any outstanding balances when employee is terminated		
31	Payroll		Ability to record an employee's selection of benefit, retirement and deduction options		
32	Payroll		Ability to automatically recover salary advances		
33	Payroll		Ability to define multiple payment methods (Bank Transfer/Cheque Payment)		
34	Payroll		Ability to require approval before a specific payment is made to an employee		
35	Payroll		Ability to forward the overtime schedule to the top management for approval if the amount of overtime is over a defined percentage of the basic salary		
36	Payroll		Ability to automatically adjust calculations for mid-pay period salary, advanced salary, and employment actions		
37	Payroll		Ability to assign work calendar (scheduled work days, scheduled holidays, etc.) to one or more employee groups		
38	Payroll		Ability to default standard holiday data, as well as user- defined holiday data		
39	Payroll		Ability to create and maintain work calendars over user- defined years		

40	Payroll		Ability to provide input to Finance & Accounts Module for salary payment based on attendance. Statutory and voluntary deductions		
41	Payroll		Ability to calculate arrears in case promotion is made with retrospective effect		
42	Payroll		Ability to update salary details on promotion, Succession Planning Employees should receive auto monthly salary slips mails		
43	Payroll		Ability to support encashment of Leave, Tours and travel and on retirement with consequent tax adjustments		
44	Payroll		Ability to release of festival advance and other advances (user defined) against salary		
45	Payroll		Ability to Employee-wise recovery position, recovery list and outstanding balances list - month-wise or as user defined		
46	Payroll		Ability to Employee-wise recovery position, recovery list and outstanding balances list - month-wise or as user defined		
47	Payroll		Ability to support Recovery of club/ union contributions		
48	Payroll		Ability to have provision of Housing loan or any other loan component to be adjusted against the employee salary		
49	Payroll		Ability to support payment of educational allowance, transfer allowances and any other user defined allowances		
50	Payroll		Ability to support recovery of all other types of loans with reports like recoveries made, overdue list etc.		
51	Payroll		Ability to support calculation of incremental arrears with consequent tax adjustments		
52	Payroll		Ability to support payment of salary arrears as per the industry level settlements with tax adjustments. Also support payment of arrears calculated in user defined installments or in lump sum		
53	Payroll		Ability to define loans and its various characteristics such as periodicity, interest rate, ceilings details etc.		
54	Payroll		Ability to attach loan sanctioning rules to every loan type		
55	Payroll		Ability to allow payroll to deduct the amount due from an employee (in case of loans/advances etc.)		
56	Payroll		Ability to Define tax rules to determine employees tax liability as per changes in statutory legislation for actual tax liability of employee		
57	Payroll		Ability to capture employee asset details such as various land holdings, investments in shares, any bank deposits and various sources of income		
58	Payroll		Ability to provide investment declaration form in electronic format. The employee will be required to fill and submit the form electronically to automatically updating of salary record and tax calculation by the system		
59	Payroll		Ability to ensure support for major statutory reports / certificates of taxes in the user defined format		
60	Payroll		Ability to establish deduction limits for each deduction based on various		

			parameters like: Employee, Job Classification, Company, Benefit plan, Salary		
61	Payroll		Ability to make deductions effective: In the current period, in any pay period or periods selected, in any user-defined frequency selected, between user-defined start and stop dates, until user defined limit is reached		
62	Payroll		Ability to have Start and stop dates for deductions should be maintained: On the Employee Master file, On employee level		
63	Payroll		Ability to reverse deduction to be included in next pay check if incorrectly withheld / Option with user		
64	Payroll		Ability to determine deduction amounts by: Amount of earnings, Percent of earnings, Number of hours		
65	Payroll		Ability to prioritize deductions: Using the deduction code, Using a separate priority number		
66	Payroll		Ability to be prompted by system when employee status changes to leave to determine how deductions will be paid while on leave: take when return lump sum		
67	Payroll		Ability to apply or stop various deductions based on employee status changes		
68	Payroll		Ability to provide for online ad-hoc calculation of employees pay slip / salary amount		
69	Payroll		Ability to perform on-line calculation of pay and benefits for terminated employee based upon termination date		
70	Payroll		Ability to evaluate different scenarios for change in pay- roll structures		
71	Payroll		Ability to provide an impact analysis tool for analysis of impact of revision of any / all components like pay, allowances, deductions etc.		
72	Payroll		Ability to display the status of the Payroll calculations		
73	Payroll		Ability to run Payroll multiple times before finalization to ensure accurate pay computation		
74	Payroll		Ability to post the amount of salary paid for each element of pay for an employee, based on the relevant GL account code and employee cost center information to General Ledger. Financial postings include: Element, Amount, GL Account, Cost Centre		
75	Payroll		Ability to Post salary payment advice including multiple payment methods such as bank, cash and Cheque to General Ledger		
76	Payroll		Ability to generate pay slip with following detail: Taxable and non-taxable components in separate columns, Tax till date, Calculated, Recovered, Projected, Loan balances and no. of installments deducted / left, Provident fund opening balance, interest till date, closing balance etc.		
77	Payroll		Ability to support pooling the monthly contribution of PF in to the online management system. Allows differentiation		

			of employees (e.g. PF not deductible based on eligibility criteria)		
78	Payroll		Ability to Support PF settlement process including generation of settlement sheets and relevant vouchers for accounting		
79	Payroll		Ability to support calculation of periodic interest and crediting the amount to the accounts		
80	Payroll		Ability to perform PF application processing, loan sanctioning, loan disbursement, modification of loan installments, loan short closure, recovery through payroll, final settlement during closing/transfer for different type of PF loans (support linkage with loans against PF)		
81	Payroll		Ability to deduct loan installments (& separately track deductions, loan balance etc.)		
82	Payroll		Ability to Generate all types of MIS reports as per request of Bank (like PF ledger, PF loan ledger, Pension rule, PF rule, Gratuity rule (online) etc.)		
83	Payroll		Ability to maintain nominee details and payment to nominee in case of death of an employee (Integrate with Employee Master)		
84	Payroll		Ability to provide PF Returns and other statutory forms		
85	Payroll		Ability to generate all types of reports/registers related to Management		
86	Payroll		Ability to allow multiple user-defined messages to be printed on Cheques		
87	Payroll		Ability to prepare statutory dues statement details & bank clearance month wise as per statutory scheme and remittance activity to the designated bank account		
88	Payroll		Ability to generate various information as to be required time to time by the statutory authority relating to PF settlement, PF loan, trustee activity information, statutory pension information and information as pertaining to contractual employees, etc.		
89	Payroll		Ability to process the statutory pension cases at the time of retirement/death/resignation/transfer		
90	Payroll		Ability to generate various information as required by the statutory authority from time to time regarding awarding contract to the Suppliers with job details, payroll information, and compliance to statutory authority in respect of Suppliers' employees, etc.		
91	Payroll		Ability to perform gratuity calculation, provision & accounting employee-wise as per user defined rules		
92	Payroll		Ability to perform forfeiture of Gratuity in case of dismissals etc.		
93	Payroll		Ability to generate gratuity payment cheques		
94	Payroll		Ability to maintain nominee details and payment to nominee in case of death of an employee		
95	Payroll		Ability to generate all types of reports/registers related to Gratuity management		

96	Payroll		Ability to intimate the employees three months before their retirement about their PF subscription, PF Loan, Gratuity and Pension claim forms etc.		
97	Payroll		Ability to maintain nominee details to facilitate pension processing		
98	Payroll		Ability to support pension disbursement and support multiple payment modes for pension		
99	Payroll		Ability to calculate family pension and payment		
100	Payroll		Ability to support all related accounting procedures including generation of vouchers and related reports		
101	Payroll		Ability to perform Income tax calculation and deduction for pension payment as per Government India		
102	Payroll		Ability to manage employee advances, Travel bookings, Travel payment		
103	Payroll		Ability to handle workflow for pre-travel approvals & travel related payments		
104	Payroll		Ability to provide detailed report on Employee travels for In progress, Overdue & paid trips		
105	Payroll		Ability to provide detailed report on payroll processed on various user criteria such as Employee ID, Departments etc.		
106	Payroll		Ability to Calculate Overtime based on No. of hours & No. of Holidays / Offdays		
107	Payroll		Ability to Calculate TA/DA based on no of days linked with rates of the slab / Grade stationwise		
108	Payroll		Ability to have utility to calculate Flying Allowances based on Flying hours received from Operations department linked with Flying rate of Individual Pilots & Cabin Crew		
109	Payroll		Ability to have utility to Calculate SOD Hours / Night Allowances / Critical Area / Extra Landing etc on Flying datas received from Operations department linked with rates of Individual Pilots & Cabin Crew		
110	Payroll		Ability to send Form 16 downloaded from Traces in Pdf format to all the employees linked with Pan No / Employee code		
111	Payroll		Ability to update automatically Income Tax/ professional tax amendments whenever there are any change in Rules		
112	Payroll		Ability to calculate salary payments to Expatriates (NRI) per month \$ rate with Automatic Grossing up for tax purpose since the Tax is borne by AAAL		
113	Payroll		Ability to make Payment of Fuel/Telephone/Mobile & other reimbursements		
114	Payroll		Ability to Include Income from other sources if any employee opts to add his other Income for Tax purpose. (Including electronic declaration by employee)		
115	Payroll		Ability to extract Stationwise / Departmentwise / Designationwise / Categorywise reports		
116	Payroll		Ability to add perks and calculation of Tax as applicable		
117	Payroll		Ability to extract detailed calculation of Final settlement including historical leave		

			record (CL/PL) of employee since joining for Full & final settlement		
118	Payroll		Ability to include payment of Conveyance charges towards Night & Early morning shifts to Ground staff		
119	Payroll		Ability to reflect No. of Flying Hours /No. of SOD hours / No. of layovers / No. of Critical Landings / No. of Sod hours / No. of Simulator hours / No. of Training Hours / No. of Extra Landings as separate line items in the salary slip		