

Expression of Interest for modernization of existing SAP ERP Solution**Expression of Interest (EoI)****For**

Study, Assessment and Comprehensive review of the existing SAP ERP and Utility Billing Solution of HPSEBL and recommendation on a future-ready ERP transformation and implementation roadmap.


Chief Engineer (P&M)
HPSEBL, Shimla-4

Expression of Interest for modernization of existing SAP ERP Solution**HIMACHAL PRADESH STATE ELECTRICITY BOARD LIMITED****(A State Government Undertaking)**

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Expression of Interest (Eoi)

Invitation for Expression of Interest for study, assessment and comprehensive review of the existing SAP ERP and ISU Billing Solution of HPSEBL and recommendation of a future-ready ERP transformation and implementation roadmap.

HPSEBL intends to undertake a comprehensive review and assessment of the existing SAP ERP and ISU Billing solutions implemented across HPSEBL, with the objective of evaluating the present system architecture, functionality, infrastructure, integrations and associated requirements and to identify, assess and recommend a comprehensive, technically robust, functionally suitable and financially viable ERP solution for HPSEBL.

Only reputed and technically competent Solution Providers/System Integrators/OEMs having relevant experience in implementing, assessing, upgrading, migrating or providing compatible ERP and ISU Billing solutions preferably in the Power Sector Utilities and Public Sector Undertakings in India shall be eligible to submit their Expression of Interest (EOI). Further, the eligible Solution Providers/System Integrators/OEMs will be invited for Presentation on the proposal before the HPSEBL authorities.

The copy of invitation of Expression of Interest (Eoi) is available on the official website of HPSEBL i.e. www.hpseb.in. The Solution Providers/System Integrators/OEMs fulfilling the eligibility criteria may submit their proposals on the following contact details.

Name & Designation	Contact Details
Er. Sandeep Sharma Addl. Superintending Engineer (ERP)	Mobile No. 75596-70596 Email Sandeep.sharma@hpseb.in
Er. Prakash Chand Assistant Executive Engineer (ERP)	Mobile No. 70188-62063 Email erparkashhpseb@gmail.com
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The Expression of Interest should reach in this office on or before **01.09.2026 till 03:00 PM.**

Digitally signed by
Rakesh Kumar
Date: 17-08-2026
14:28:55

**Chief Engineer (P&M),
HPSEBL, Vidyut Bhawan,
Shimla-171004.**

Expression of Interest for modernization of existing SAP ERP Solution**Expression of Interest****1. Background**

Himachal Pradesh State Electricity Board Ltd., Shimla is the pan-state power distribution utility in the state of Himachal Pradesh. It mainly caters to the business of distribution and sale/purchase of power. The company has its registered office in Shimla and operates in all the 12 districts of the state.

For achieving smooth operation across business functions, compliances and to have a transparent, automated and seamless functioning, the HPSEBL started implementing on-premise ERP Solution and ISU Utility Billing Solution of SAP in 2010 and in 2015 respectively, to integrate its various business processes. The SAP ERP and ISU has been implemented in HPSEBL through System Integrator, M/s TCS Limited and presently also the support team of M/s TCS Limited is providing the Facility Management Support (FMS) services to HPSEBL.

The present SAP ERP Application of HPSEB is running on ECC 6.0 EHP 8.0 platform and Oracle Database version 19c and associated Support Packages.

HPSEBL has successfully implemented SAP ERP ECC 6.0 Enhancement Package 8 (EHP8) covering various business processes including Finance & Controlling (FI/CO), Materials Management (MM), Plant Maintenance (PM), Project System (PS), Human Capital Management (HCM), Sales & Distribution (SD), Payroll in ERP and billing, device, Enterprise Portal, Energy Data Management, CRM other integrated business functions for ISU. The existing SAP ERP and ISU Billing solution are currently deployed in an On-Premises Data Centre and have been operational for several years.

SAP has announced the end of mainstream maintenance for SAP ERP ECC and is encouraging customers to transition to SAP S/4HANA through various deployment models including RISE with SAP, Private Cloud, Public Cloud and On-Premises deployment.

In view of the continuous evolution of technology, changes in SAP's product strategy, emerging requirements and the need for optimization of SAP ERP

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related expenditure, HPSEBL intends to undertake a comprehensive independent study and assessment of all the available ERP Solutions before taking decision on the future roadmap for ERP Solution in HPSEBL.

The purpose of this EOI is to invite the Solution Providers/System Integrators to present the proposal for future ERP and Billing Solution roadmap for HPSEBL. The main objective is to identify the available options for HPSEBL from future perspective for ERP and Billing solution of HPSEBL.

Accordingly, HPSEBL proposes to invite an Expression of Interest (EOI) from experienced Solution Providers/System Integrators/OEMS having experience in undertaking ERP and Utility Billing implementation/ migration Projects in Power Sector and Government Utilities for SAP ECC Solution to S/4 HANA migration or other mature enterprise ERP & Utility Billing solution.

2. Brief detail of SAP ERP and ISU Billing Solution implemented in HPSEBL

HPSEBL has successfully implemented the Enterprise Resource Planning (ERP) and ISU Billing solution of SAP to enhance operational efficiency, transparency and integration of its core business processes. The SAP ERP and ISU Billing system facilitates end-to-end management of key organizational functions, including commercial accounting, inventory and stores management, procurement and purchase order tracking, material issuance and consumption monitoring, scheme expenditure management, operation and maintenance (O&M) expense tracking, asset management, power purchase and sale transactions, salary and pension disbursement, GPF management, employee service records, income tax processing, issuance of Form-16 to employees, consumer billing, payment collection and other consumer centric services.

Presently, the system is operational across all offices of HPSEBL. Various SAP modules have been deployed, including Financial Accounting and Controlling (FICO), Contract Accounts Receivable and Payable (FICA), Fund Management (FM), Investment Management (IM), Project System (PS), Material Management (MM), Plant Maintenance (PM), Sales and Distribution (SD), Human Capital Management (HCM), and IS-U module for processing power purchase bills.

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HPSEBL has also implemented online portal for its employees and pensioners to provide seamless access to personnel and pension-related services. The Employee Portal facilitates access to salary slips, Form-16, GPF statements, leave records, service details, transfer/posting information, and other employee-related services. Similarly, the Pensioner Portal enables pensioners to access pension slips, arrear details, pension revision information, income tax records, and other pension-related services online.

Under the SAP ISU Billing Solution, HPSEBL has implemented Billing in prepaid and postpaid mode, device, EDM, Enterprise Portal, CRM and integrated the AMISP system with ISU for smart meter data collection and various other services. HPSEBL has also integrated the third Party non SAP solution such as various Online Payment Platform and state & Centre Government consumer centric online service platform.

The implementation of these portals has enhanced transparency, improved service delivery, reduced manual intervention, and enabled timely access to information for employees and pensioners across the State. These portals are integrated with the SAP ERP system and are hosted on the IT infrastructure established at the Data Centre (DC) and Disaster Recovery Centre (DRC) of HPSEBL, ensuring secure, reliable, and uninterrupted service delivery.

3. List of the Modules implemented under SAP ERP and ISU Billing Solution

Presently following modules have been implemented by HPSEBL under SAP ERP: -

1. Financial Accounting and Controlling (FICO)
2. FICA (Finance and Contract Accounting)
3. Fund Management (FM)
4. Investment Management (IM)
5. Project System (PS)
6. Material Management (MM)
7. Plant Maintenance (PM)
8. Sales and Distribution (SD)
9. Human Capital Management (HCM)
10. Billing in Prepaid and Post Paid Mode
11. Device Management

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12. Enterprise Portal
13. Energy and Data Management
14. CRM
15. BASIS
16. ABAP

4. Customized Utilities developed and implemented under SAP ERP and ISU Billing Solution

Since SAP ERP is a standard solution, thus, challenges were faced in mapping the HPSEBL processes with the standard functionality. Thus, to achieve the end to end processing of various business processes through SAP ERP, various customized Utilities have been implemented. The abstract of the customized utilities implemented in HPSEBL under SAP ERP is as under: -

1. Every month salary of 14700+ employees is processed from 130+ locations and pension of 28200+ pensioners is processed centrally (No Drawing Limits are being now issued to field offices for Salary)
2. Implementation of Budget Utilities (R&M and CAPEX budgets) for paper less budget disbursement and reimbursement at Circle & Division Office Level
3. Implementation of Centralized Payment utility and its integration with Vendor Portal for end to end processing of contractor/vendor invoices in paperless manner from submission of invoice to final payment without drawing limits.
4. Customized Utility for repair & issuance of DTRs.
5. Implementation of the Centralized Taxation in HPSEBL and payment of all tax related payments centrally from HO without Drawing Limits.
6. Development of customized Bank reconciliation utility in paperless way.
7. Integration of HPSEBL Employee & Pensioner Portal with SAP ERP for providing following services through digital platforms: -
 - a. GPF Withdrawal Utility
 - b. Leaves Application and approval Utility
 - c. Biometric Attendance System integration
 - d. Medical bill reimbursement for Employees in paperless manner
 - e. SMS to Pensioners on key notifications and updates (Life Certificate)
 - f. Payments of Medical Reimbursement Claims of all pensioners from HO without Drawing Limits.

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- g. Implementation of Pension Utility for processing of Pension cases through SAP ERP in paperless manner and payment of Gratuity & Leave encashment directly from HO without Drawing Limits.
8. Enhancement of Centralized Payments Utility to incorporate functionality for filing disbursement/reimbursement claims with Financial Institutions such as REC/PFC in centralized manner from HO.
9. Implementation of Stock Issuance and Stock Return Utility in SAP ERP to avoid errors and inconsistencies.
10. Enhancement in the Medical Reimbursement Utility to process the claims of pensioners from HO without issuing Drawing Limits.
11. Implementation of Digital Service Book for all employees of HPSEBL and further integration with various Utilities for auto-updation of the same in Service Book.
12. Development of Utility for end to end processing of the monthly energy bills of IPPs in paperless manner through SAP ERP.
13. Development of the Utility for end to end processing of the Hand Receipts and direct payment by the Cash Section without issuance of the Drawing Limits to the Field Offices.
14. Development of Transfer and Promotion Utility (TPU) for all transfer, relieving and joining related activities through SAP ERP in paperless manner.
15. The implementation of these systems has significantly reduced manual intervention and improved administrative efficiency.

In addition to above developments, various ongoing developments under SAP ERP are under implementation at present and the abstract of same is as follows: -

1. Implementation of Utility in SAP ERP for online processing of TA Bill claims in centralized manner without issuing Drawing Limits.
2. Development and implementation of the Utility for Scrap sale in HPSEBL and Customized Utility for decapitalization of assets and sale of decapitalized assets thereof.
3. Implementation of Unified Capex Utility (UCU) for end to end processing of the CAPEX schemes in HPSEBL since in inception till final closure and capitalization of assets.

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4. Implementation of process for payment of Over Time Allowance to various employees of HPSEBL.
5. Implementation of Utility for Auto-posting of monthly commercial accounts of all 240 Electrical Sub-Divisions without any manual intervention.
6. Development of the Utility for processing of advance salary through SAP ERP.
7. Development and implementation of the Utility in SAP ERP for end to end processing of Pay Fixation cases and vetting.

5. Existing setup at DC and DRC of HPSEBL**Existing Data Centre (DC)**

HPSEBL hosts its critical enterprise applications in its centralized Data Centre, designed to provide secure, reliable and highly available computing infrastructure.

The existing Data Centre broadly comprises:

- Enterprise-class blade servers.
- VMware/VM Essential/Hyper-V virtualization platform.
- Linux and Windows server infrastructure.
- Oracle Database environment.
- Enterprise Storage Area Network (SAN).
- Enterprise Backup Solution.
- Tape Library.
- ACI Network and switching devices.
- Web Application Firewall.
- Next Generation Firewalls.
- Active directory.
- Layer 2 to Layer 7 Security devices.

The Data Centre hosts critical applications including:

- SAP ECC ERP
- SAP IS-U in ECC Platform
- Web Applications
- Integration Services with various third party non-SAP Solution such as integration of Billing system with AMISP, Online payment platform etc.

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The future ERP and Billing solution should either utilize this infrastructure or propose a cloud-based architecture, depending on the deployment model.

Existing Disaster Recovery Centre (DRC)

HPSEBL maintains a geographically separated Disaster Recovery Centre to ensure business continuity of critical applications hosted at DC of HPSEBL.

The Disaster Recovery environment supports:

- Replication of business-critical data.
- Disaster Recovery drills.
- High Availability.
- Business Continuity.
- Recovery Point Objective (RPO).
- Recovery Time Objective (RTO).
- The proposed ERP solution should provide:
 - Native High Availability.
 - Disaster Recovery capabilities.
 - Automated failover.
 - Backup and Recovery.
 - Periodic DR testing.
 - Business Continuity Planning.

The Respondent shall clearly describe the proposed HA/DR architecture and associated RPO/RTO commitments.

6. Objective of the Expression of Interest

The primary objective of this EOI is to obtain comprehensive information from experienced ERP and Billing solution providers/OEMs regarding available enterprise solutions capable of meeting HPSEBL's current and future business requirements. The EOI aims to:

1. Assess the feasibility of migrating from SAP ECC to a next-generation cost effective ERP and Utility Billing system.
2. Identify globally accepted matured ERP and Utility Billing solutions suitable for a large scale State Power Utility.
3. Evaluate various deployment models including Public Cloud, Private Cloud and On-Premises architecture.
4. Understand licensing models, subscription models and commercial approaches.

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5. Understand the implementation methodologies, migration strategies and project execution approaches adopted by leading ERP and Utility Billing Solution providers/OEMs.
6. Assess functional capabilities specific to electricity utilities and Government organizations.
7. Obtain indicative Total Cost of Ownership (TCO) including hardware and software for proposed ERP and Utility Billing deployment models for atleast 10 years.
8. Evaluate cyber security capabilities, business continuity features and disaster recovery architecture.
9. Evaluate interoperability with existing enterprise applications such as GIS, Smart Metering (AMI), e-Office, Payment Gateways, Banking Systems, HRMS and other third party non- SAP applications.
10. Identify industry best practices for ERP and Billing system modernization in large power utilities.
11. Obtain recommendations for minimizing implementation risks, reducing project timelines and ensuring successful digital transformation.
12. Gather inputs for preparation of comprehensive technical specifications, qualification criteria, evaluation methodology and commercial conditions for the subsequent RFP.

It is clarified that this EOI is only an information-gathering and market consultation exercise and shall not constitute a commitment by HPSEBL to procure any specific ERP product or to award any contract.

7. Scope of presentation and proposal

Himachal Pradesh State Electricity Board Limited (HPSEBL) intends to undertake a comprehensive modernization of its Enterprise Resource Planning (ERP) and Utility Billing ecosystem to establish a future-ready, integrated, secure, intelligent and scalable enterprise platform.

The Solution providers/System Integrators/OEMs shall submit a comprehensive proposal describing its proposed solution, implementation methodology, technical capabilities, industry experience, deployment architecture, migration strategy, indicative commercial information, and long-term support model. The proposal submitted shall be sufficiently detailed to enable HPSEBL to evaluate the suitability, maturity, scalability, technical

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capability and long-term sustainability of the proposed ERP solution. Wherever applicable, documentary evidence shall be enclosed in support of the claims made.

The interested Solution Providers/System Integrators/OEMs will present their proposals before HPSEBL Authorities to replace, upgrade, or transform the existing environment while ensuring uninterrupted business operations, preservation of historical business data, integration with existing enterprise applications and adoption of industry best practices. The proposal shall specifically cover the following: -

- a. ERP and Utility Billing Product Roadmap for proposed SAP and Non-SAP solution.
- b. Migration Options available to HPSEBL from current landscape
- c. Deployment Models for the proposed ERP Product along with comparative analysis of on-premises and cloud deployments.
- d. Licensing model for proposed ERP and Utility Billing solution along with Annual recurring costs, Five-year and ten-year Total Cost of Ownership and Hidden or indirect costs.
- e. Power Sector deployment experience in respect of the proposed Solution

8. Outcome

The presentations received through this EOI shall assist HPSEBL in:

- a. Assessing available ERP and Utility Billing modernization options for HPSEBL.
- b. Understanding commercial implications of different SAP deployment models as well as migration to other ERP and Utility Solution.
- c. Formulating a long-term ERP strategy.
- d. Preparing future procurement strategy, if required.

The information collected through this EOI shall be used solely for internal evaluation and planning purposes.

9. Disclaimer

This EOI is issued solely for the purpose of obtaining information and understanding the capabilities of the ERP and Utility Billing market. It shall not be construed as a solicitation of bids, Request for Proposal (RFP), Request for Quotation (RFQ), invitation to contract or commitment of any nature.

Participation in this EOI does not confer any right or expectation upon any respondent for empanelment, shortlisting, award of work or participation in any future procurement process. HPSEBL reserves the absolute right to:

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- Accept or reject any or all responses;
- Modify, amend or withdraw this EOI at any stage;
- Seek additional information or clarifications;
- Conduct discussions, workshops, demonstrations or proof-of-concept exercises with one or more respondents;
- Issue a fresh EOI, RFP or any other procurement document without assigning any reason.

All costs incurred by respondents in preparation and submission of the EOI, participation in presentations, demonstrations, meetings, workshops or site visits shall be borne solely by the respondents. HPSEBL shall not be liable for reimbursement of any such expenses.

Information furnished by respondents shall be treated as non-confidential unless specifically identified and justified as proprietary. HPSEBL may use the information received for preparation of technical specifications, procurement strategy, market analysis and future tender documents, while respecting applicable intellectual property rights.

Issuance of this EOI does not imply that HPSEBL has finalized the scope, deployment model, technology platform, commercial strategy or procurement methodology. The final procurement, if undertaken, shall be governed by the terms and conditions of the subsequent RFP and applicable Government of Himachal Pradesh and HPSEBL procurement policies.