

Request for Proposal for
For
AMC (Annual Maintenance Contract)
For
IRCS –ERP System
&
Extension of IRCS-ERP System to Central Blood BANK, Cuttack

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This document contains confidential information on IRCS, Odisha, which is provided for the sole purpose of permitting the bidders to make a proposal. In consideration of the receipt of this document, the bidders agree to maintain such information confidential and shall not reproduce or otherwise disclose this information to any person outside the group directly responsible for evaluation of its contents, except in cases where the confidentiality of any information is known to bidders prior to receipt of such information from IRCS, ODISHA or is publicly known through no fault of bidders/IRCS, ODISHA or is received without obligation of confidentiality from a third party owing no obligation of confidentiality to IRCS, ODISHA .

Notice Inviting Tender

Potential bidders from reputed & registered Software Development Agencies registered under Odisha Computer Application Centre, Bhubaneswar ,having experience in IT Solutions are invited to bid using sealed tenders in a two bid system (Technical bid &Commercial bid). Bids must be submitted in a sealed envelope to the IRCS, Odisha through Registered Post or Speed Post or by hand on or before 05.30 PM on 30.11.2021during working hours. No bid will be accepted after the above mentioned date and time. IRCS, ODISHA will not be responsible for any postal delay. Bids received late or without EMD will be rejected automatically. Any subsequent corrigenda/clarifications will be made available on the website www.odisharedcross.org.

**Sd/-
Honorary Secretary**

1. Introduction & Background

1.1. Executive Summary

The following RFP(Request for Proposal) document comprises our client’s functional and technical requirements, bidding process and execution time line. The information in this document is not to used except for the evaluation of technical and commercial proposal.

1.2. Organisation Overview

The Indian Red Cross Society, Odisha State Branch has been rendering humanitarian services to the people of Odisha since 1936. The IRCS was established in 1920 through an Act of the Parliament, the bill passed on 17th March 1920 and became Act XV of 1920 with the consent of the Governor General on 20th March 1920. The Odisha State Branch was established on 1st April 1936. All its humanitarian activities are based on the four core areas i.e. Disaster Response, Disaster Preparedness, Health Care in the community and Promotion of Humanitarian Values & Fundamental Principles.

Appendix-I

1.3. System Overview

IRCS has developed the collaborative suite to automate the entire office work flow within the state branch. The system provides effective work flow engine to automate flow within various units of Indian Red Cross Society, Odisha State Branch Office. The system is named as IRCS-ERP and has following

- Intuitive process management platform
- Single Sign On - Will enable to access multiple applications using a single application
- Responsible UX which will enable to access the application in multiple devices, mobile devices without any effect on resolution and layout.
- IP based site validation, enable to access the sites from allowable IPs only
- Auto backup of data on a regular basis will help for disaster and recovery management. Secured database and encoded important information in database, which will prevent to access the user information even though directly access through db



The system is cloud hosted and developed using PHP code igniter and My SQL database. The platform is customized for IRCS-Odisha State Branch.

1.4. Project Scope-High Level

- Provide Annual Maintenance – mainly bug fixing & minor enhancement limited to UI/UX
- Cloud hosting support – Cloud will be provided by IRCS-Odisha State Branch
- Application & DB backup
- User handholding Support
- All these activity will be done at IRCS office , Bhubaneswar through a dedicated technical resource

1. Bidding Process

1.1. General Outline

The bidding process will be carried out as follows:-

Sl#	Item Description	Date	Remarks
1	Issue of RFP	22-11-2021	
2	Submission of Bids	30-11-2021 05.30 PM	by
3	Pre-Bid meeting	30-11-2021 11.00 AM	at
4	Technical Evaluation	29-11-2021 03.00 PM	at
3	Presentation by Selected Vendor(s)	04-12-2021	
5	Opening of Commercial bids	04-12-2021	
6	Price negotiation & award of contract	04-12-2021	
7	Commencement of Phase-1	06-12-2021	

1.2. Bid Qualification Criteria

Sl#	Parameter	Qualification Criteria	Evidence Required
1	Consortium	No Consortium allowed	
2	Legal	Bidder should be 1.A company incorporated in India under the Companies Act, 1956 and subsequent amendments 2. Registered with the in income Tax /GST Authorities 3. Should have been operating for the past five years.	1. Copy of Certificate of Incorporation /Copy of Registration Certificates 2. Copy of GST Certificate 3. Copy of PAN
3	Sales Turnover	Bidder should have had an average turnover of at least INR 1Crores (FY 2018-19, 2019-20, 2020-21) from system integration services, software development & Implementation .	Audited financial statements for the last three Financial years. Certificate from the Statutory Auditor
4	Net Worth	The bidder should be profit making as per	Audited financial

		the audited consolidated financial statements in the last 3 financial years (FY 2018-19, 2019-20, 2020-21). The company should have positive net worth.	statements for the last three Financial years Or Certificate from the Statutory Auditor
5	Certificates	The Bidder should have ISO 9001:2008 or higher certificate at the time of submission of bid. The bidder should be CMMi-3 Certificate at the time of submission of the bid (Optional)	ISO certificates CMMi-3 Certificate (optional)
6	Blacklisting	Bidders should not have been blacklisted by Govt. of India/Central PSU/State Govt. in the last 5 years preceding the date of submission of the bid.	Self-certificate in the form of Affidavit to this effect by company's authorized signatory.
7	Experience	Should be in IT services in for more than 05 years and approved by the NIC/OCAC/ IT Department of Govt. of Odisha/ Govt. of India	Complete Certificates from the client work Order of last 3 years.
8	Strength	One of the work orders related to Customer care from central govt./state govt./central or state govt. trust should be worth Rs. 20 lakhs two work orders of Rs. 10L each in last three years	Work Order or Client certificates
9	EMD	All bids must be accompanied with Bank draft of Rs.10,000(10 thousands) in favor of Honorary Secretary, IRCS OSB Payable at Bhubaneswar or Bank Guarantee – format attached in Appendix B. Vendor with NSIC registration are exempted from the EMD.	DD/BG/NSIC certificate

1.3. Instruction of Submission of Bids

This tenderis proposed to have a three-bid system.

- ✓ Technical Bid in first envelope.
 - ✓ Commercial Bid in 2nd envelope.
- a) The tenderer must place all their three bids in separate envelopes, with the complete address of the bidder, super-scribed with separate BID titles as follows.
- ✓ Technical bid for Development , Enhancement, Deployment & Support of IRCS-ERP
 - ✓ Commercial bid for Development , Enhancement, Deployment & Support of IRCS-ERP

All two envelopes should be sealed separately and put together in a separate envelope, which shall be sealed and superscripted with “TENDER FOR Development, Enhancement, Deployment & Support of IRCS-ERP”.

- b) Technical Bid of only those tenderers shall be opened who qualify the Pre-Qualification stage. Technical bid will contain technical proposal and methodologies of execution.

Technical Bid should contain detailed Technical proposal with Solution details, Solution architecture, Platform/technology details, Work plan, Development and Implementation methodology

- c) Commercial Bid of only those tenderers shall be opened who score the qualifying marks in technical bid.
- d) Prices should not be indicated in the technical bid or pre-qualification bid and should be quoted only in the commercial bid.
- e) The bids, received after the last date and time for receipt of bids prescribed in the tender document shall be rejected.
- f) Tenders need to be sent through registered post or courier or can be dropped at project office. Tenders made by fax or email or those received late shall not be entertained.
- g) Tenders should be typewritten or handwritten but there should not be any overwriting or cutting. Correction, if any, shall be made by neatly crossing out, initialing, dating and rewriting. The name and signature of bidder's authorized person should appear on each page of the application. All pages of the tender document shall be numbered and submitted as a package along with the forwarding letter on the agency's letter head.
- h) Bidders are not allowed to submit multiple bids or propose joint bids to participate in the tender. In case found otherwise, their bid is liable to be rejected.
- i) The IRCS, OSB management reserves the right to award the work/cancel the tender without assigning any reason if any.
- j) The tendered shall bear all costs associated with the preparation and submission of its bid, including cost of presentation for the purpose of clarification of the bid, if so desired by the Institute and Institute shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.
- k) The tendered is expected to carefully examine all instructions, forms, terms and specifications in the tender document. Failure to furnish all information required in the document or submission of a bid not substantially responsive to the tender document in every respect shall be at the tenderer's risk and may result in the rejection of the bid.
- l) A prospective tenderer requiring any clarification of the tender document may notify the Institute in writing at the Institute mailing address as mentioned in the Appendix-A. The Institute shall respond in writing to any request for clarification of the tender document as mentioned. A prospective tenderer requiring any clarification of the bidding documents must submit their queries in writing; only queries submitted in the following format will be considered for clarification.

Sl#	Clause Reference	Reference page	Clarification Sought

Queries not adhering to the above-mentioned format shall not find any response.

- m) At any time up to the last date for receipt of bids, the Institute, may, for any reason, whether at his own initiative or in response to a clarification requested by prospective tenders modify the tender document by an amendment.
- n) The amendment shall be notified in writing on Institute website.

- o) In order to offer perspective tenderers reasonable time or otherwise for any other reasons, in which to take the amendment into account in preparing their bids, the Institute may at its discretion, extend the last date for receipt of Bids.

1.4. Evaluation of Bids

The Proposal Evaluation Committee, constituted by IRCS, ODISHA, will evaluate the responses of the bidders and all supporting documents/documentary evidences. Inability to submit requisite supporting documents/documentary evidence may lead to rejection.

- (a) The decision of the Proposal Evaluation Committee in the evaluation of proposals shall be final.
- (b) No correspondence outside the process of evaluation will be entertained by the Committee.
- (c) The Proposal evaluation Committee may ask for meetings with the bidders to seek clarification or conformations on their proposal.
- (d) The Proposal evaluation Committee reserves the right to reject any or all proposals. Each of the responses shall be evaluated as per the criteria and requirements specified in this tender.
- (e) Subsequently, the bids will be examined for fulfillment of eligibility criteria as given in bid. Bids which do not fulfill the eligibility criteria will not be considered for further evaluation.
- (f) Bids which fulfill the eligibility criteria will be examined for fulfillment of technical specifications by a 'Technical Evaluation Committee (TEC).
- (g) A technical presentation will be called for by the TEC during the process of evaluation. Bidders must be prepared for the same.
- (h) The representatives of the firms which fulfill technical specifications will be invited for opening of commercial bids.
- (i) After the opening of commercial bids, the bids would be evaluated in full for final scores.
- (j) The final selection of the bidder will be based on QUALITY AND COST BASED SELECTION (QCBS) procedure. There will be 80 % weight age for Technical Evaluation and 20 % for Commercial Evaluation

1.5. Evaluation Criteria

The steps for evaluation are as follows:

Stage 1:Pre-Qualification

- ✓ IRCS, ODISHA shall validate the Set 1 "Tender document fee & Earnest Money Deposit (EMD)" and all documents required as per pre-bid criteria.
- ✓ In case the Bidder does not meet any one of the conditions, the bid will be disqualified.
- ✓ Bidders would be informed of their qualification/disqualification based on the Pre-Qualification criteria through Email.
- ✓ The EMD and the Unopened Technical & Commercial Bids will be returned to the respective disqualified Bidders after the submission of Bank Guarantee by the successful Bidder.

Stage 2: Technical Evaluation

- ✓ Set 2 "Technical bid" will be evaluated only for the bidders who qualified in Stage 1.

- ✓ IRCS, ODISHA will review the technical bids of the short-listed bidders to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at IRCS, ODISHA discretion.
- ✓ The bidders' technical solutions proposed in the bid document will be evaluated as per the requirements specified in the tender and technical evaluation framework as mentioned below
- ✓ Each Technical Bid will be assigned a technical score out of a maximum of 100 marks. Only the bidders who get a technical score of 60% or more (prior to normalization) will qualify for commercial evaluation stage. Failing to secure minimum score shall lead to the technical rejection of the Bid and Bidder.
- ✓ Bidder should also score at least 50% of the same of the section as listed in technical evaluation table of Technical Evaluation Framework.

The Final Normalized technical score of the Bidder shall be calculated as follows:

- ✓ The guidelines for evaluation have been designed to facilitate the objective evaluation of the Technical & Commercial bids submitted by the bidder. The evaluation process would rank the bidders based on their composite score computed as weighted average of the Technical and Commercial scores in the manner prescribed below. There will be a weight age of 80% for Technical Bid and 20% for Commercial Bid.
- ✓ The evaluation process would comprise two stages - Technical and Commercial evaluation.
- ✓ Technical evaluation of the bidders will be done based on the criteria and points system as specified below.

The Final Normalized technical score of the Bidders shall be calculated as follows:

Normalized Technical Score of a Bidder = {Technical Score of that Bidder/Score of the Bidder

with the highest technical score}* 100 (adjusted to 2 decimals)

Sl#	Bidders	Tech score	Calculation	Normalized Score	Tech
1	Bidder-1	88	(88/95)*100	92.6	
2	Bidder-2	90	(90/95)*100	94.7	
3	Bidder-3	95	(95/95)*100	100	

Technical Evaluation Framework

The Bidder's technical solution proposed in the Technical Evaluation bid document will be evaluated as per the evaluation criteria mentioned in the following in table.

Sl#	Evaluation Criteria	Total Marks	Minimum Qualification Marks	Detail
1	Experience	10	5	Bidder should have the experience of implementing/ operating an e-Governance (Institute management) platform/Digital Institute in at least at 3 govt.institutes(5 marks). For any additional government institutes add 1 mark(max to 10 marks)
2	Strength	10	5	Largest work order amount to Rs 20 Lakhs as (5 marks) and add 1 mark for Rs 10 Lakhs extra work (maximum to 10 marks).
3	IRCS-ERP	20	5	Bidder should have their SEAMS system

	Experience			experience. For each additional organisation 1 marks will be given
4	Managed Call Centre solution	10	5	Has managed Call centre solution (5 marks); 10 marks for 2 or more institutes.
5	Renewable Energy domain experience	10	5	One projects (5 marks) and (10 marks) for more than one institute
6	Technical Presentation	40	10	

Stage 3: Commercial Bid Evaluation

The commercial bids of only technically successful bidders will be opened. IRCS, ODISHA is not bound to select the bidder on lowest cost basis.

The evaluation will be carried out if Commercial bids are complete and computationally correct. Lowest Commercial bid (denoted by symbol “F (m)”) will be allotted a Commercial score of 100 marks. The Commercial score will be denoted by the symbol “S(r)”. The Commercial score of other bidders will be computed by measuring the respective Commercial bids against the lowest proposal.

These Commercial scores will be computed as: $S(r) = 100 * (F (m) / F)$ where F is the Commercial bid of the bidder whose Commercial score is being calculated. The Commercial score shall be out of a maximum of 100 marks.

Normalized Commercial Score of a Bidder = {Commercial Score of the lowest Bidder/commercial Score of that Bidder}* 100(adjusted to 2 decimals)

Sl#	Bidders	Price Quote	Calculation	Normalized Comm. Score
1	Bidder-1	20,00,000	$(20,00,000/20,00,000)*100$	100
2	Bidder-2	30,00,000	$(20,00,000/30,00,000)*10$	66.67
3	Bidder-3	25,00,000	$(20,00,000/25,00,000)*100$	80

Stage 4: Computing the final Score

The composite score is a weighted average of the Technical and Commercial Scores. The weight age of the Technical vis-à-vis the Commercial score is (0.80) of the Technical score and(0.20) of the Commercial score. The composite score (S) will be derived using following formula:

$$S = (S (t) * 0.80) + (S (r) * 0.20)$$

Thus the composite score shall be out of a maximum of 100 marks.

Sl#	Bidders	Tech score	Comm Score	Final Score formula	Final Score
1	Bidder-1	92.6	100	$=0.8*92.6+0.2*100$	94.08
2	Bidder-2	94.7	66.67	$=0.8*94.7+0.2*66.7$	89.1
3	Bidder-3	100	80	$=0.8*100+0.2*80$	96

1.6. Offer Validity Period

The bidder for the project shall remain open for acceptance for a period of three months from the date of submission of the price bid.

1.7. Payment Terms

The payment will be made on the terms and conditions accepted during Price Negotiations with selected vendor.

2. System Overview

Following are the general features in the ERP application

2.1. General Functionalities

- ✓ Web-based application hosted in the campus network /cloud network
- ✓ Secure web-based access
- ✓ Access with single sign-on
- ✓ Capability for continuous improvement and up-gradation
- ✓ Configurability through web-interface and client interface
- ✓ Provision for decision support mechanism
- ✓ Facilitate paperless working
- ✓ Workflow based process approval and archival mechanism
- ✓ Comprehensive data and application security features
- ✓ Adequate security provisions for preventing tampering of the software as well as data
- ✓ Archival of information and data
- ✓ Provision for role based access rights
- ✓ Provision of interactive validations of data entries
- ✓ Provision for data item based access rights
- ✓ Provision for reports generation as per requirements
- ✓ Target users - The proposed application must be able to support a spectrum of users, namely the following with a personalized access:
 - Administrative offices (centralized operations and backend support)
 - Departmental administration (distributed operations and support)
 - Management (informational and analytical)
- ✓ Archiving - The application should
 - Provide a Data Archival utility as a part of the standard offering.
 - Facilitate the query and reporting on archived data.
- ✓ Audit Trail - The application should
 - Record changes in data in every field with user ID and time stamp, with ability to record reasons in some cases.
 - Enable which fields or tables are to be audited through a delivered tool
- ✓ Access and authorization
 - Only authorized users should have access to the system. As such, the system should therefore have the ability for the specification of who will have access to which functions.
 - Where appropriate, further discrimination at the screen / form level (e.g. Respective departments may only have access/update to data related to their own departments) is required. In this regard, the capability to support multi-role differentiation based on a single user sign-on will be essential.

- The proposed system(s) must support a comprehensive access and authorization mechanism, including
 - Single sign-on for all system components
 - Support for a central authentication scheme
 - Ability to define multiple level authority, comprehensive set of user roles and permission lists, and flexible segmentation of data
 - Ability to manage access to authorized functions based on the roles represented in the account
 - Ability to manage access to different segments of data depending on the role
- ✓ Reporting and data extraction - The system supports
 - Include a standard set of reports based on industry best practice
 - Have ad hoc reporting capability that is user friendly and easy to use
 - Support ability to report to file as well as other means
 - Provide good interfacing mechanism
 - Support downloading capability in a variety of formats as well as direct import from software such as EXCEL.
 - Have standard data analytics reports
- ✓ Customizability - To minimize the need/impact of customization, the proposed system should, wherever appropriate, support
 - Flexible customization capabilities
 - Flexible data structures with user-definable fields
 - Callable functions to access data/functions with application conforming to industry standards
 - Ability to extend/change existing pages without much impact on the application
 - Ability to add/modify the existing workflows.
- ✓ Mobile/Tablet based
 - Some of the functions for students and faculty will be online mobile based app
 - Some of the functions like admission, attendance, mark entry , fee collection for admin will be mobile/tablet based

3. IRCS-ERP Existing functionalities

Workflow Management –e-Office

Office automation web application must have security designed and built to prevent malicious attacks and hackers.

- ✓ Users need to be authenticated before being granted access to the System functionalities.
- ✓ Application accessibility secured through IP validation, Captcha, OTP, etc.
- ✓ Role-based access should be defined for the individual users to access modules within the application.
- ✓ Every functionality must be configured to be accessible by a particular type of user (called Role-based authorization). The user can only access functionalities allowed for his/her role. A role can have access to multiple functionalities.
- ✓ The users of a specific department will only have access to functionalities needed for their usage.

- ✓ The Super Admin can configure and setup the whole user-level matrix to different usages of the platform.
- ✓ User-audit trail will help to trace the individual's activities.
- ✓ User specific customized dashboard view for individuals.
- ✓ Quick access report in pdf, excel and graphical will help to get the summarization view at a glance.
- ✓ The search facility will help to trace along with the present status of the file.
- ✓ Employee's database along with their respective departments and role (Creator, Modifier, Approver, etc.) should be defined.
- ✓ Group of users within a department form "user group" which could perform a similar kind of activities.
- ✓ Scan and Digitized files (new and existing file) with meta-information will be coded with barcode and assigned to user or group.
- ✓ All cases within the pipeline will be maintained and tracked.
- ✓ Once the file moves from one employee to another employee then the employee's digital signature (optional) is attached in the file workflow log.
- ✓ All the attached file along with the user comments, note sheet comments, source of the attached file all will be available to the employee and can see anytime. There is no provision to delete any files once the file is either in the workflow pipeline or in a workable stage. Once all the respective work completed related to the file then mark the file status as Completed.
- ✓ All the completed file is ready to archive. Clicking on the Archive button all the records store into the archive server and all the respective files move from workflow server to archive server.
- ✓ The system will have provision to print all the documents with comments, note sheet comments, suggestions and assign the rack no while archiving the files which will help to keep a physical record for inventory.

Account Management

- ✓ Budget Financial Year setup
- ✓ Budget Planning & Approval
- ✓ process (Approver setup & Approval)
- ✓ Ledger category, Ledger and Sub
- ✓ Ledger setup
- ✓ Accounts Payable and Receivable
- ✓ Fund Collection/Income
- ✓ Report (Structured Account
- ✓ Balances, Document Journal, Cash
- ✓ and Bank Reports, Tax Reports &
- ✓ Registers, Accounts Receivable
- ✓ Report, Accounts Payable Report)

Inventory & Warehouse Management System

It covers basic warehouse functions. With it, you're able to maintain complete inventory details like stock levels, product history, and other product specifications. This data syncs to all other parts of your system, so all your functions can run using the same information.

- ✓ Product Categorization
- ✓ Product History
- ✓ Stock Inquiries

- ✓ Collaborative Inventory
- ✓ Automatic Stock-out Reports
- ✓ Vendor-Managed Inventory

Inventory Tacking Features

- ✓ Product Tracking
- ✓ Advanced Inventory Tagging
- ✓ Audit Trail

Purchasing Features

- ✓ Purchase Order
- ✓ Bulk Pos
- ✓ Partial Receiving
- ✓ Supplier Management
- ✓ Backordering

Order Management Features

- ✓ Order Tracking
- ✓ Sales Order
- ✓ Quotations
- ✓ Order Editing
- ✓ Returns
- ✓ Dashboard, data visualization with export in excel and PDF format.
- ✓ Customized Reports

HRMS

- ✓ Opportune HRMS Leave Management platform ensures to set up a fair & employee-friendly leave policy.
- ✓ Define Leave types
- ✓ Opportune web-based leave management module allows defining various leave types ranging from Earned/privilege leave(PL), casual leave (CL), sick leave (SL), Compensatory off (comp offs), maternity leave (ML), paternity leave.
- ✓ The module allows create and configure leave types as per grades, designation & locations. The leave module gives the flexibility to define leaves based on the hours worked on the day – Half Paid day [HPD] or half-day leave without pay [HLWP]. All leave types are driven by leave rules & policy
- ✓ Create Leave policy
- ✓ Opportune leave policy module allows setting the employees Leave Policy & rules for each leave type. The leave policy configuration module is designed with such simplicity that the user can sequentially start defining
- ✓ Applicability of Leave type to a predefined grade
- ✓ No of leaves eligible / Yearly quota per leave type
- ✓ Monthly Leave accrual setting
- ✓ Leave rule during the probation period
- ✓ Sandwich leave rule configuration, that is leaves taken between
- ✓ Public holiday or weekly offs
- ✓ Validate if two leaves types can be clubbed
- ✓ Leave encashment & carry forward policy
- ✓ Leave type lapse rule for Paid leaves, Sick leave, Comp offs

- ✓ Leave balance computation
- ✓ Leave balance function credits/debits the leaves of an individual employee
- ✓ as per its leave type & rule set against the grade of the employee.
- ✓ Employee leave request
- ✓ Leave request function empowers employees to request for various leaves
- ✓ as per their requirement & policy ranging from short leaves to long leave,
- ✓ sick leave to comp offs.
- ✓ Leave application response
- ✓ Leave process flow and response can be tracked.
- ✓ Leave year-end processing
- ✓ Automate leave lapsing, carry-forward and encashment, etc. With
- ✓ easy-to-use leave year-end process, complete the year-end processing to
- ✓ automatically compute leave lapses, carry-forwards, leave encashment,
- ✓ etc. driven either by user-based trigger or by based on the automatic
- ✓ trigger on year-end.

4. IRCS-ERP AMC Overview

- ✓ Onsite Resource
- ✓ Coordination with respective head
- ✓ Work as single point contact for the ERP
- ✓ Get all requests logged into the system
- ✓ Analysis all issues
- ✓ Defect prioritization –P1, P2, P3
- ✓ Defect Fixing
- ✓ Testing
- ✓ Training
- ✓ Change analysis
- ✓ Minor change development
- ✓ Monitor cloud –usage
- ✓ Offsite Resource
- ✓ Cloud hosting support – Cloud will be provided by IRCS-Odisha
- ✓ Patch installation DB & Web server
- ✓ DB backup

5. IRCS-ERP Hosting& Support

5.1. H/W & Networking Activities

The scope of the work includes assistance to procurement of H/W, OS, Desktop, Server or Networking equipment, . However, the networking & wiring procurement and installation will be done by IRCS, ODISHA

5.2. Cloud Server

Cloud provided by IRCS-Odisha preferably at AWS or CTRL-S.

5.3. Support & Maintenance

- ✓ There will be one person at IRCS, Odisha level.
- ✓ There will be at least 0.25 part time resource to give backup to dedicated guy
- ✓ Vendor will provide bug fixing and warranty support from IRCS office other than backup resource.

5.4. Scope-Exclusions

- ✓ Anything not exclusively defined in the inclusion section.

6. PMU & Implementation Requirements

- ✓ A single person PMU will be set up at IRCS, Odisha level.

7. Expected Work Schedule

Starting from 1st of November -2021 for 12 months

8. Contact Information

For any further clarifications/enquiries, you may please contact:

Your Point of Contact for this document	
Name	Dr Ajay Kumar Tripathy
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Phone-Landline	
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9. Appendix-II: Existing of IRCS, ERP is Central Blood Bank, Cuttack.

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