BENGAL CHEMICALS & PHARMACEUTICALS LTD.
(A Govt. of India Enterprise)
Centralized Purchase Department: 6 Ganesh Chunder Avenue, Kolkata-700013
Phone: 033 2237 1525/1526
Website: www.bengalchemicals.co.in

Notice Inviting Tender (NIT)in Two Part Bid System for selection of Implementation Agency for Design, development/ customization, configuration, installation and implementation of Cloud based ERP System (COTS ERP) **with integrated mobile app function in Bengal Chemicals & Pharmaceuticals Limited (BCPL).**

E-Tender under Two Part Bid System (Techno-Commercial & Price Bid) is invited from reputed and experienced ERP implementation entities for COTS ERP **System** as per tender document providing scope of technical requirements / scope of work, on turnkey basis.

Bidders will have to participate in bidding process through website https://bcpl.ewizard.in

SCHEDULE OF TENDER (SOT)

Tender No. & Date	BCPL/NIT/2026-27/ERP/001 Dated: 28-10-2026
Mode of Tender	E - Procurement System Online Techno-Commercial Bid through **https://bcpl.ewizard.in** BCPL through ITI Ltd. The intending bidders are required to submit their offer Electronically through e-tendering portal. No physical tender is acceptable.
Due date and Time to submit the Technical & Price bid.	19th NOVEMBER, 2026 till 14:00 Hrs.
Date and Time to open the Technical bid.	19th NOVEMBER, 2026 at 15:00 Hrs.
Technical Evaluation Start Date	19th NOVEMBER, 2026
Presentation by eligible/qualified bidder after screening/evaluation of Technical Bid	24TH / 25TH NOVEMBER 2026 from 11:00 hrs to 17:00 hrs [Presentation time limit – 45 mins. for each bidder]
Opening of Price Bids in respect of Shortlisted Bidders	26th NOVEMBER, 2026 @ 14:00 Hrs.
Compilation for determining QCBS Composite Score and successful vendor	27th NOVEMBER, 2026 @ 11:00 Hrs.
Transaction Fees (non-refundable)	Min Rs. 500/- to Max Rs. 3,500/- +Applicable GST
Earnest Money Deposit (EMD) [to be provided at the time of submission of Price bid by shortlisted bidders]	**Rs 3,00,000/- in** favor of "Bengal Chemicals & Pharmaceuticals Limited", Payable at Kolkata vide NEFT/RTGS to A/c No 0084250200198IFS Code: PUNB0008420 Bank: Punjab National Bank Branch: Calcutta (Kolkata), West Bengal: 700001 or by way of DD on scheduled Commercial Bank payable at Kolkata or in form of BG issued by scheduled Commercial Bank. EMD / BG(EMD) will be returned without interest (to unsuccessful bidder) within 30 days from the selection/finalization of successful bidder/service provider upon receipt of Request for Refund with Bank account details etc. For successful bidder EMD will be converted to Security Deposit which may be provided in for of Bank Guarantee.
Last Date & Time for Submitting Transaction fees	17th NOVEMBER, 2026
Pre-Bid Meeting	12/13TH NOVEMBER, 2026 Through VC or Physical Mode (Corporate Office-Kolkata 700013). Request for attending pre-bid meeting to be emailed to ghosh.jyotirmoy07@gmail.com and kayalsudipto114@gmail.com In case any further information/data/technical requirement emerges out of the pre bid meeting which necessitates rectification/modification in the SOTR / SOW, the same modification shall be incorporated in this tender document and corrigendum will be hosted within two working days from pre-bid meeting end, with revised date

	for submitting the Technical and Financial Bid.

Appendix-A

Important Instructions for E-Tender

Bidders are requested to read the terms and conditions of this tender before submitting online tender.

Process of E-Tender:
A) Registration: The process involves vendor's registration with BCPL e-procurement portal (ITI hosted) which is **free of cost**. Only after registration the vendor(s) can submit their bids electronically. Electronic Bidding for submission of Technical Bid as well as Commercial Bid will be done over the internet. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet.
ITI is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

SPECIAL NOTE: THE TECHNICAL BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE **at** https://bcpl.ewizard.in

1. Vendors are required to register themselves online with https://bcpl.ewizard.in→ e- Procurement of BCPL. Register as Vendor -- Filling up details and creating own user ID and Password→ Submit.
2. After successful registration send request mail with acknowledgement slip to ewizardhelpdesk.101@gmail.com for account activation.
3. Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact ITI Ltd, (before the scheduled time of the e-tender). Contact person (BCPL): Dealing Officer: Sr. Manager – Purchase Phone no. 033 – 2237 1525 / 26. **E-mail: kayalsudipto114@gmail.com /sudipto.kayal@bengalchemicals.co.in**
Contact person (ITI Ltd):
Mr. Jitesh Kumar: **eprochelpdesk.50@gmail.com**;**(Contact No**.9355030604**)**
Mr. Shivender: **eprochelpdesk.48@gmail.com**;**(Contact No.**9355030613**).**
4. Vendors should upload the below mentioned supporting documents (based on their type of Organization) during registration process:

i. PAN Card (for Individuals, Indian and Foreign Bidders)/ TAN Card (for Foreign Bidders).
ii. Certificate of Incorporation (for Indian organizations)/ Memorandum of Articles – MOA (for Foreign Organizations)/ Passport (for Individuals and Foreign Bidders)
iii. GST (for Indian Organizations) / TAN Certificate (for Foreign Organizations).
iv. An Address proof is also to be submitted in case of Individuals.
v. If the firm is registering in joint venture, they also need to upload deed agreement.

Note 1:

a) Uploaded copy of all these supporting documents must be attested by authorized signatory. Attested signature may also be verified by Tender Wizard Helpdesk for further authentication process.

b) Tenderer digital signature on the E- Tender form will be considered as their confirmation that they have read and accepted all the conditions laid down in the tender documents, unless specific deviation is quoted in the techno- commercial offer form.

c) E- Tender form is not transferrable and the same is to be submitted with digital signature/ signed & scanned copy by the pre- authorized personnel of the bidder. Tender is to be submitted through e-tender-mode only at website https://bcpl.ewizard.inalong with scanned copies of credential papers.

d) For whatsoever reasons, if any part of BCPL tender document is not uploaded/ submitted by the bidder, other than technical offers and requisite Pre-Qualifying credentials, in that case the missing part of the tender document shall be treated as read and acceptable to bidder.

e) Tenders completed as per instructions will be submitted through e-tendering mode only in the website https://bcpl.ewizard.inas per the prescribed date and time mentioned in the tender notice and tender will be opened on the prescribed date and time in the presence of tenderers or their authorized representative who may wish to be present. Only one representative of each tenderer, who has

submitted the tender, will be allowed.

Note 2: Bidding in e-tender:

a) Vendor(s) need to submit necessary EMD and transaction fees to be eligible to bid online in the e-tender platform. Tender fees and Transaction fees are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful bidder(s) will be refunded by the tender inviting authority.

b) The process involves Electronic Bidding for submission of Technical and Commercial Bid.

c) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Commercial Bid through internet in ITI website**https://bcpl.ewizard.in.**

d) The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms/Commercial specification and save the same.

e) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.

f) During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else.

g) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.

h) All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of supply if declared successful after final evaluation.

i) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.

j) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.

k) **No deviation of the terms and conditions of the tender document is allowed / acceptable**. Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the tender. Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.

l) The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.

m) Final Bid evaluation will be through QCBS methodology as detailed later in this document.

APPENDIX B

1 SCOPE OF WORK

1.1 Functional Requirement Specification:

The components of the proposed ERP system are required to cover all the functional areas (Production, Production Planning and Control, Quality Control (including IPQC), Quality Assurance, Material Management, Inventory, Sales & Marketing, Financial Accounting & Control (incl. Costing) amongst the core business processes of BCPL.

BCPL has carried out a tentative functional requirements analysis. The details (indicative but not restricted to) of the functionality expected from each solution component are given below. Following is the indicative list of the department wise processes which shall be mapped with various modules of ERP Application; the additional facilities / processes included in the offered package may also be specified in the technical offer in order to enable BCPL to explore such facility for implementation.

TABLE – I

Sl.	Functional Area	Processes Covered
1.	Finance & Controlling (with Costing)	a) General Ledger, Designing COA compliant with GMP and Industry best practices. b) Accounts Payable (including feature for Email information to Vendor with NEFT Ref. after making vendor payments) with Bank Integration (interfacing with payment gateway / bank interface for payments after multi-level approvals / authorisation). c) Compliance with MSME vendors payment requirement and system configuration/interface with TREDS. d) Accounts Receivable and Collection Management & Reconciliation with Account Receivable data (AI enabled) . e) Customer Master Data Management. f) Vendor Master Management. g) Financial Reporting (Yearly / Quarterly / Monthly). h) Product cost determination & variance (standard cost and actual cost) i) Profitability Reports to be generated Plant, Sales Office, Product Line wise. j) Tax Management: TDS, TCS, GST (input & output), E-Invoice & E-Way Bill generation, GST verification and GST Enterprise Solution with report generation for Returns, Auto Interfacing with GSP Portal, Valuation of Finished Goods for purpose of Stock Transfer k) Fixed Asset Management with Fixed Asset Register details and Depreciation calculation. Capital Work in Progress recording under appropriate project head/sub-head/work flow break-down structure (WBS). l) Recurring invoicing like Rent Receivable (from tenants) and Rent Payable (to landlord of Sales Depot premises taken on rent)
2.	Production Planning & Manufacturing	a) Process definition with inputs, outputs, by-products, and overheads. b) Definition of Bill of Materials (BOM) for all products up to any number of levels. c) Production Planning based on customer order (Made to Order-M2O for Pharma) and Marketing Dept. Forecast (Made to Stock- M2S for FMCG). d) AI enabled demand forecast for both M2O & M2S based on historical sales data e) Material requirement planning: MRP based on raw material availability, lead time and machine availability as applicable. f) Generation of Orders for Loan Licensee production. g) Option to revoke production plan to change input parameters, production priority, or quantity, before start of actual production.

		h) Automatic generation of MRS and purchase requisitions on finalization of the plan. i) Generation of the production schedule for machines detailing inputs and outputs. j) Decision and Approval process based on requisition for Loan Licensee or own production. k) Generating reports related to batch production: Batch Manufacturing Records (BMR) with auto generated batch no. and mfg. dt. BMR reconciliation and sign-off by all process owners (as per schedule M GMP Standards). l) BMR generation in electronic form (e-BMR) with maker-checker/approver authorisations and storage in system (non-editable/deletable after final approval). m) Backward traceability (for Raw Materials) in finished goods.
3.	Quality Assurance & Quality Control	a) QA inspection & certification for raw materials & other inputs, prior to be taken into inventory b) QC inspection in manufacturing process in different stages of WIP and releasing to next mfg. process after testing, recording of test results and parameters in module (wrt the respective batch) with identity of QC official with uploading document image of any test instrument generated report slip (if any) in QC module and reflection of same in BMR. c) Batch wise QC report history generation. d) All Loan License Manufacturers will be using QA and QC module of BCPL e) Must have document/data uploading facility (data entry / file attachment) for the purpose storing QC/QA test results and such document shall be stored securely for future retrieval & records. f) QC module (core for SFG supply by Loan-License mfr) will be used by approx. 12 nos users, hence requiring user licence optimisation.
4.	Procurement & Inventory Management with Batch record	a) Purchase Management: Purchase requisition auto-generation / creation (with PR release/approval function); PR to PO conversion (PO creation), PO under Rate Contract/Call up basis for pre-determined quantity (multiple Pos under the same Rate Contract) b) GR (after QA acceptance); invoice-verification pending reporting for GRPO done. c) Batch Stock management with provision to print full GR details wrt Mat Code/Desc., PO date, Supplier, GR Date, Batch no & exp date as a label for identification of material in store (both Raw Materials & Finished goods). d) Calculation of Landed Cost for both (RM & WIP) e) Batch traceability with respect to raw materials / excipient /packing materials and reverse traceability with respect to FG f) Inventory valuation (wt. avg.) g) Min-Max Inventory Planning. h) PO records/history, Vendor data & Material Master data management with material grouping business-segment wise. i) Material Resource Planning (MRP)
5.	Sales, Distribution & Marketing	a) Sales order creation / processing (based on Customer indent /PO). b) Interface for Customer (FMCG/OTC Distributor) to place online order against Advance Payment (Online Payment) through payment gateway integration. Payment gateway (with Bank) cost will be borne by BCPL. **OR** Provide a mobile app integrated with the ERP for tracking Market field-force order booking (distributor to retailer) and supply position. Whichever is feasible. c) Sales order allocation / distribution for outsourcing PO (Loan Licence arrangement) with parameter driven inputs. d) Delivery Processing & Transportation / Shipment / Logistics data management. (including Stock transfer to sales depots). e) Final Invoicing / Stock Tfr. Billing (Copy of the Invoice generated will be automatically transmitted to the registered email id of customer). Billing to

		customer will be done from approx. 20 sales depots/outlets responsible for stock receipt & sales invoicing only, requiring user licence optimisation. f) Collection from customer, TDS by customer linking with sales orders/invoices and integration with Finance module. g) GeM PO reference tagging with BCPL Sales Order and Sales Invoice. h) Liaison Distributor/Marketing Agent tagging with Sales Order / Sales Invoices to ensure automatic calculation of agency commission based on sales realization (based on collection amount & collection period). i) Product recall / batch traceability for FG supplied with MIS.
7.	System/ Application Access Control/Security	Two factor authentication with OTP on registered mobile & email id when accessing from any device browser (PC/Mobile).
8.	HR , Payroll	Bidder will have to integrate the existing cloud-based Payroll Application (GREYT_HR) with the offered COTS-ERP for approx. 150nos employees.
9.	Document Management	All of the above modules must have facility for document uploading (file attachment) for the purpose of DMS interfacing whereby such document shall be stored securely for future retrieval & records in an enterprise DMS when implemented.

Other considerations of Scope:

The organization operates through two distinct modules: Own Manufacturing and Loan Licensee.

1. **Loan Licensee**
   - Goods Receipt: Materials are received from the manufacturer as WIP.
   - BRR / BMR: Detailed manufacturing records to be maintained for compliance.
   - The Purchase Order includes the total quantity and sample size.
2. **Own Production**
   - QC and QA to be integrated for all stages of Production
   - **Sampling & Wastage Consideration**
   - **Rework & BOM Adjustment:** Repetitive QAR to be generated against each iteration.

3. In addition to the Functional Requirements provided in Table -1 above, Bidders are required to note that broad perspective of requirements from the ERP system encompassing the details provided in **Enclosure-1 (page 23-27).**

1.2 Breakdown of Scope of Work:

i. Detailed As-is study of all the business processes of BCPL with special emphasis on Pharmaceutical production areas covering Schedule-M GMP requirements in manufacturing sector along with present documentations (being maintained in manual mode, which need to be computerized in proposed ERP).

ii. Preparation of business blueprint / solution design with required processes (including re-engineering) which shall include hardware, network design, security architecture, integration/interface strategy and process with legacy and other required systems.

iii. Preparation of project charter including project management plan, project governance structure, resource deployment plan, communication matrix, project dependencies/constraints, risks and mitigation plans etc.

iv. Presentation to BCPL management on the functionality of the ERP system.

v. System design and Development of Software along with installation, configuration on Infrastructure provided by BCPL, thereof for successful implementation of the ERP package as well as related database, clustering tools, integration tools & other components and applicable licenses. BCPL will also provide UAT and Development environment.

vi. To perform all authorization-related activities (activity group, authorizations, profiles, etc.) till the

stabilization till successful roll out in consultation with BCPL management.

vii. Functional and Operational training to the BCPL team on various modules of ERP, Operation & Maintenance along with Train the Trainer program.

viii. Finalization of data migration and change over strategy with migration of legacy data to the ERP platform. Data (in Tally Prime) for current financial year up to cut over date will have to be migrated.

ix. Prepare a detailed 'Operations Manual', which would be used by BCPL to run the ideal production environment.

x. Standard reports for each module example: debtor's ageing report, stock ageing report (slow moving, non-moving, fast moving etc.), creditors ageing report, good received-invoice not receive report etc. which should from part of the software package. In case any specific report is required which is not available in the standard report, customized report is to be developed upto 50 such reports as and when required. The software should provide report generating tools using drag and drop techniques and adequate training to be imported to the relevant BCPL officials.

xi. Prepare all Technology policies and procedures related to ERP administration including authorization, backups, table space maintenance, archival etc.

2. GENERALTERMS AND CONDITIONS OFTHE CONTRACT

2.1. Transfer and subcontracting & joint venture/consortium: -The bidder shall not subcontract, transfer, assign or otherwise part with the contract to any person, firm or Company directly or indirectly or any part thereof under any circumstances. No consortium formed between two or more parties will be allowed for submission of bids. The bidder shall hold the full responsibility of the contract. Any consortium formed by the bidder at its end which was formed either to gain entry into the agreement with BCPL or during the project for the execution of the agreement will be at the sole risk and responsibility of the bidder and would lead to rejection of tender or termination of contract with penalty.

2.2. Indemnity: - The supplier shall at all times indemnify BCPL against all claims which may be made in respect of the said software services for infringement of any right protected by patent, registration of design/layouts or trade mark provided always that in the event of any claim in respect of an alleged breach of a patent registered design or trade mark being made against BCPL, BCPL shall notify to the supplier of the same and the supplier shall be bound, but at his own expenses, to conduct negotiations for settlement or prosecute any litigation that may arise there from. In the event of BCPL becoming liable to any amount on any aforesaid account the supplier shall make good the amount so payable and the expenses incurred on that behalf.

2.3. Signing of Agreement: -The supplier shall within 15 days from the date of issue of purchase order execute the agreement with BCPL on non-judicial stamp paper as per proforma to be circulated and discussed during Pre-Bid meeting and thereafter provided.

2.4. Performance Bank Guarantee (PBG): - Successful bidder will be required to deposit security deposit money in the form by Demand Draft on any scheduled commercial Bank Payable at Kolkata in favour of Bengal **Chemicals and Pharmaceuticals Ltd.** or furnish Performance Bank Guarantee for execution of order, performance of the system during the warranty period. The guarantee bond shall be to the tune of 5% value of the contract (Software Design, Development and Implementation Cost; For AMC separate agreement shall be executed) and shall be furnished within 15 days from the date of issue of purchase order. The Performance Bank Guarantee should be valid up to **24 months.** The authorized signatory of the firm should furnish the affidavit stating that the PBG has been taken from the concerned branch of the Bidders Bank.

The **Performance Bank Guarantee** will be discharged by the Purchaser/BCPL (Procurement Department)

and returned to the supplier not later than **12 months** following the date of completion of the supplier's performance obligation for software services, including any warranty obligations, under the contract. The date of signing the **User Acceptance Testing (UAT) document** issued by BCPL shall be final for the purpose of calculating warranty.

2.5. Locations of users of the software (post implementation): - Head Office (Kolkata), Factories (Maniktala, Panihati and Kanpur), Sales Depots (12 nos. spread across different states, 02 nos. in West Bengal. Implementation at Sales Depots will be replication of Main Sales Depot at Kolkata and would not require visits to such States).

2.6. Changes in Requirements Specifications: - BCPL/purchaser may require any changes in requirement specifications during the project execution, the supplier shall use his best endeavor to comply with BCPL's/purchaser's wishes subject to fair adjustment of prices and delivery schedule where appropriate.

2.7. **Right to Terminate or Alter the Contract: -** If at any time during the terms of this contract the plan of BCPL/purchaser changes for any reason beyond the control of BCPL/ purchaser, BCPL shall have the right to terminate or alter this contract by sending a notice of such intention to the supplier by hand through a responsible officer or through registered post.

2.8. Warranty: - The entire software application (ERP) including mobile app. shall be under the warranty for a period of 12 Months after signing the UAT. **UAT shall be signed after satisfactory Go-live Services.** During the warrantee period, the supplier shall rectify those software module process flows/functions/procedures which are giving rise to incorrect output/MIS/record even after signing of the UAT Report without any additional cost.

2.9. Penalty Clause:

A) If the supplier fails to deliver any or all the services covered under the scope of work by the contract, BCPL reserves the right in addition to the legal remedies to cancel the contract as a whole or any portion thereof and hold the supplier liable for all the damages, sustained by virtue of said cancellation and failing to perform the contract.

B) In the event of BCPL exercising its right to cancel the contract or any portion thereof as stated in the proceeding clause, BCPL shall be entitled to obtain the remaining services as offered by the supplier, In such an event, BCPL shall be entitled to recover from the supplier the amount which BCPL may have to incur over the above price which was payable to the supplier.

C) It is emphasized by BCPL and understood by the supplier that the period of delivery of the services (as specified in the scope of work) is the essence of the contract. It is admitted by the supplier that any delay in the delivery of services will cause damages to BCPL. In the event of the supplier's failure or delay in providing services (as per the time schedule and Milestones given in the tender document), the purchaser may withhold any payment due to the contractor until the relevant part or whole of the services have been implemented and may deduct or recover from the suppler as penalty of sum at the rate of **0.5% (point five percent**) of the price of total cost of the project every fortnight or part thereof, subject **to maximum 10% (ten percent) of the total cost of the project** provided however, that if the delay shall have arisen from any cause which BCPL may in his discretion allow such additional time as it may consider to have been required by the circumstances of the case.

2.10. Terms of payments:

a. The currency or currencies in which payments shall be made to the Bidder under this Tender shall be Indian Rupees (INR) only and shall be paid only for the Implementation Charges, as under:

TABLE - 2

Stage Sl. no	Phase	Key Deliverables	Duration (Weeks)	Cum. Time Target (Weeks)	Stage Payment (%age)
1	Project Initiation	Contract, PMT formation, kick-off, ERP Overview w.r.t. as is functions execution & detailed project plan with user license requirements (qty & type)	4	4	10
2	BBP/BRD / Fit-Gap	AS-IS/TO-BE processes, FRS validation, gap analysis, approved BBP/BRD			10
3	System Configuration	COA, dimensions, I-tax/GST, inventory, purchasing, production, QC, costing, sales etc.	3	7	10
4	Master Data Preparation	Item/vendor/customer masters, BOMs, warehouses, opening balances, COA (parallelly with sl 3)			10
5	Customisation & Reports	Approved customisations, statutory / management reports, interfaces	4	11	10
6	SIT	End-to-end transaction testing and defect correction			10
7	UAT	Business-user testing, reconciliation and UAT sign-off			10
8	Training & Documentation	Role-based training, SOPs, user manuals	2	13	5
9	Data Migration & Go-Live Preparation	Final masters, opening balances, cut-over plan, backup			10
10	Go-Live (EP)	Production deployment and commencement of live transactions	3	16	5
11	Stabilisation	On-site/remote support, defect resolution, reconciliation			5
12	Final Acceptance	Successful stabilisation and closure of critical issues (	8	24	**5***
	Total		**24**		**100**

b. No advance payment shall be made except for Software License fees (part as applicable) and Cloud Server hosting fees (as relevant for the period) for this software development and configuration activities. Exact License requirements (type & quantity) would crystalize after stage-1 and accordingly license fees would be payable and licenses procured thereafter. Cloud Server Hosting Charges would also be payable after stage-1 and in both cases the service provider's invoice shall be in the name of the contractee i.e. BCPL.

c. The successful bidder has to sign an Agreement (including service level agreement) on non-judicial stamp paper which shall contain clauses related to performance obligations, rights and liabilities of the purchaser as well as the service provider, indemnification clause, liquidated damages on account of delays, errors, cost and time over-run etc. Such Agreement shall be signed after placement of Purchase Order.

d. All payments to the Implementing Agency (Contractor) shall be made through NEFT/RTGS only subject to TDS as applicable.

e. For all services supplied, the Bidder shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed/incurred until delivery of the contracted products or services.

g. The rates quoted shall be firm. However, after the award of contract, any variation in government levies shall be as per actual.

h. For any growth of work resulting from enhancement of scope arising after signing of BBP/BRD will be dealt with in accordance with the time involvement of resources for implementing the requirement based on rates negotiated by and between the implementing agency/service provider and the Competent Authority of the Company.

2.11. Settlement of Disputes and Arbitration: All disputes arising out of or relating to the Tender/Contract, its interpretation, performance or termination, shall, as far as possible, be resolved amicably, failing which they shall be referred to arbitration in accordance with the Arbitration and Conciliation Act, 1996, as amended from time to time. The dispute shall be adjudicated by a sole arbitrator mutually appointed by the Parties, failing which the arbitrator shall be appointed in accordance with Section 11 of the said Act. The seat and venue of arbitration shall be Kolkata, West Bengal, and the language of arbitration shall be English; the award shall be reasoned and final and binding on the Parties, subject to the provisions of the Act. Subject to the provisions of the Act, the competent courts at Kolkata, West Bengal, alone shall have jurisdiction in respect of matters arising out of or connected with the arbitration and the Contract.

3. Technical Bid Format and Eligibility Criteria

3.1 Addressed to:

Authority	Sr. Manager (Systems) / Sr.Manager (Procurement)
Address	Bengal Chemicals & Pharmaceuticals Ltd (BCPL) 6, Ganesh Chunder Avenue, Kolkata-700013
Telephone	**033 2237 1525 / 1526**
Email	ghosh.jyotirmoy07@gmail.com / sudipto.kayal@bengalchemicals.co.in

3.2 Particulars of the Firm/Company (to be filled in by the Bidder):

Name of Bidder	
Name & Designation of Authorized Signatory	
Registered Head Office Address	
Details of Incorporation of the Company/LLP	Date:
	Regn. No.
Details of Commencement of Business	Date:
	Ref#
Valid GSTIN Registration No.	
Permanent Account Number (PAN)	
Address of the Firm	
Type of Firm	Public Limited/ Private Limited /Partnership/LLP
Telephone/Mobile Number(s) of Contact Person responsible for this bid document	
Web Site	
Email Address	
Certification/Accreditation (CMMI, ISO etc.) if any (attach proof)	
Whether bidder owns the source code of the system, if applicable	Yes/No/NA

3.3 Eligibility and Minimum Qualification Criteria:

The Bidders shall provide such evidence of their eligibility criteria as per the particulars/ requirements mentioned herein below and/or as the tendering authority shall reasonably request otherwise. The Bidder must furnish the following information along with self-attested copies of supporting documents, failing which the proposal shall not be considered:

TABLE – III (Eligibility-cum-Pre-qualification Criteria)		
SL	**Eligibility Criteria**	**Supporting documents**
1.	The Bidder must be in existence (in the software development sector) for a period of at least 5 years as on 31-03-2026 and must belong to any one of the below categories: • A company incorporated in India under the Companies Act,1956/2013; • A registered LLP	Copy of the Certificate of Incorporation of the Company / Firm's Registration Certificate.
2.	Bidder must possess and submit a valid: I. Permanent Account Number (PAN) document/card of the entity II. GSTIN Registration Certificate	Copy of all the relevant Certificates /Documents.
3.	The Company should have an average annual turnover of at least **Rs. 2 Crores** (Rupees two Crores Only) during the last three financial years (i.e. 2023-24 to 2025-26) from Software Development/ implementation & related services.	Copies of audited Financial Statements of last three financial years or Statutory Auditors Certificate stating Turn Over from Software Development/Implementation activities.
4.	The bidder should not have been under any sanction, cross-debarred, debarred from participating in any procurement activities in India by any State or Central Government or autonomous body/SPSUs/CPSUs/any other govt. organization or its undertakings.	Undertaking to this effect shall be submitted by the bidder on its letter head as per Annexure 1.
5.	The Bidder should have on its payroll minimum 20 IT professionals/software developers for the proper execution of the Project.	The bidder should submit an undertaking on its letter head to this effect and also enclosed the list of on-roll employees (with name, date of joining, area of expertise, software domain etc.) relevant to this Tender.
6.	Bidder should have Application Development Centre in India and preferably Head / Branch Office in Kolkata;	Trade License copy to be submitted
7	Quality Certification	ISO 9001 minimum requirement
8.	Bidder must have positive net worth in last 3 years (2023-24 to 2025-26) and also not a loss-making entity structurally (i.e. Net Profit must be reported in at least 2 of last 3 financial years)	Audited financial Statements
9.	The bidder has to be the OEM authorized implementation partner for at least 3 years till 2025-26	Relevant certificates from OEM to be provided.
10.	Bidder must have successfully executed at least Two full scale ERP Projects (including cloud-based ERP implementation) in last 5 years having 20+ users	Copy of the relevant WDC along with details of Scope of Work (per PO)
11.	Proposed COTS ERP should have been implemented in minimum of 10 Pharma/Chemical Manufacturing units in India	Certified by OEM in OEM letter head along with name of the Client orgn. /plant/location & their contact details.
12.	The bidder has to mandatorily submit the Authorization Letter from the competent authority of the bidder (Director or Partner) as regards signing/submission of all Bid documents and annexures thereof.	Authorization letter as per Annexure 3.
Important Note: **Bidders who fulfil all the above requirements (PQC) will be considered for technical evaluation scoring as per the QCBS parameters.** **For this simulation data and process details would be provided separately for developing the demo POC of the proposed application as mentioned under serial 9 of Technical Score Matrix**		

We agree to abide by all the conditions mentioned in this NIT Document issued by the BCPL and also the further conditions of the said NIT given in the attached sheets (all the pages of which have been signed by us in token of acceptance of the terms mentioned therein). We understand that BCPL is not bound to accept the offer and that BCPL has the right to reject the offer without assigning any reasons whatsoever.

Yours Faithfully

Place: Name of the Bidder:

Date: Authorized Signatory (Designation & Seal)

4. Technical Bid Evaluation Criteria and Selection Procedure

4.1 Instructions to Bidders

1. This is a QCBS Tender document where prospective bidders will be evaluated on the basis of their technical capabilities/experience of executing similar projects and also on the bidder's technical and qualitative attributes which are specified in the Technical Score Matrix Table hereinafter. In case no supporting documents are submitted in favour of each such evaluation criteria the resultant score will be considered as zero.

2. Financial bid (Price bid) will be submitted along with the Technical Bid.

3. A copy of this tender document needs to be stamped, signed and submitted as a token of acceptance of the tender T&C including SOR and functional requirements. A bidder who does not submit the corrigendum tender document will be liable for his bid being disqualified.

4.2 Guiding Principle for Evaluation of Bids

A. The tendering authority shall determine to its satisfaction whether the selected Bidder that has submitted the best and substantially responsive Bidis qualified to perform the Contract satisfactorily.

B. The determination shall be based upon an examination of the documentary evidence of the Bidder's qualification submitted by the Bidder and/or presentation by the Bidder.

C. The tendering authority/ procurement committee, in observance of best practices, shall: -

i. Maintain the bid evaluation process strictly confidential as per the details below.

ii. Reject any attempts or pressures to distort the outcome of the evaluation.

iii. Strictly apply only and all of the evaluation and qualification criteria specified in the Bidding document.

D. Confidentiality

i. Information relating to the examination, evaluation, comparison, and post qualification of Bids, and recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process until publication of the Contract award.

ii. Any attempt by a Bidder to influence the tendering authority or other officials in the examination, evaluation, comparison, and post qualification of the Bids or Contract award decisions may result in the rejection of its Bid.

E. Clarifications of Bids:

i. Any clarification submitted by a Bidder with regard to its Bid that is not in response to a request by the tendering authority may not be considered.

ii. No change in the prices or substance of the Bid shall be sought, offered or permitted, except to confirm the correction of arithmetic errors discovered by the tendering authority in the evaluation of the Financial Bids or change in Scope of Work / Scope of Technical Requirements consequent upon pre-bid meeting/proceeding.

F. Evaluation of Technical Bids (Based on firm's technical parameters and POC demo):

To evaluate a Bid, the tendering authority shall use all the criteria and methodologies defined in this document. Only those bids will be considered for QCBS evaluation, which fulfill the Minimum eligibility criteria as per Tender document and are found to be substantially responsive. **Bidders are required to provide all relevant supporting documents in respect of their technical parameter scores determination as given in the Technical Score Matrix Table and mention the Table Sl. No. in the said supporting document copy.**

G. Evaluation of Bids on QCBS:

Evaluation shall on the basis of Combined Quality Cum Cost Based System (QCBS)as under:

i. The score of technical proposal will be allotted weightage of 60%, while the score of financial proposal (financial bid) will be allotted weightage of 40%.
ii. The technical score will be arrived at after evaluation of technical bids as per the section Parameters for Technical Score on QCBS.
iii. Financial Bids of only those bidders will be opened, who score at least 40% in the Technical Scoring in addition to fulfilling the minimum qualification criteria as above.
iv. In case the number of PQC qualified bidders whose technical score is >40%, falls below 4 nos., the Company reserves the right to select further 2 bidders (whose tech score are <40%) in order of their merit score.
v. The rate quoted in Financial Bid must be reasonable and valid till the completion of project. The validity period can however be extended with mutual agreement.
vi. Proposal with the lowest cost will be given a financial score of 100 and other proposals will be given financial scores that are inversely proportional to their prices as illustrated below:

Financial Scoring

Bidder	***Financial Bid Amount (Example)***	***Financial Score***
Bidder1	*1,20,000*	*100000/120000*100=**83.33***
Bidder2	*1,30,000*	*100000/130000*100=**76.92***
Bidder3	*1,00,000*	***100***

Submission of Financial Bids

Financial bid in the specified format enclosed as Annexure 4 shall have to be submitted (on letterhead of the bidder) as a separate document duly signed and stamped by the authorized signatory of the bidder which shall be encrypted/digitally signed and uploaded in the E-Tender/E-Procurement portal and the same shall remain encrypted until opened at the time of price bid opening. Under any circumstances price bid must not be a part of technical bid document and if found so the technical bid is liable to be rejected.

5. Parameters for Technical Score under Quality Cum Cost Based System (QCBS):

The technical evaluation of the bids to arrive at Technical Score will be done as per the matrix shown below:

TABLE – IV
Technical Score Matrix Table

S.N.	Parameters	Break up of Parameters	Weightage /Score	Max. Score
1.	Presence of the bidder in Software Development. (Year of operations). Relevant Supporting document must be attached.	5 to 10 yrs.	5	10
		> 10yrs	10	
2.	HQ set up in Kolkata having development team		Yes: 5 No: 0	5
3.	Experience in successful ERP implementation in Manufacturing /Processing / Chemical industry (with client/company turnover of minimum Rs.20 cr.) covering all major modules of Finance / PPC/ Production / QA & QC / Proc. & Inv. / Sales & Dist. / HR-Payroll etc (enclose WDC copy from client.		5 marks per Project / Implementation	10
4.	Experience in successful ERP implementation (any 3 modules/areas out of those mentioned in the scope of works under serial 1.1 [FRS]) in Public Sector Companies /Govt Bodies/Institutions in last 5 years (enclose WDC from the concerned client/company).		Yes :10 No : 0	10
5	a) Experience in Cloud based ERP implementation b) Experience in Mobile App Based Add-on integrated with COTS ERP (Attach WDC & Client Company Profile/details)		Yes : 5 No: 0 Yes : 5 No: 0	10
6	Implementation experience in Industries/ Companies falling under Drugs & Cosmetics Act, 1940 (& Rules thereunder) in last 5 years (Attach WDC & Client Company Profile/details)		5 marks per Project / Implementation	10
7.	Quality Certifications (Attach Copy of Certificates)	ISO 27001 or ISO 20000	5	10
		CMM Lev. 3 & up	5	
8	Functional Consultants Team - dedicated certified resources for core modules: Finance (FICO), Procurement- (MM), Logistics (SD), Mfg,(PP/QM) etc		3 Mark per OEM certification or resource person	10
9.	Turnover (from Software Development/ implementation & related services) of the company since last three Years (till 2025-26) [As per Audited Financial Statement or Certificate from Statutory Auditor stating year wise turnover from software development &implementation].	Rs. 2 to 5 Crore	5	10
		> Rs. 5 Crore	10	
10.	Presentation & software demonstration (Proof of Concept) with P2P, Production Planning (w.r.t. Customer Order/Market Demand), O2C, with effects in MM, SD & Finance modules (with all GL Entry reflections). For this BCL will provide simulated data post Pre-bid meeting. (This presentation/demonstration will be evaluated by a special committee consisting of Technical & Functional experts).			15
			Total -	**100**

5.1 FINAL EVALUATION BY COMPOSITE SCORE

The total composite score, both technical (TS) and financial (FS), will be obtained by the following formula.

Composite Score = Technical Score (%) X 0.60 + Financial Score (%) X 0.40

Highest points basis: On the basis of the combined weighted score for quality and cost, the consultant/service provider shall be ranked in terms of the total score obtained. The proposal obtaining the highest composite score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc. **The proposal securing the highest combined marks and ranked H-1shall be recommended/considered for award of contract.**

IMPORTANT NOTE: APPLICANTS MUST ENSURE THAT UNDER NO CIRCUMSTANCES ANY REFERENCE TO PRICE BID/QUOTES IS GIVEN IN THE TECHNICAL BID DOCUMENT FOR WHICH THE ENTIRE BID / APPLICATION WILL BE CANCELLED.

Annexure-1

Affidavit Certificate

I / We, _____
(Name, Designation and Address) hereby declare that our firm/Company has not been black-listed/ debarred by any of the Govt. Department/Organization/PSUs/Institution etc, where we had provided software services during the last _____ years and no arbitration case pending in relation thereof.

Signature of Authorized signatory

Name:

Designation:

Name of the Firm/ Company:

Full address:

Stamp:

Place:

Date:

Annexure-2

Software Technology / Platform/License Requirement

I / We, _____,
being the authorized officer for bidding in the said tender for Design, Development and implementation of Enterprise Resource Planning (ERP) system (web based software application) with integrated mobile app. Services, confirm the following software License requirements, which BCPL needs to purchase for running the entire application at production server, in addition to the licenses mentioned in the price-bid document.

Sr. No.	Description of Licenses	Perpetual / Annual	Qty	Tentative Cost (Rs.lakh)
1				
2				
3				
4				
5				

(If no licenses are required, then NIL statement should be confirmed by the bidder)

Sr. No.	Proposed Software Platform (Name), Technology and Database
1	
2	
3	
4	
5	

Signature:

Name:

Company Seal:

Date:

Annexure-3

Authorization Certificate

I / we _____ (Name),the _____(Designation) of _____ (Bidder Name), certify that _____ (Name of official signing the Tender/Bid document) _____ who signed the above Tender/Bid is authorized to do so and bind the Company by authority of its board/governing body.

Date:

Signature:

Designation:

Name:

Company Name:

Company Seal:

Annexure-4

Pre-qualification Criteria Matrix

(Please attach self-certified copies of relevant documents in order/label ref. as mentioned below)

TABLE – III A (Eligibility-cum-Pre-qualification Criteria)			Document Enclosure Label/ Page No. Ref.
SL	**Eligibility Criteria**	**Supporting documents**	
1.	The Bidder must be in existence (in the software development sector) for a period of at least 5 years as on 31-03-2026 and must belong to any one of the below categories: • A company incorporated in India under the Companies Act,1956/2013; • A registered LLP	Copy of the Certificate of Incorporation of the Company / Firm's Registration Certificate.	
2.	Bidder must possess and submit a valid: i. Permanent Account Number (PAN) document/card of the entity ii. GSTIN Certificate	Copy of all the relevant Certificates /Documents.	
3.	The Company should have an average annual turnover of at least **Rs.2 Crores** (Rupees two Crore Only) during the last three financial years (i.e. 2023-24 to 2025-26) from Software Development/ implementation & related services	Copies of audited Financial Statements of last three financial years or Statutory Auditors Certificate stating Turn Over from Software Development/ Implementation activities.	
4.	The bidder should not have been under any sanction, cross-debarred, debarred from participating in any procurement activities in India by any State or Central Government or autonomous body/SPSUs/CPSUs/any other govt. organization or its undertakings.	Undertaking to this effect shall be submitted by the bidder on its letter head as per Annexure 1.	
5.	The Bidder should have on its payroll minimum 20 IT professionals/software developers for the proper execution of the Project.	The bidder should submit an undertaking on its letter head to this effect and also enclosed the list of on-roll employees (with name, date of joining, area of expertise, software domain etc.) relevant to this Tender.	
6.	Bidder should have Application Development Centre in India and preferably Head / Branch Office in Kolkata;	Trade License copy to be submitted	
7	Quality Certification	ISO 9001 minimum requirement	
8.	Bidder must have positive net worth in last 3 years (2023-24 to 2025-26) and also not a loss making entity structurally (i.e. Net Profit must be reported in at least 2 of last 3 financial years).	Audited Financial Statement copies	
9.	The bidder has to be the OEM authorized implementation partner for at least 3 years till 2025-26	Relevant certificates from OEM to be provided.	
10.	Bidder must have successfully executed at least Two full scale ERP Projects (including cloud-based ERP implementation) in last 5 years having 20+ users	Copy of the relevant WDC along with details of Scope of Work (per PO)	
11.	Proposed COTS ERP should have been implemented in minimum of 10 Pharma/Chemical Manufacturing units in India	Certified by OEM in their letterhead along with name of the Client orgn./plant/location & contact details.	
12.	The bidder has to mandatorily submit the Authorization Letter from the competent authority of the bidder (Director or Partner) as regards signing/submission of all Bid documents and annexures thereof.	Authorization letter as per Annexure 3.	

Annexure-5

TABLE – IV A

Technical Score Matrix Table

(Please attach self-certified copies of relevant documents in order/label ref. as mentioned below)

S.N.	Parameters	Break up of Parameters	Document Enclosure Label/ Page No. Ref.
1.	Presence of the bidder in Software Development. (Year of operations in India)- Relevant Supporting document must be attached.	Years of existence -	
2.	Office set up in Kolkata having Software Development Team	Full details with documentary evidence (GST Certificate, Trade License etc.)	
3.	Experience in successful ERP implementation in Manufacturing /Processing / Chemical industry (with client/company turnover of minimum Rs.20 cr.) covering all major modules of Finance / PPC/ Production / QA & QC / Proc. & Inv. / Sales & Dist. / HR-Payroll etc (enclose WDC copy from client.	Details of Projects executed with Client name , WDC year.	
4.	Experience in successful ERP implementation (any 3 modules/areas out of those mentioned in the scope of works under serial 1.1 [FRS]) in Public Sector Companies /Govt Bodies/Institutions in last 5 years (enclose WDC from the concerned client/company).	Name of PSU / Govt Body / Inst. Served, WDC year	
5	a) Experience in Cloud based ERP implementation b) Experience in Mobile App Based Add-on integrated with COTS ERP (enclose WDC from the concerned client/company).	Names of Company, WDC year for both parameters	
6	Implementation experience in Industries/ Companies falling under Drugs & Cosmetics Act, 1940 (& Rules thereunder). enclose WDC from the concerned client/company	Names of Company, WDC year	
7.	Quality Certifications (Attach Copy of Certificates)	ISO 27001 or ISO 20000	
		CMMi Certificate -	
8	Functional Consultants Team - dedicated certified resources for core modules: Finance (FICO), Procurement- (MM), Logistics (SD), Mfg,(PP/QM) etc	Number of OEM certified resource person with details	
9.	Turnover (from Software Development/ implementation & related services) of the company since last three Years (till 2025-26) [As per Audited Financial Statement or Certificate from Statutory Auditor stating year wise turnover from software development &implementation].	Pls provide Year-wise Details	
10.	Presentation & software demonstration (Proof of Concept) with P2P, Production Planning (w.r.t. Customer Order/Market Demand), O2C, with effects in MM, SD & Finance modules (with all GL Entry reflections). For this BCL will provide simulated data post Pre-bid meeting. (This presentation/demonstration will be evaluated by a special committee consisting of Technical & Functional experts).	Data and transaction details to be provided later, post pre-bid meeting	

Annexure-6

Financial Bid

Sl. No.	Description	Qty. (Nos.)	Rate in Rs.	Amount (Rs)	GST Amount (Rs.)	Total Amount incl. GST (Rs.)
A	**Software Configuration/Customization/ Development/AMC**					
01	a) Design / Configuration / Customization / development and implementation of COTS Enterprise Resource Planning (ERP) system (cloud-based software Application with integrated Mobile App facility as per details specified in FRS), Data migration from existing application, contingency Charges (incl. Travelling cost), training to end users. Security Audit Certificate (Safe to Host certificate) by CERT-In empaneled agency has to be provided by the bidder after successful implementation.	LS				
	i) License fees for approximate number of users across different modules specified in FRS as per details below: ii) Finance (All processes, STD user)) iii) Procurement (All process, STD user) iv) Stores /WH(All processes, STD user) v) Production (All processe, STD user s). vi) QA/QC (5 in-house+12 for L/L mfg, STD user) vii) Sales & Distribution (Controller) ADVANCE user viii) Sales Counter Operations (Branch) STD user ix) Super user all modules (ADVANCED USER) x) Audit – Concurrent 2 users (read only access for all functions)	05 02 05 06 05+12** 1 18** 02 1				
02	AMC Cost for 2nd Year (After expiry of the warranty period)					
	License Renewal / AMC Fee for 2nd Year					
03	AMC Cost for 3rd Year					
	License Renewal / AMC Fee for 3rd Year					
04	AMC Cost for 4th Year					
	License Renewal / AMC Fee for 4thYear					
05	AMC Cost for 5th Year					
	License Renewal / AMC Fee for 5thYear					
	Total: (A)					
B	**Hosting of Software etc.**					
01	Annual Cost of Hosting of Application Server and Database Server in MeiTy Approved Hyper scalar secure Cloud Server in India (Cloud Rental/Hire Charges along with Recovery Mechanism) under an account that can be directly transferred to the Company i.e. BCPL.					
					Total: (A) + (B)	

*** Total of A & B shall be considered in Financial Evaluations (L1 price).**

Additional information: Not forming part of L1 price determination.

Sl. No.	Description	Qty. (Nos.)	Amount in Rs.	GST%	GST Amount (Rs.)	Total Amount incl. GST (Rs.)
01	**(C) Software Support:** Manpower per day cost to cater any additional requirements beyond the scope of Work within Warranty / AMC period.	**Per day**				

I/We undertake that:

a. The above quoted rates are at par with the prevailing market rates and not more than the price usually charged for Similar nature work/Project or description from any other purchaser either private or government or foreign.

b. Services/Products supplied, will be of requisite specification.

c. I/We shall be bound to offer AMC services for four years after expiry of warranty period as per above quoted rates. However, BCPL may or may not award the AMC at its own sole discretion or discontinue the AMC at any time giving adequate notice.

d. BCPL reserves the right to negotiate the rates / prices with the successful bidder.

Note:

The selection of the implementation agency will be on the basis of QCBS, with 40% weightage given to Financial Bid score and 60% weightage given to Technical Score (TS) asper the Tender terms.

Date: Name of the Bidder:

Place: Authorized Signatory:

Seal of the Organization:

Enclosure-1

BROAD PERSPECTIVE OF REQUIREMENTS FROM THE ERP SYSTEM ENCOMPASSING THE FOLLOWING DETAILS

1. Enterprise Structure

Company
Plant
Manufacturing Site
Depot
Warehouse
Cost Centre
Profit Centre
Storage Location
Quality Lab
Project
Business Area

2. Finance

All relevant processes as per best business practice inter alia including:

- General Ledger
- Accounts Payable
- Accounts Receivable
- Asset Accounting
- Bank Accounting
- GST
- TDS
- Cost Centres
- Internal Orders
- Budget Control
- Cash Flow
- Schedule III Financial Statements
- Ind AS reporting
- Financial Closing

3. Procurement

All relevant processes as per best business practice inter alia including

- Purchase Requisition
- Tender
- RFQ
- Comparative Statement
- Technical Evaluation
- Commercial Evaluation
- Purchase Order
- Rate Contract
- Service Procurement
- Import Procurement
- Vendor Qualification
- GRN

- Three-way matching
- Invoice Verification

4. Inventory

All relevant processes as per best business practice inter alia including

- Batch Management
- FEFO
- Expiry Management
- Stock Transfer
- Cycle Counting
- ABC Analysis
- Consignment Stock
- Rejected Stock
- Quarantine Stock

5. Manufacturing

All relevant processes as per best business practice inter alia including

- Formula Management
- Recipe Revision
- BOM
- Batch Manufacturing
- Process Orders
- Production Scheduling
- Material Issue
- Yield Recording
- Reprocessing
- Scrap
- Packing
- Batch Closure
- Electronic Batch Manufacturing Record (eBMR)
- Electronic Batch Packing Record (eBPR)

6. Quality Management

All relevant processes as per best business practice inter alia including

- Incoming Inspection
- Sampling
- In-process Inspection
- Finished Goods Testing
- Stability Studies
- OOS
- OOT
- CAPA
- Deviation
- Change Control
- Market Complaint
- Product Recall
- Vendor Evaluation

7. Plant Maintenance
All relevant processes as per best business practice inter alia including

- Preventive Maintenance
- Breakdown Maintenance
- Calibration
- Equipment History
- Spare Parts

8. Sales & Distribution
All relevant processes as per best business practice inter alia including

- Sales Order
- Batch Allocation
- Selling Agent/Distributor Allocation (for calculation of commission)
- Pricing
- GST Invoice
- Dispatch
- Transport
- E-way Bill
- Customer Complaint

9. HR & Payroll (integration required with external software)
All relevant processes as per best business practice inter alia including

- Manpower allocation to production centres resources for product costing (direct labour) through Batch Costing/Process Costing

10. Cost Accounting

Aligned with Indian Cost Accounting Standards:

- Material Cost
- Labour Cost
- Factory Overheads
- Service Cost Centre
- Production Cost Centre
- Standard Cost
- Actual Cost
- Batch Cost
- Product Cost
- Cost Sheet
- Variance Analysis
- Revised Schedule M Compliance

The BBP will map ERP functions to requirements such as:

- Electronic documentation
- Audit trails
- Equipment qualification
- Preventive maintenance
- Calibration
- Environmental monitoring
- Validation
- Vendor qualification

- Personnel training
- Batch traceability
- Recall management
- CAPA
- Change control
- Document control
- User Requirement Specification (URS)

The URS will include:

- Business Requirement
- Functional Requirement
- Regulatory Requirement
- Risk Classification
- Priority
- Acceptance Criteria
- Traceability Matrix
- Each requirement will be uniquely numbered (e.g., URS-FIN-001, URS-QA-015).
- Configuration Requirements

Targeting relevant configuration items, including:

- Company structure
- Posting periods
- Fiscal year variants
- Document numbering
- Cost centre hierarchy
- Material groups
- Batch numbering
- QC specifications
- Approval workflows
- Tax determination
- Account determination
- Authorization objects
- MRP settings
- Production parameters
- Master Data Standards

Including governance for:

- Material Master
- Formula Master
- BOM
- Vendor Master
- Customer Master
- Equipment Master
- Asset Master
- Cost Centre Master
- GL Master
- Employee Master

- Each standard will define ownership, mandatory fields, coding conventions,
- validation rules, and change control.
- Role-Based Authorization Matrix