

EdCIL (India) Limited

Reponse to Pre-Bid Queries for Tender No. EdCIL/IS/ERP/2017

Sl. No.	RFP Page No.	Section No. & Title	Sub-Section No. & Title	Clause Statement as per RFP	Query by Bidder	Response by EdCIL
1	20	CHAPTER 4 – ERP Project at EdCIL	4.2 Objectives of this RFP	Automate functional operations using work flows and electronic approval process.	As per mentioned in the RFP document, EdCIL has the requirement for flexible and configurable workflow engine to handle complex workflows including multi-level hierarchical workflows. So our recommendation is that EdCIL needs COTS based Business Process Management (BPM) platform complying to various best practise open workflow standards such as BPMN, BPML, WFMC. Kindly confirm having the capabilities of graphically modeling the processes or workflows, in built Form designer, process simulator, configurable Business Activity Monitoring tool (Dashboards) and integrated Document Management System for storing documents. Please confirm our understanding is correct.	Tender document is Clear
2	22	CHAPTER 4 – ERP Project at EdCIL	4.4 Target State Functional to Application Map(d)	EdCIL expects the ERP solution to provide the document management functionality wherein all the documents, including confidential documents, can be kept like Detailed Project report (DPR), Agency' survey report, etc. for each of the departmental projects	We understand that the requirement for DMS solution in this RFP is to manage and archive the documents generated during daily operations and its should also be used for storing confidential information. Therefore we would recommend if EdCIL can also consider other COTS solution for this requirement which is scalable and provides various other features which may not be available as part of an integral module of ERP. This will also help EdCIL to leverage the DMS solution for other division/department outside the purview of ERP implementation. implementing a COTS DMS solution working in conjunction with core ERP is standard practise across large public and private enterprises. The proposed DMS shall integrate with the core ERP and reduce the stated document load from the ERP. Kindly consider our recommendation.	Tender document is clear. No change
3	24	CHAPTER 5 – Scope, Approach and Timelines	5.1 Brief scope of work(Data Migration)	Data Migration	Is the bidder also required to migrate any digitized documents residing in third party system to the proposed document Management System? If Yes, please specify the systems from which migration is to take place and the format in which the documents are stored in these systems.	Tender document is Clear. Bidder may perform the due diligence to understand the existing EdCIL IT setup.
4	31	6.4 Technical scope for ERP solution		The Document Management functionalities should be integral part of ERP solution from compatibility perspective, to enable seamless end user experience around document management.	We understand that the requirement for DMS solution in this RFP is to manage and archive the documents generated during daily operations and its should also be used for storing confidential information. Therefore we would recommend if EdCIL can also consider other COTS solution for this requirement which is scalable and provides various other features which may not be available as part of an integral module of ERP. This will also help EdCIL to leverage the DMS solution for other division/department outside the purview of ERP implementation. Kindly consider our recommendation.	Tender document is clear. No change
5	185	Annexure 3 - Functional Requirement Specification	Functional requirements specification for Document management system	DMS-06 : The solution should allow enforcement and change of retention policies for an entire class of content making it easier to deal with corporate policy or regulatory changes. It should allow storage administrator to assign a retention period in the event that an application does not or cannot assign one	As per the RFP, we understand that EdCIL has a requirement of the system that needs to retain the document for the long term as per the retention policy. Therefore, we understand that the EdCIL has a requirement for Records Management System for long term archival of the documents. So, with this understanding, request to include following specifications of the Records Management System to ensure best of breed solution: a. Capability to define retention policy, disposition policy etc. b. Capability to capture details about the electronic as well physical records including warehouse location, box no etc. c. Capability to track Physical records movement d. Compliance with standards like DoD 5015.2, ISO 15489, VERS etc. Please confirm our understanding.	Tender document is clear. No change

6	184	Annexure 3 - Functional Requirement Specification	Functional requirements specification for Document management system	DMS-04 : The solution should be able to support a distributed repository architecture along with replication of content across distributed architectures	Kindly confirm the number of such location where distributed repository have to be deployed as part of this RFP.	Tender document is Clear. Please refer section 6.2 - Geographical Scope of the tender document for details.
7	185	Annexure 3 - Functional Requirement Specification	Functional requirements specification for Document management system	DMS-07 : The solution should have a document capture component which should support scanning / capture via multifunctional peripheral devices	As per mentioned in the RFP, there is a requirement of capture solution/data digitization application for scanning for ongoing paper documents with support for following : <ul style="list-style-type: none"> • Both bulk and web scan capabilities • Automatic extraction of data using OCR • Automatic file and document separation using blank page separator, barcode separator and fix page • Automatic correction of parameters like improper resolution, format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc during scanning Please confirm our understanding is correct.	Tender document is Clear
8	185	Annexure 3 - Functional Requirement Specification	Functional requirements specification for Document management system	DMS-10 : The solution should have the capability to search documents across multiple servers / document databases and should also be able to support search queries using Boolean operators, operators that address nearness of terms and the results should exportable in excel or any other format.	As per the RFP, we understand that EdCII required text based federated search functionality to search for documents across multiple server and this text bases search should be performed on both English and Hindi language. Kindly confirm if the understanding is correct.	Tender document is Clear
9	186	Annexure 3 - Functional Requirement Specification	Functional requirements specification for Document management system	DMS-20 : The solution should support mobile devices for browsing content repository, capturing images etc. The solution should also provide off the shelf integration capabilities (open APIs) for integration with major ERP, CRM products.	We understand that EdCII would like to access the DMS repository from Mobile Devices in order to access the information. In order to achieve this requirement we would recommend that the DMS solution should also offer ready Mobile App supported on Android, IOS and Windows platform as additional channel to access the DMS repository instead of building a customize app. Kindly consider and include our recommendation in this RFP.	Tender document is clear. No change
10		Annexure 3 - Functional Requirement Specification	Functional requirements specification for Document management system	The solution should be able to import/export small and big quantities of documents in various image formats such as TIFF, PDF, XML etc.	As per the RFP, the Document Management System will be storing critical documents of various business functions which needs to be archived for long term, so EdCII should look at archiving these documents in PDF/A format which is an open ISO standard for long term archival and is now becoming de-facto standard in most Government/public sector projects. Please confirm	Tender document is Clear
11		Annexure 3 - Functional Requirement Specification	Functional requirements specification for Document management system	Scalability of DMS solution	Request you to include the following specification to ensure best of breed solution and this will also enhance the scalability of the system : The system should store only index information in database while images should be stored in separate file server. DMS should be designed for storing high volumes. DMS should store image and binary document in a separate file server and not in RDBMS as BLOB format. Please confirm.	Tender document is Clear
12		Annexure 3 - Functional Requirement Specification	Functional requirements specification for Document management system	Scalability of DMS solution	Request you to include the following specification to ensure best of breed solution: The proposed Document Management System should have at least one live implementation site in Indian with more than 10 crores document archived in document management repository with more than 10000 users using this Document Management System.	Tender document is clear. No change
13		Annexure 3 - Functional Requirement Specification	Functional requirements specification for Document management system	Additional Recommendation	As per our understanding of the RFP, we recommend that Document Management System should having the following capability as well for Document View - Server based Inbuilt Document Image Viewer for displaying image document without native viewer - Viewer should be platform independent - Support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc. - Automatic stamping of annotations with user name, date and time of putting annotations - Securing annotations for selective users. Kindly confirm	Tender document is clear

14		Annexure 4 - Technical Requirement Specification	TRS for Workflow	TRS-036 : Ability to have workflow integration with Messaging/Mobile solutions	We understand that EdCIL would like to access the workflow system from Mobile Devices in order to access/approve various workflow transactions. In order to achieve this requirement we would recommend that the DMS solution should also offer ready Mobile App supported on Android, iOS and Windows platform as additional channel to access the Workflow system instead of building a customize app. Kindly consider and include our recommendation in this RFP.	Tender document is Clear. No Change. This requirement is for the system to have the technical capability of integration with Messasaging / Mobile solutions as might be required by EdCIL in future.
15					Extend date of submission by minimum 3 weeks from 26th January 2017.	No change
16	Page 37 of 261	6.5.2.1 Software Licenses	v.	The End User License Agreement (EULA) shall be signed on acceptance of the system at the end of the stabilization period.	As per OEM process, EULA is to be signed between Customer & OEM on signing of contract and placement of order. Then only SI will able to work with OEM product	The following clause in section 6.5.2.1 Software Licenses stands modified and is therefore revised To: v. The End User License Agreement (EULA) shall be signed after the contract is awarded to the successful bidder.
17	Page 37 of 261	6.5.2.1 Software Licenses	xi.	Who has to provide UPS, Antivirus, and Networking equipment.	kindly clarify	Bidder is encouraged to perform due diligence to understand the current IT infrastructure. Bidder needs to provision any additional equipment, beyond what is already available with EdCIL, required to meet the requirements stated in the RFP
18	Page 37 of 261	6.5.2.1 Software Licenses	xii.	The software licensing policy shall hold for any compatible hardware or compatible operating system selected during the implementation stage.	The software licensing policy may vary from HW OEM's.	Tender document is clear
19	Page 37 of 261	6.5.2.1 Software Licenses	xiv.	Same number of ERP licenses, AMC and licensing policies should be applicable for new product upgrades or versions.	Mostly it is the same but subject to change in policy from OEM.	Tender document is clear. Bidder to ensure that EdCIL does not have any impact of the same in terms of AMC and licensing policies. EdCIL would not re-negotiate any cost revisions for changes to the AMC and licensing policies for same number of ERP licenses
20	Page 37 of 261	6.5.2.1 Software Licenses	xv.	SI will have to provide additional required licenses at the same or less cost as mentioned in this RFP response	Not sure if same rates can be made applicable, as rates depend upon OEM policy, which is subject to change.	Tender document is clear
21	Page 37 of 261	6.5.2.1 Software Licenses	xvii.	EdCIL would have single agreement with SI for procurement, supply, installation and maintenance of software and hardware. There would not be any separate agreement with any OEM related to purchases mentioned in this RFP	EDCIL will have to sign PU & EULA with OEM	Tender document mentions on Page 37-38 that SI should have back to back support and AMC agreements with software and Hardware OEM.
22	Page 38 of 261	6.5.2.2 Software tools	1	Bidder should provide latest ERP compatible versions of software tools included as part of the ERP solution.	which tools are envisaged ?	This refers to any tools that are included as part of the standard ERP and required for implementation, maintenance of the ERP solution
23	Page 61 of 261	6.5.3.14 General Solution Requirements	iv.	the implemented version of the ERP Product should be supported by product OEM for at least fifteen (15) years from the date of implementation of the ERP Product	Not sure of supporting till 15 years, as products keep changing upon OEM policy. 5 years is ok.	Tender document is clear
24	Page 31 of 261	6.4 Technical scope for ERP solution	i.	The proposed ERP product should offer typical functions like finance, HR/employee self-service, payroll, Project management and Business development as a single integrated solution with no Bolt On applications.	This point says - no 3rd party apps	Tender document is clear
25	Page 61 of 261	6.5.3.14 General Solution Requirements	i.	EdCIL The bidder shall indicate any associated or additional third party software required to meet the functional requirements. All such software costs have to be included in the bid cost.	This point says - 3rd party apps allowed	Tender document is clear
26	Page 72 of 261	6.5.7 Annual Maintenance Contract		The SI is required to provide the Annual Maintenance Contract (AMC) for 5 (Five) years from Post Go-Live stabilization for hardware procured as well as Software licenses procured by SI for the ERP solution.	Operations and Maintenance is asked for 3 years on page 24 while AMC is asked for 5 years. What is the difference between them both.	Tender document is clear. Please refer section 6.5.4 and 6.5.7 for details.
27	Page 71 of 261	6.5.6 Penalties	8	Service Level shall be measured on a monthly basis but penalties shall be computed and charged at the end of each quarter.	Service Level shall be measured on a quarterly basis and penalties shall be computed and charged at the end of each quarter.	Tender document is clear. No change
28	Page 73 of 261	6.5.7 Annual Maintenance Contract		The SI shall furnish the requirements and details of system software and details of the supporting software like operating systems, Anti-virus solutions and Networking equipment etc. with the corresponding deployment schematic for the ERP modules identified.	SI has to only provide the specifications and not supply these components - kindly confirm.	Bidder is encouraged to perform due diligence to understand the current IT infrastructure setup. Bidder needs to provision any additional equipment, beyond what is already available with EdCIL, required to meet the requirements stated in the RFP
29	Page 73 of 261	6.5.8 System audit and certification		System audit and certification - technical audit of ERP implementation	Costs for this has to be borne by EdCIL and the audit activity should not impact SI project timelines	Cost of the Audit would be borne by EdCIL but the cost of rectifying any gaps highlighted in Audit will be with the bidder
30	Page 74 of 261	6.5.11 Warranty		Warranty	Warranty is applicable for server and other associated HW equipment only and not to proposed ERP - kindly confirm.	Tender document is clear. Please refer section 6.5.11 for the details. AMC of the software as well as service levels captured in the tender document elaborate on the performance expectations of the ERP solution.

31	Page 84 of 261	8.2.1.1 Pre-Qualification Requirements - Requirements for System Integrator	Experience in ERP Implementation	1. Should have successfully implemented at least 5 ERP projects in last 5 completed financial years.	1. Should have successfully implemented at least 5 ERP projects in last 9 completed financial years.	<u>The original clause below as captured in RFP</u> "1. Should have successfully implemented at least 5 ERP projects in last 5 completed financial years. Out of 5 ERP project credentials at least 2 ERP implementations should be of ERP product as proposed in current RFP response." <u>stands revised as:</u> "1. Should have successfully implemented at least 5 ERP projects in last 7 completed financial years. Out of 5 ERP project credentials at least 2 ERP implementations should be of ERP product as proposed in current RFP response."
32	Page 88 of 261	2.1 SI credibility		>= INR 2000 Crores :(15 marks) >= INR 1500 Crores and < INR 2000 Crores:(10 marks) >= INR 1000 Crores and < INR 1500 Crores :(5 marks)	We would request you to kindly relax the turnover condition to following:- >= INR 1200 Crores :(15 marks) >= INR 1100 Crores and < INR 1200 Crores:(10 marks) >= INR 1000 Crores and < INR 1100 Crores :(5 marks)	Tender document is clear. No change
33	Page 88 of 261	2.2 SI credibility		Bidder's experience in implementation of ERP projects in India during last 5 completed financial Years in terms of total revenue from such implementations. >= INR 45 Crores :(15 marks) >= INR 15 Crores and < INR 45 Crores:(10 marks) < INR 15 Crores :(5 marks)	We request you to kindly relax clause to following:- Bidder's experience in implementation or <i>maintenance support</i> of ERP projects in India during last 9 completed financial Years in terms of total revenue from such implementations. >= INR 45 Crores :(15 marks) >= INR 15 Crores and < INR 45 Crores:(10 marks) < INR 15 Crores :(5 marks)	<u>The original criteria below as captured in RFP:</u> "Bidder's experience in implementation of ERP projects in India during last 5 completed financial Years in terms of total revenue from such implementations. " <u>stands revised as:</u> "Bidder's experience in implementation of ERP projects in India during last 7 completed financial Years in terms of total revenue from such implementations. " There is no change to the parameters rating.
34	Page 88 of 261	2.3 SI credibility		Number of ERP projects implemented in government / PSU in India during last 5 completed Financial Years. More than or equal to 11 projects :(10 marks) Greater than or equal to 6 Projects and less than < 11 Projects:(7.5 marks) Greater than or equal to 1 and less than 6 Projects :(5 marks)	We request you to kindly relax clause to following:- Number of ERP projects implemented or maintenance/ support in government / PSU in India during last 9 completed Financial Years. More than or equal to 08 projects :(10 marks) Greater than or equal to 5 Projects and less than < 8 Projects:(7.5 marks) Greater than or equal to 1 and less than 5 Projects :(5 marks) <i>By last financial Year , we understand last FY i.e. April 2015 - March 2016</i>	<u>The original criteria below as captured in RFP:</u> "Number of ERP projects implemented in government / PSU in India during last 5 completed Financial Years. Project(s) implemented should be a turnkey project. Projects implemented should cover at least 4 functions from following list: Finance, Business development, asset management, sourcing, HR, payroll, tendering, projects, operations, inventory, procurement." <u>stands revised as:</u> "Number of ERP projects implemented in government / PSU in India during last 7 completed Financial Years. Project(s) implemented should be a turnkey project. Projects implemented should cover at least 4 functions from following list: Finance, Business development, asset management, sourcing, HR, payroll, tendering, projects, operations, inventory, procurement." There is no change to the parameters rating. Additionally, the pre-qualification criteria for "Experience in Government / PSU sector", as below: "Should have successfully implemented at least One ERP projects in government / PSU sector in last 5 completed financial years. Project(s) implemented should be a turnkey project. Projects implemented should cover at least 4 functions from following list: Finance, Business development, asset management, sourcing, HR, payroll, tendering, projects, operations, inventory, procurement." <u>Stands revised as:</u> "Should have successfully implemented at least One ERP projects in government / PSU sector in last 7 completed financial years. Project(s) implemented should be a turnkey project. Projects implemented should cover at least 4 functions from following list: Finance, Business development, asset management, sourcing, HR, payroll, tendering, projects, operations, inventory, procurement."
35	Page 99 of 261	CHAPTER 9- Proposed Contract Terms	10	At 0.5% of the order value for each week or part thereof subject to maximum of 10% of the order value, unless an extension of time is agreed upon.	Refer Penalties on pg.71 which states :- Implementation - LD - @0.5% of the payable amount for Implementation Services up to stabilization period for delay of each week or part thereof. This penalty shall be subject to a ceiling of 10% of the corresponding payable amount up to stabilization period. Which one is applicable ?	Tender document is clear. No change
36	Page 109 of 261	9.2 Compliance to Tender Terms and Conditions		The bidder shall indicate paragraph by paragraph for each section of the tender document that either his tender complies in every respect with the requirements of each clause and sub clause or if not, precisely how they differ from the requirements of the tender.	Let only non-compliant points be recorded, rather than whole RFP which is a very time consuming process with no value add.	Tender document is clear. No change
37	Page 109 of 261			Subcontracting of the work is not permitted.	kindly allow subcontracting	Tender document is clear. No change

38	12	Chapter - 2	7 (c)	The successful bidder shall in addition be required to deposit Performance Guarantee @ 10% of the contract value to EdCIL before release of his EMD. The Performance Guarantee shall be in the form of Bank Guarantee issued from a nationalized bank in favour of "EdCIL (India) Limited" to be valid up to 30 days after completion of contract. This Performance Bank Guarantee shall be retained throughout the currency of the contract and extended by the bidder from time to time as required by EdCIL.	Can bidder provide BG from Scheduled Bank?	Bidder can provide BG from Scheduled Bank.
39	99	Chapter - 8	8.2.1.1 Pre-Qualification Requirements	8) Performance Security Within 15 days of the receipt of notification of award, the Bidder shall furnish performance security of 10% of the total order value as demanded by EdCIL, valid up to 90 days after the date of completion of the contract, failing which EMD of the same will be forfeited & the contract will be cancelled. The Performance Security shall be in the form of Bank Guarantee issued by a Nationalized bank in favour of "EdCIL (India) Limited". This Performance Bank Guarantee shall be retained throughout the currency of the contract and extended by the bidder from time to time as required by EdCIL.	Can bidder provide BG from Scheduled Bank?	Bidder can provide BG from Scheduled Bank.
40	99	Chapter - 8	8.2.1.1 Pre-Qualification Requirements	11) Termination c) Termination for convenience i. EdCIL, by Notice sent to the Service Provider, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for EdCIL's convenience, the extent to which performance of the Bidder under the Contract is terminated, and the date upon which such termination becomes effective. ii. Depending on merits of the case the Service Provider may be appropriately compensated on mutually agreed terms for the loss incurred by the Service Provider if any due to such termination.	Request to please provide atleast 90 days notice for termination of contract for convenience. Also, edCIL shall immediately pay Atos for all services provided and expenses incurred or investments made by Atos up to the effective date of termination, whether these services/deliverables have been accepted or not	Tender document is clear. No change
41					Please provide BG format for EMD or shall I use the standard BANK's EMD format	Tender document is clear.
42	12	7 Security Deposit/EMD	a)	The bidder should enclose EMD of Rs. 12,00,000/- (Indian Rupees Twelve Lakhs only) in the form of Demand Draft drawn in favour of EdCIL (India) Limited and payable at Noida, with the Technical proposal/bid.	Bidder requests if EMD can be provided in form of a Bank Guarantee. If yes, please provide BG format for EMD.	Tender document is clear. No change
43	70	6.5.6 Penalties		Penalties for a) Non-adherence to overall Project timelines b) Penalties for Incident Support c) Penalties for Availability measurements d) Penalties for Configuration Changes Support e) Penalties for Development Changes Support	Bidder requests that the penalties proposed by EdCIL needs to be discussed mutually and agreed upon before Bidder may accept the same.	Tender document is clear. No change
44	74	6.5.11 Warranty		All equipment and system (server and other associated equipment etc.) supplied by the SI shall be guaranteed against the defects for a period of twelve months from the date of issue of Final Acceptance Certificate.	Bidder requests EDCIL to discuss the warranty clause at later stages of the RFP.	Tender document is clear. No change
45	99	9 Consortium		No consortium will be entertained by EdCIL.	Bidder requests EDCIL to clarify if consortium will be allowed.	Tender document is clear. No change
46	99	10 LD on account of Delays in the Bidder's Performance		Delay on part of the Bidder for reasons solely attributable to the bidder in the performance of its delivery obligations as is directly attributable to them shall render the Bidder liable to the imposition of penalty (LD). @ 0.5% of the order value for each week or part thereof subject to maximum of 10% of the order value, unless an extension of time is agreed upon.	Bidder requests that Liquidated damages shall be leviable at the rate 0.5% of milestone fee per week of delay and subject to a maximum of 5 (five) % of the applicable milestone fee which is delayed. The above liquidated damages should be applicable only during implementation phase and not for support/AMC phase. The successful bidder shall not be responsible for delay caused due to reasons attributable to EdCIL.	Tender document is clear. No change

47	103	17 Indemnity		In case, any special, indirect, incidental, consequential damages, loss of revenue, data, records/reports and any such resultant consequence of these events takes place, the punitive/recoveries, as per the provisions of the contract or applicable law, the parties shall make themselves liable indemnification as arise out of the contractual obligation.	Bidder will like to propose the following changes to the existing clause: "In case, any special, indirect, incidental, consequential damages loss of revenue, data, records/reports and any such resultant consequence of these events takes place, the punitive/recoveries, as per the provisions of the contract or applicable law, the parties shall make themselves liable indemnification as arise out of the contractual obligation for any third party claim."	Tender document is clear. No change
48	104	20 Liabilities for costs and damages			We request you to kindly to delete this clause.	Tender document is clear. No change
49	109	32 Sub-letting of work		No part of the contract nor any share or interest therein shall in any manner or degree be transferred, assigned or sublet by the contractor directly or indirectly to any person, firm or corporation whatsoever. Subcontracting of the work is not permitted.	The project requires sourcing of various h/w, s/w and other related tools along with the various expertise to project delivery, which may requires partners support. Therefore, we request EdCIL to kindly delete this clause.	Tender document is clear. No change
50	112	Annexure 1	IT Network Map	NA	Should we consider UTM/WAF as part of solution scope?	Bidder is encouraged to perform due diligence to understand the current IT infrastructure setup. Bidder needs to provision any additional equipment, beyond what is already available with EdCIL, required to meet the requirements stated in the RFP
51	112	Annexure 1	IT Network Map	NA	What are the present core switches in your DC? Please provide details and mention if they are configured for HA	Tender document is clear. However, Bidder is encouraged to perform due diligence to understand the current IT infrastructure
52	112	Annexure 1	IT Network Map	NA	Please mention if Server Racks are to be considered as part of solution scope?	Bidder is encouraged to perform due diligence to understand the current IT infrastructure. Bidder needs to provision any additional equipment / infrastructure, beyond what is already available with EdCIL, required to meet the requirements stated in the RFP
53	112	Annexure 1	IT Network Map	NA	Has your DC network been designed for No-Single-Point-Of-Failure or should we consider building the same in our scope of work	Tender document is clear. However, Bidder is encouraged to perform due diligence to understand the current IT infrastructure
54	25	5.3 Timelines of ERP Solution implementation at EdCIL		This would be followed by a Post Go-Live Stabilization Support for 3 months and an additional period of 3 years for Maintenance support, after the completion of Post Go-Live Stabilization	Can we consider services after deployment for the solution on remote basis?	Tender document is clear
55	113	Annexure 2			Existing Hardware is almost EOL. We request you to remove the same from scope of this RFP.	Bidder is encouraged to perform due diligence to understand the current IT infrastructure and accordingly propose the required equipment / infrastructure needed to support the ERP solution
56	Page 114 of 261	Annexure 2	Application details	Below table depicts the various applications being used by EdCIL	Not able to identify E-admit card and PMIS in Annexure 2. Please let us know if they are referred by some other name in Annexure 2, if not please provide their brief description	Tender document is clear. However, Bidder is encouraged to perform a due diligence by visiting the EdCIL IS unit to understand the existing IT Setup. E-admit card is a stand-alone application used for printing admit cards. PMIS has recently been expired / retired.
57	Page 23 of 261	4.4 Figure 1	Figure 1	Figure 1 Target State Functional to Application Mapping	Not able to find EDMS, Mail Software (Hosted at NIC) and Computech Software in 'Figure 1 Target State Functional to Application Mapping'. Please specify if these systems will be retained/updated or retired after ERP implementation	Tender document is clear, please refer to Annexures capturing the details of existing IT setup. However, Bidder may perform due diligence by visiting EdCIL IS Unit to understand the current IT infrastructure.
58	Page 114 of 261	Annexure 2	Application details	Below table depicts the various applications being used by EdCIL	In case of integration with new ERP, please specify how many interfaces need to be created. In case of Data Migration, please specify the volume of data that needs to be migrated.	Tender document is clear. The data migration requirements and the user base detailed, capture the same. The available volumetric for data migration is as follows, however, bidder may perform due diligence by visiting EdCIL IS unit to understand the same, as required. <u>Indicative Data Migration volumetric for requirements captured in RFP:</u> 1. Projects data: 150 projects in last 3 years, with each having 50 data fields to be migrated with an average of 4 document files / attachments, each of about 8 Mb in size. The 50 data fields will have to be digitized and captured for importing into ERP since these might be needed for future purposes. 2. HR data: 250 employee records each with about 50 data fields, available in HR database 3. Contractor / Consultant data: 10 contractor each year, with 50 data fields for each contractor 4. PF Online: 200 employee each having 12 records of 50 data fields each per year in PF Online application. 5. Financial Data: Approximately 6000 transactions per year recorded in Tally
59	Page 39 of 261	6.5.3.2.1	Roles and profile requirements	Project Manager (Please provide 1+1 alternate resumes. Please provide resumes of the resources that would be deployed on the project. The project manager must be PMP certified.	Please relax the clause of PMP certification	Tender document is clear. No change
60	Page 61 of 261	6.5.3.14	General Solution Requirements	Unless desired by EdCIL to upgrade to new release, the implemented version of the ERP Product should be supported by product OEM for at least fifteen (15) years from the date of implementation of the ERP Product.	Please relax this clause, as proper up to date functionality of a technology solution can not be ensured without upgrade until 15 years	Tender document is clear. No change
61	24	5.1 Brief scope of work	NA	EdCIL is looking for an On-premise ERP solution and therefore, cloud based ERP solutions should not be considered or proposed by the Bidder.	Bidder would request for allowing cloud based ERP as well.	Tender document is clear

62	27	6.2 Geographical scope	NA	The ERP solution should have no limitation in terms of number of geographies it serves to.	Bidder understands that in case new locations are identified, proper change management procedures will be followed for implementing/attending to these locations/geographies. Please confirm or clarify accordingly.	This is correct understanding.
63	31	6.4 Technical scope for ERP solution	ii	The proposed integrated ERP product should be commercial off the shelf product (COTS).	We request the department to relax this criteria to COTS/ Bespoke. COTS is not very flexible in terms of degree of customisation required, also its expensive and much dependent of the OEM. We would request the department to consider proven, home grown solution which are deployed across departments across states over the years.	Tender document is clear. No change.
64	31	6.4 Technical scope for ERP solution	xiv	The Integrated Solution should be able to generate financial statements under IFRS and Indian GAAP seamlessly at any point of time with detailed reconciliation between the two as reconciled through the Integrated Solution	Bidder would request for more details on this expectation if this is a mandatory requirement or not	IFRS capability in the integrated solution is from solution scalability perspective, as required in future. Tender document is clear with respect to GAAP requirement
65	32	6.4 Technical scope for ERP solution	xx	Proposed ERP must have capability to get integrated with Disaster recovery set up considering the fact that EdCIL may go for Disaster Recovery set up in future.	Bidder understands that DR / disaster recovery is not in scope of the current RFP. Please confirm or clarify accordingly	This is correct understanding. However, proposed solution should have the capability to support DR / Disaster recovery to support any future plans of EdCIL in setting this up.
66	33	6.5 Scope of Services for SI	6.5.1.1 Hardware estimation and sizing	d. Current users and estimated transaction volumes e. Users and transaction volume growth	Bidder would request for more details on volume and its growth	The current user base captured in the tender factors in the user growth. Bidder will have to make reasonable assumptions for transaction volume given that there is no existing baseline.
67	33	6.5 Scope of Services for SI	6.5.1.1 Hardware estimation and sizing	The SI shall review the existing IT infrastructure including Network (LAN, WAN), bandwidth, LAN components, Internet connectivity, EdCIL PCs and identify requirements for upgrade/addition of infrastructure along with necessary specifications as required.	Bidder understands that available infrastructure end to end is detailed in the RFP and will not be less than what is specified in the RFP. Please confirm or clarify accordingly.	The details on existing IT setup available with EdCIL has already been detailed in Annexure. However, bidder is encouraged to perform a due diligence by visiting the EdCIL IS unit to understand the same.
68	33	6.5 Scope of Services for SI	6.5.1.1 Hardware estimation and sizing	The SI shall provide recommendations for power supply requirements including UPS for the envisaged solution.	Bidder understands that UPS will be procured by EdCIL and bidder just has to provide recommendation for the same. Please confirm or clarify accordingly.	Bidder is encouraged to perform due diligence to understand the current IT infrastructure. Bidder needs to provision any additional equipment, beyond what is already available with EdCIL, required to meet the requirements stated in the RFP
69	42	6.5.3.2.2 Requirements for the proposed project team	iv	The final proposed team shall be approved by EdCIL before deployment.	Bidder understands that criteria for approval is only the one mentioned in RFP in terms of qualification	This is correct understanding. However, Bidder would be responsible for the delivery of ERP solution as per the requirements captured in Tender as per the scope and requirements.
70	42	6.5.3.2.2 Requirements for the proposed project team	v	EdCIL reserves the right to reject any member of the proposed project team during project execution based on the criteria defined above.	Bidder would seek clarification on "above" mentioned here in terms of more details .	Tender document is clear. It refers to section 6.5.3.2.1 which details the skill and experience requirement for each of the proposed roles.
71	42	6.5.3.2.2 Requirements for the proposed project team	ix	EdCIL reserves the right to request for change of any member of the project team during the execution of work phase	Bidder understands that such change will be mutually decided by EdCIL and Successful bidder. Please confirm or clarify accordingly	Tender document is clear.
72	42	6.5.3.2.2 Requirements for the proposed project team	xi	Onsite team members shall follow EdCIL's holiday calendar and other rules	Bidder would request for dropping the Other rules clause or specify clearly what is the scope of other rules mentioned here.	Tender document is clear. Other rules refers to the support timings as referred in the RFP and the requirements to record attendance.
73	42	6.5.3.2.2 Requirements for the proposed project team	xiii	Onsite team members shall be required to record their attendance as per applicable policies and procedures at EdCIL.	Bidder would request for dropping this clause.	Tender document is clear
74	44	6.5.3.4 Data migration	NA	Perform the extraction of existing data from legacy systems.	Bidder would request for more details on this in terms of volume and format of data in legacy systems	Tender document is clear. The data migration requirements and the user base detailed, capture the same. The available volumetric for data migration is as follows, however, bidder may perform due diligence by visiting EdCIL IS unit to understand the same, as required. <u>Indicative Data Migration volumetric for requirements captured in RFP:</u> 1. Projects data: 150 projects in last 3 years, with each having 50 data fields to be migrated with an average of 4 document files / attachments, each of about 8 Mb in size. The 50 data fields will have to be digitized and captured for importing into ERP since these might be needed for future purposes. 2. HR data: 250 employee records each with about 50 data fields, available in HR database 3. Contractor / Consultant data: 10 contractor each year, with 50 data fields for each contractor 4. PF Online: 200 employee each having 12 records of 50 data fields each per year in PF Online application. 5. Financial Data: Approximately 6000 transactions per year recorded in Tally
75	48	6.5.3.4 Data migration	vii	In addition to the above mentioned data migration requirements, SI are required to migrate any other data which would be required as a part of the solution. However, please note that the scope might not be limited only to these requirements.	Bidder understands that any new data migration request or change to requirements would be processed through proper change management procedures. Please confirm or clarify accordingly	This is correct understanding.
76	52	6.5.3.7 Training and change management	NA	Generic	Bidder would request for information on number of trainees for identified trainings type	The maximum number of trainees per session would not be more than 25
77	64	6.5.4.1.1 Service desk	8	The following ticket logging mechanisms need to be provisioned by SI for the Service Desk: a.Phone Calls b.E-Mail and c. Self-Help web based tool	Bidder understands that Phone / email will be provided by EdCIL, please confirm or clarify accordingly.	This is correct understanding.
78	68	6.5.4.2 Development Change Requests	NA	The number of man days given below is approximate and can increase or decrease based on the requirement	Bidder understands that any change beyond limits specified in the RFP shall be accordingly dealt with using change management process. Kindly confirm or clarify accordingly.	This is correct understanding.
79	73	6.5.8 System audit and certification	NA	EdCIL reserves the right to carry out technical audit of ERP implementation through any other certified agency designated by EdCIL during warranty period. Based on the findings and recommendations from such audit activities, the SI shall take necessary corrective measures to comply with the performance parameters stipulated in the Tender document.	Bidder understands that cost of audit shall be borne by EdCIL. Please confirm or clarify accordingly.	The cost of audit would be borne by EdCIL however, SI would be responsible for rectifying any gaps discovered in this audit.
80	82	8.2.1.1 Pre-Qualification Requirements	NA	OEM should have a minimum of 10 implementation partners in India	Bidder would request for dropping this clause	Tender document is clear. No change
81	84	8.2.1.1 Pre-Qualification Requirements	NA	The proposed integrated product should be commercial off the shelf product (COTS).	Bidder would request for dropping this clause	Tender document is clear. No change

82	225	Format: Implementation Experience of System Integrator - Detailed	ERP Implementation Project Information		Should the projects be using the same ERP solution proposed for this RFP, or can it be any ERP solution?	The Annexure captures the format for detailing experience. Specific requirements for capturing experience of same / different ERP are as per the respective sections of RFP wherever the Annexure format has been referred. Tender document is clear.
83	229	Format: Curriculum Vitae (CV) for Proposed Professional Staff			We understand the first table is to be used for PM. What is the second table for, is it to be used for resources other than PM?	The second table has been provided as illustration to separate out CV details for each role / Skill. You may use the first table to capture details for each of the resource requirement.
84	239	5. EARNEST MONEY DEPOSIT	5.1	While submitting Technical bid, the BIDDER shall deposit an amount of INR 12,00,000 as Earnest Money with the EdCIL through Account Payee Bank Draft or a Pay Order	Request the department to consider Bank guarantee as well for EMD. This is very common mode of EMD . We will not bid for this opportunity if BG is not allowed.	Tender document is clear. No change
85	250	Annexure -17	NA	Extension of Maintenance Support (additional 2 years, at the discretion of EdCIL)	Please confirm that in case of extn to this additional 2 years, the commercials for the extended period will be taken separately during that time.	Tender document is clear.
86	251	Commercial format	NA	D. Operations and Maintenance (for 3 years after Post Go-Live Stabilization support) E. Annual Maintenance Contract (for 5 years after stabilization, to cover section 6.5.7)	Maintenance / Technical Support for the proposed solution from the bidder is required only for 3 years post stabilization period , whereas the AMC of the S/w & h/w are required for 5 years. However, the department may decide to extend the technical support with the incumbent bidder post the initial 3 years, for another 2 years. Please confirm this understanding is correct.	This is correct understanding.
87		Implementation in Government sector in India			Should this be projects implemented by the bidder? Or can it be projects done for the govt where the ERP solution has been used (those not by the bidder can be counted)?	Tender document is clear.
88	256	Annexure 18 Checklist for Bid Qualification Criteria	Requirements for System Integrator	Experience in Government/PSU Sector : For the bidder	Project(s) implemented should be a turnkey project. We strongly request to remove the statement as this criteria limits our search for projects and this does not add value to the project experience parameter being considered here	Tender document is clear
89	22	4.4: Target State Functional to Application Map	NA	b) Integration with other Applications:	Please provide a finite list of applications and their technology stack to be considered for integration.	Functionality of existing set of applications has already been provided in the RFP. Bidder may refer the integration needs as well as the functional requirements captured in the RFP document.
90	22	4.4: Target State Functional to Application Map	b) Integration with other Applications:	EdCIL's Email system	Which is the email system in place?	Please refer Annexure 2 of the RFP
91	22	4.4: Target State Functional to Application Map	b) Integration with other Applications:	NA	Once after the full fledged ERP solution is in place , the existing applications can they be retired.	This is correct understanding. However, this needs to be aligned with any mandates that EdCIL needs to comply with.
92	22	4.4: Target State Functional to Application Map	b) Integration with other Applications:	NA	In case the existing applications for some reason has to continue, who will provide technical support for those applications, We assume they will be managed and maintained by their current owners. Please acknowledge and confirm. Else at this time, since there is no information on these applications its is not possible to estimate efforts.	This is correct understanding. In case any of the existing applications need to continue, the management of these applications will be with the current owners / EdCIL.
93	22	4.4: Target State Functional to Application Map	b) Integration with other Applications:	NA	In case there are SLAs, applicable in scenario where a transaction would across boundaries of the proposed application, delays caused by other applications should not be attributable to us and we should not be penalised for such delays. Please accept.	Tender document is clear.
94	22	4.4: Target State Functional to Application Map	b) Integration with other Applications:	NA	We assume the current Timelines given in the RFP is to built the core system as envisaged / described in this RFP. Integration with external apps , should not be considered as milestones as we have no info on these external applications. Also payments should not be delayed due this causes which are not under our control.	Tender document is clear.
95	22	4.4: Target State Functional to Application Map	b) Integration with other Applications:	NA	Does the department already have ESB licenses? If yes please share the OEM name. What mechanism of integration is envisaged here?	The details on existing IT setup available with EdCIL has already been detailed in Annexure. However, bidder is encouraged to perform a due diligence by visiting the EdCIL IS unit to understand the same.
96	25	5.3 Timelines of ERP Solution implementation at EdCIL	NA	This would be followed by a Post Go-Live Stabilization Support for 3 months and an additional period of 3 years for Maintenance support, after the completion of Post Go-Live Stabilization.	When will the O&M start? Is it at 9 months or 12 months post stabilisation?	Tender document is clear.
97	25	5.3 Timelines of ERP Solution implementation at EdCIL	NA	Tim elines table: Hardware procurement - M1	Hardware procurement in M1 is not really required; we can push it as late as possible such that they are ready just before UAT & Go-live. This will reduce project cost. We strongly suggest to consider this request. Kindly permit us to shuffle the project activities and submit more practical , feasible project timelines in the technical proposal, such that overall timelines are not affected.	Bidder may proposed activities and project timelines such that the overall timelines are not affected. Please refer page 80 of the RFP document
98	26	5.4 Responsibilities of EdCIL	Training	General	We need clarity on the training venue so that we cost for the same in case venue is to be decided outside edCIL premises. Please confirm if space will be provided.	EdCIL will be providing the required space for training venue.
99	27	6.3 Functional scope	NA	The following functional areas and departments would be broadly addressed through the ERP solution...	Can we a breakup of which ERP modules would be used by each of these departments and the number of users per department. This will help in sizing the solution at its best.	The breakup of number of users across departments has already been provided in section 6.5.2.1. The FRS captured in the tender (Annexure 3) provide the functional requirements of each of the department, which should help the bidder to ascertain the mapping of ERP modules, as relevant.
100	31	6.4 Technical scope for ERP solution	NA	Proposed ERP must have capability to get integrated with Disaster recovery...	What is the expected RPO , RTO	DR is not part of current scope. EdCIL might require DR in future hence proposed ERP solution must have DR capability

101	33	6.5 Scope of Services for SI	6.5.1.1 Hardware estimation and sizing	d. Current users and estimated transaction volumes	Are there any external users? If yes, Please provide the following inputs 1. External users #, if there are any 2. External user concurrency	The proposed ERP solution will be used by EdCIL employees as per the user count captured in this RFP.
102	33	6.5 Scope of Services for SI	6.5.1.1 Hardware estimation and sizing	e. Users and transaction volume growth	What is expected YoY growth of 1. user # 2. Transactions Are there any peak seasons / times of system usage? If yes, what is the max usage at these times?	The current user base captured in the tender factors in the user growth. Bidder will have to make reasonable assumptions for transaction volume given that there is no existing baseline.
103	NA	General	General	General	General	Tender document is clear.
104	34	6.5 Scope of Services for SI	6.5.1.1 Hardware estimation and sizing	EdCIL shall provide required space in data center for provisioning / installing the required hardware / software components. However, SI shall take the overall responsibility of integrating the storage with the hardware procured through this tender.	Does it mean storage boxes will be provided by the department? Which is the make & model available and upto how much usable capacity can be allocated?	The details on existing IT setup available with EdCIL has already been detailed in Annexure. However, bidder is encouraged to perform a due diligence by visiting the EdCIL IS unit to understand the same and identify any additional components required to meet the requirements of this RFP.
105	37	6.5.2 Software Licenses	6.5.2.1 Software Licenses	EdCIL would reserve the right to procure for up to +/- 25% licenses required up to 2 years from the date of go-live at the same cost mentioned in the final purchase order given by EdCIL.	This cannot be accepted. Most of the OEMs do not give price validity for more than 6 months. OEMs like Microsoft gives price validity for 1 month as per their policy. Hence at time of need for more licenses, prices need to be taken from OEMs and negotiated accordingly.	Tender document is clear. No change
106	39	6.5.3.2.1 Roles and profile requirements	Project Director	Please provide resumes of the resources that would be deployed on the project.		Assuming there is no query by bidder on this line item.
107	44	6.5.3.4 Data migration	Data Migration	General	What is the volume of data to be migrated?	Tender document is clear. The data migration requirements and the user base detailed, capture the same. The available volumetric for data migration is as follows, however, bidder may perform due diligence by visiting EdCIL IS unit to understand the same, as required. <u>Indicative Data Migration volumetric for requirements captured in RFP:</u> 1. Projects data: 150 projects in last 3 years, with each having 50 data fields to be migrated with an average of 4 document files / attachments, each of about 8 Mb in size. The 50 data fields will have to be digitized and captured for importing into ERP since these might be needed for future purposes. 2. HR data: 250 employee records each with about 50 data fields, available in HR database 3. Contractor / Consultant data: 10 contractor each year, with 50 data fields for each contractor 4. PF Online: 200 employee each having 12 records of 50 data fields each per year in PF Online application. 5. Financial Data: Approximately 6000 transactions per year recorded in Tally
108	44	6.5.3.4 Data migration	Data Migration	General	Where is it available at this time?	Tender document is clear. The data migration requirements and the user base detailed, capture the same. The available volumetric for data migration is as follows, however, bidder may perform due diligence by visiting EdCIL IS unit to understand the same, as required. <u>Indicative Data Migration volumetric for requirements captured in RFP:</u> 1. Projects data: 150 projects in last 3 years, with each having 50 data fields to be migrated with an average of 4 document files / attachments, each of about 8 Mb in size. The 50 data fields will have to be digitized and captured for importing into ERP since these might be needed for future purposes. 2. HR data: 250 employee records each with about 50 data fields, available in HR database 3. Contractor / Consultant data: 10 contractor each year, with 50 data fields for each contractor 4. PF Online: 200 employee each having 12 records of 50 data fields each per year in PF Online application. 5. Financial Data: Approximately 6000 transactions per year recorded in Tally
109	44	6.5.3.4 Data migration	Data Migration	General	What formats are the source data? Which databases are in use?	Tender document is clear. The data migration requirements and the user base detailed, capture the same. The available volumetric for data migration is as follows, however, bidder may perform due diligence by visiting EdCIL IS unit to understand the same, as required. <u>Indicative Data Migration volumetric for requirements captured in RFP:</u> 1. Projects data: 150 projects in last 3 years, with each having 50 data fields to be migrated with an average of 4 document files / attachments, each of about 8 Mb in size. The 50 data fields will have to be digitized and captured for importing into ERP since these might be needed for future purposes. 2. HR data: 250 employee records each with about 50 data fields, available in HR database 3. Contractor / Consultant data: 10 contractor each year, with 50 data fields for each contractor 4. PF Online: 200 employee each having 12 records of 50 data fields each per year in PF Online application. 5. Financial Data: Approximately 6000 transactions per year recorded in Tally
110	44	6.5.3.4 Data migration	Data Migration	General	Assume this activity can be sub contracted. Please confirm.	Tender document is clear
111	55	6.5.3.7 Training and change management	NA	NA	We understand 1 session as 1 day training. Please confirm	Bidder may propose the session duration for each of the session proposed based on coverage / agenda proposed. It need not necessarily be 1 day for each session
112	63	6.5.4.1 Maintenance Support	ERP Operation and Support	SI should propose appropriate manpower to cover L1, L2 and L3 activities.	These resources are to be given at 9th month or 12 th month onwards?	Tender document is clear
113	105	21) Limitation of Liability	NA	...shall not exceed the total Contract Price.	Request the department to keep the liability capping at 10% of TCV. Else it adds to bidders financial risk and hence not encouraging. Please accept.	Tender document is clear. No change
114	95	7) PAYMENT TERMS	Payment milestones	No payment terms for training & data migration	Please treat training & Data Migration also as milestones and indicate payment terms for each of these separately.	Tender document is clear. No change
115	NA	General	General	PBG	Urgent PBG as 4% of the TCV for 4 years is a huge burden for any bidder. Kindly request the department to give a little relaxation as follows: Performance Security shall be paid Yearly and at every project year beginning BG of 5% of Residual TCV shall be submitted as Performance Security while the older Performance Security should be returned by the department. At any point in time only one BG shall be valid.	Tender document is clear. No change
116	NA	General	General	Taxes	Please ensure that any increase / decrease in the tax rate and / or introduction of new taxes will be borne by the Customer	Tender document is clear. Please refer page 93 wherein this query has been clarified.
117	NA	General	General	Credit period is not indicated	Request to include Credit terms of 30 days for invoices. Please consider 1.5% interest rate beyond the credit period of 30 days for invoicing.	Tender document is clear. No change
118	NA	General	General	Helpdesk	How many people are envisaged for helpdesk roughly?	Tender document is clear. Please refer page 62 for the required details.

119	NA	General	General	Assets	All assets will be bought in the name of the department and its ownership will lie with the department always .	The asset ownership will be with EdCIL as already clarified in the tender document.
120	NA	General	General	Acceptance criteria	Please define acceptance criteria for each deliverable, so that expectations are clear to the bidder.	Tender document is clear
121	85	8.2.1.1	Pre-qualification		We request EdCIL to extend the system Integrator experience during last 7 years instead of 5 years. We request EdCIL to extend the experience to 7 years in technical evaluation clause as well	<p><u>A. The original clause below as captured in RFP</u> "1. Should have successfully implemented at least 5 ERP projects in last 5 completed financial years. Out of 5 ERP project credentials at least 2 ERP implementations should be of ERP product as proposed in current RFP response."</p> <p><u>stands revised as:</u> "1. Should have successfully implemented at least 5 ERP projects in last 7 completed financial years."</p> <p>Out of 5 ERP project credentials at least 2 ERP implementations should be of ERP product as proposed in current RFP response."</p> <p><u>B. Additionally</u> The original criteria below as captured in RFP: "Bidder's experience in implementation of ERP projects in India during last 5 completed financial Years in terms of total revenue from such implementations. "</p> <p><u>stands revised as:</u> "Bidder's experience in implementation of ERP projects in India during last 7 completed financial Years in terms of total revenue from such implementations. "</p> <p>There is no change to the parameters rating for this criteria</p>
122	88	8.2.2.1	Technical Functional Evaluation		We request EdCIL to relax 45 crores to 25 Crores with 15 Marks	Tender document is clear. No change
123	88	8.2.2.1	Technical Functional Evaluation		We request EdCIL to relax the experience across the globe during last 7 years	Tender document is clear. No change
124	11	2.1	Submission of RFP		We request EdCIL to extend the submission date of minimum 7 Weeks from the date of release of Prebid queries reply	Tender document is clear. No change
125	NA	NA	General		We request EdCIL to allow to Submit the Prebid queries by 1/02/17	No Change.
126			EMD Clause No 5		We request EdCIL to allow EMD in the form of DD/BG	Tender document is clear. No change
127			EARNEST MONEY DEPOSIT	While submitting Technical bid, the BIDDER shall deposit an amount of INR 12,00,000 as Earnest Money with the EdCIL through Account Payee Bank Draft or a Pay Order in favour of EdCIL (India) Limited, payable at Noida.	Request you to please allow to submit EMD in form of Bank Guarantee.	Tender document is clear. No change
128			CHAPTER 5 – Scope, Approach and Timelines/ Clause 5.3/Page 24	Timelines of ERP Solution implementation at EdCIL: The proposed timeline for the ERP solution implementation is 9 months from the time that the contract is awarded to SI by EdCIL till the Go-live.	As the Supply and installation of IT infra is also part of bid, therefore request you to please amend the delivery period as 12 month from the date of contract award.	Tender document is clear. No change
129			6.5.6 Penalties/ Page 70	Non-adherence to overall Project timelines: If the SI fails to achieve the completion of project up to the stabilization period within defined duration (as agreed jointly between EdCIL and bidder at the time of contract award), the payment to SI will be liable for deduction @0.5% of the payable amount for Implementation Services up to stabilization period for delay of each week or part thereof. This penalty shall be subject to a ceiling of 10% of the corresponding payable amount up to stabilization period.	We request you to please amend the clause as, "If the SI fails to achieve the completion of project up to the stabilization period within defined duration (as agreed jointly between EdCIL and bidder at the time of contract award), the payment to SI will be liable for deduction @0.5% of the payable amount for Implementation Services up to stabilization period for delay of each week or part thereof. This penalty shall be subject to a ceiling of 5% of the corresponding payable amount up to stabilization period.	Tender document is clear. No change
130			CHAPTER 9- Proposed Contract Terms: Clause 11 b) Consequences of Termination/ Page 100	EdCIL shall reserve the right to get work completed at the risk and cost of the Service Provider and to recover from the Service Provider any amount by which the cost of completing the work by any other agency shall exceed the value of the contract without prejudice to any other remedies/rights /claims etc. that may be available to EdCIL	We request you to EdCIL to put cap of 110% of contract value as Risk Purchase.	Tender document is clear. No change
131			8.2.1.1 Pre-Qualification Requirements/ page 85	SI Experience in ERP Implementation: Should have successfully implemented at least 5 ERP projects in last 5 completed financial years.	Request you to please amend the clause and consider last 7 years experience at the place of 5 years.	<p><u>The original clause below as captured in RFP</u> "1. Should have successfully implemented at least 5 ERP projects in last 5 completed financial years. Out of 5 ERP project credentials at least 2 ERP implementations should be of ERP product as proposed in current RFP response."</p> <p><u>stands revised as:</u> "1. Should have successfully implemented at least 5 ERP projects in last 7 completed financial years."</p> <p>Out of 5 ERP project credentials at least 2 ERP implementations should be of ERP product as proposed in current RFP response."</p>

132			8.2.2 Technical Functional and Financial Evaluation/ SI Capability/ Clause 2.2/ Bidder's experience in implementation in India/ page 88	Bidder's experience in implementation of ERP projects in India during last 5 completed financial Years in terms of total revenue from such implementations.	Request you to please amend the clause and consider 7 years of experience at the place of 5 years and order value INR 25 cr at the place of INR 45 cr. or request you to please consider global projects experiences.	<u>The original criteria below as captured in RFP:</u> "Bidder's experience in implementation of ERP projects in India during last 5 completed financial Years in terms of total revenue from such implementations." <u>stands revised as:</u> "Bidder's experience in implementation of ERP projects in India during last 7 completed financial Years in terms of total revenue from such implementations." There is no change to the parameters rating.
133			8.2.2 Technical Functional and Financial Evaluation/ SI Capability/Number of ERP projects implemented in government / PSU in India/ clause 2.3/ page 88	Number of ERP projects implemented in government / PSU in India during last 5 completed Financial Years.	Request you to please amend the clause and consider experience of last 7 years and also request to consider global projects experiences.	<u>The original criteria below as captured in RFP:</u> "Number of ERP projects implemented in government / PSU in India during last 5 completed Financial Years. Project(s) implemented should be a turnkey project. Projects implemented should cover at least 4 functions from following list: Finance, Business development, asset management, sourcing, HR, payroll, tendering, projects, operations, inventory, procurement." <u>stands revised as:</u> "Number of ERP projects implemented in government / PSU in India during last 7 completed Financial Years. Project(s) implemented should be a turnkey project. Projects implemented should cover at least 4 functions from following list: Finance, Business development, asset management, sourcing, HR, payroll, tendering, projects, operations, inventory, procurement." There is no change to the parameters rating. Additionally, the pre-qualification criteria for "Experience in Government / PSU sector", as below: "Should have successfully implemented at least One ERP projects in government / PSU sector in last 5 completed financial years. Project(s) implemented should be a turnkey project. Projects implemented should cover at least 4 functions from following list: Finance, Business development, asset management, sourcing, HR, payroll, tendering, projects, operations, inventory, procurement." <u>Stands revised as:</u> "Should have successfully implemented at least One ERP projects in government / PSU sector in last 7 completed financial years. Project(s) implemented should be a turnkey project. Projects implemented should cover at least 4 functions from following list: Finance, Business development, asset management, sourcing, HR, payroll, tendering, projects, operations, inventory, procurement."
134					The Bidder must have been assessed for a CMMi Level 5 and (ISO 27001 & ISO 20000) for IT Services. The assessment should be valid for next six months, as on the last date of bid submission.	Tender document is clear. No change
135	12	7 a).		The bidder should enclose EMD of Rs. 12,00,000/- (Indian Rupees Twelve Lakhs only) in the form of Demand Draft drawn in favour of EdCIL (India) Limited and payable at Noida, with the Technical proposal/bid.	A) It is recommended to accept EMD in the form BG. B) No validity period is mentioned. EMD should be valid for the same period as bid validity i.e, 180 days for submission	Tender document is clear. No change
136	33	6.5.1.1	iii.	The SI shall review the existing IT infrastructure including Network (LAN, WAN), bandwidth, LAN components, Internet connectivity, EdCIL PCs and identify requirements for upgrade/addition of infrastructure along with necessary specifications as required.	Please confirm is there any requirement to supply bandwidth under the scope of this tender ? If yes, it is recommended to exclude bandwidth from the scope as TCS can't sell the same.	Bidder needs to identify and provide recommendations on the requirement for upgrade / addition of bandwidth based on the needs of the proposed solution.
137	96	7)		Payment Terms	It is recommended to change the payment terms as mentioned below, because RFP terms are not favorable to TCS. - 100% payment for Hardware and Software on delivery and Installation. - 100% payment for Implementation Services till Go-live - 100% payment of training cost upon completion of training - 100% payment for Data Migration upon completion of migration - Payment for Infra O&M as equated quarterly installment in Advance - Payment for Services O&M as equated monthly installment in Arrears.	Tender document is clear. No change
138	100	11 b)	i.	EdCIL shall reserve the right to get work completed at the risk and cost of the Service Provider and to recover from the Service Provider any amount by which the cost of completing the work by any other agency shall exceed the value of the contract without prejudice to any other remedies/rights/claims etc. that may be available to EdCIL.	It is recommended to delete this clause	Tender document is clear. No change
139	101	11 c)		Termination for convenience	It is recommended to delete this clause	Tender document is clear. No change

140	103	18)		EdCIL reserves the right to award the work/cancel the award of work/modify the work without assigning any reason. In case of differences, if any, the decision of EdCIL shall be final.	It is recommended to delete this clause	Tender document is clear. No change
141	104	21)		Limitation of Liability	Liability of TCS should not exceed 10% of contract value under this clause.	Tender document is clear. No change
142	108	31)		Insurance of Materials and Installation	The insurance by the SP will only be till delivery	Tender document is clear. No change
143	242	8		Facilitation of Investigation	It is recommended to delete this clause	Tender document is clear. No change
144				General	Credit Period is nowhere given in RFP. It is recommended to pay the invoices raised by TCS within 30 days of receipt of invoices, failing which interest @ 2% per month shall be charged.	Tender document is clear. No change
145				General	There is no clause for transfer of ownership for H/W & S/W to customer. It is recommended that ownership of H/W, S/W and equipments shall be transferred to customer upon delivery.	Ownership of H/W and S/W shall be in the name of EdCIL. Refer to Annexure6 for BOM format.
146				General	There is no clause for Exit Management It is recommended to add Exit Management with a notice period of 180 days	Tender document is clear. No change
147				General	Kindly let us know if the prices quotes need to exclusive of tax or inclusive of tax. In case the prices are inclusive of tax then any increase in tax rates or introduction of new taxes/GST need to be borne by the customer.	Tender document is clear. Please refer page 93 of the tender document.
148	27	6.2 Geographical Scope		Implementation Scope	Pl clarify: 1. The existing legacy application details apart from Tally if any being used for Finance and Accounts 2. Whether the existing legacy application are centralized or decentralized 3. Whether the same version is in use across these locations	The details have already been provided in Annexure of the tender document. However, bidder may perform due-diligence with EdCIL SI unit for any additional clarifications required.
149	44	6.5.3.4 Data Migration		Migration strategy	Pl clarify: 1. Whether all the data desired to be migrated from the legacy application to the proposed ERP solution is available in electronic form 2. The approximate quantum of data to be migrated viz. DB size etc. for Finance and Accounts	Tender document is clear. The data migration requirements and the user base detailed, capture the same. The available volumetric for data migration is as follows, however, bidder may perform due diligence by visiting EdCIL IS unit to understand the same, as required. Indicative Data Migration volumetric for requirements captured in RFP: 1. Projects data: 150 projects in last 3 years, with each having 50 data fields to be migrated with an average of 4 document files / attachments, each of about 8 Mb in size. The 50 data fields will have to be digitized and captured for importing into ERP since these might be needed for future purposes. 2. HR data: 250 employee records each with about 50 data fields, available in HR database 3. Contractor / Consultant data: 10 contractor each year, with 50 data fields for each contractor 4. PF Online: 200 employee each having 12 records of 50 data fields each per year in PF Online application. 5. Financial Data: Approximately 6000 transactions per year recorded in Tally
150	49	6.5.3.6 Testing		General	Pl clarify: 1. Approximate no of users to be trained in Finance and Accounts application. 2. Whether the training will need to be conducted at a single location or multiple location 3. The approximate batch size for each training session 4. The approximate duration in dyas for each session 5. Types of training apart from the Training on application ERP 6. Whether EdCIL would make available the logistics needed for providing the training viz. Computers, Projectors, Conference room etc.	1. Number of users for each department and functional requirements has been provided in the tender. Bidder may map the number of users based on the same. 2. One location 3. Upto 25 users per session 4. Bidder to propose the duration of each session to ensure user gets exhaustive training as mentioned in the tender, as part of the response. 5. Tender document is clear. 6. Tender document is clear.
151		General			Pl clarify: 1. Whether there would be any third party consultant involved for any of the phases in the proposed implementation 2. If yes, the role of the 3rd Party consultant viz. Requirement sign-off, Design Sign-off etc.	Query is not relevant to the tender
152		General			Pl clarify: 1. Approximate iterations for review before Requirement, Design etc. sign off by EdCIL 2. In case if the review is not closed within the time frame, is there any provision for deemed acceptance. This is with the intention to avoid slippages in schedule	Tender document is clear
153	166	Functional Requirements for Finance			Pl clarify: 1. Whether the accounting books and entries are passed as per Cash or accrual basis of accounting	Accrual basis
154	166	Functional Requirements for Finance			Pl clarify: 1. Whether any portal facility is required for collection to be made by remitters online. 2. If yes, the no. of such services for which payments can be remitted online	Tender document is clear. Please refer to the Annexure 3 and Annexure 4 for the detailed requirements captured.
155		General			Pl clarify: 1. The approximate no. of external entities with which the application is expected to integrate viz. Banks etc. 2. The mode and periodicity of such data exchange	Tender document is clear. Please refer to the Annexure 3 and Annexure 4 for the detailed requirements captured.

156	252	Checklist for Bid Qualification Criteria	Company Profile of ERP Product vendor / OEM	The company must have revenue of Rs.3000 crores per year worldwide in last 3 completed financial years and profit making business	We request EDCIL to kindly change the clause as - "The company must have revenue of Rs. 2000 crores per year worldwide in last 3 completed financial years and profit making business" Criteria regarding Turnover of 3000 Crores INR is huge for size of this project. Ideally to ensure suitable OEM to participate turnover of 2000 Crores is sufficient criteria to verify the financial health and stability of OEM.	Tender document is clear. No change
157	252	Checklist for Bid Qualification Criteria	Company Profile of ERP Product vendor / OEM	OEM should have a minimum of 10 implementation partners in India	OEM should have a minimum of 5 implementation partners in India Not many OEMs in India have 10 Partners or more. 5 Partners of OEM are sufficient to meet the requirements of any customer	Tender document is clear. No change
158	NA	General	NA	General	Exemption from Bidders qualification criteria as captured in the RFP	Tender document is clear. No change
159	NA	General	NA	General	Our OEM partners are Oracle who comfortably qualify the Criteria set by you for the ERP product vendor but the Criteria you have set for the SI (1000 Cr) seems too stiff , it would be great if this could be brought down to 200 or maybe 300 Cr cumulative for 3 years , we think that the turnover of suggested by us is fair enough for a project value that maybe only around 15 - 20 cr (going by your EMD value)	Tender document is clear. No change
160	NA	General	NA	General	Also it would be great if Edcil can also accept global e-gov experience and not just Indian PSU experience	Tender document is clear. No change
161	NA	General	NA	General	We are comfortable with most of the other Criteria	Assuming there is no query by bidder on this line item.