POST PRE-BID CLARIFICATION/CORRIGENDUM

NIT NO. AND DATE : THSTI/NIT/EEP/2017-18 dated 18th May, 2017.

NAME OF WORK : Selection of Agency for Implementation of Enterprise Resource Planning (ERP) System at THSTI and RCB, NCR- Biotech Science Cluster, Faridabad

#	Subject	Page No.	Clarification Point	Prebid Query	Clarification	Remarks
1	THSTI & RCB as seprate entity	-	-	Two Separate Entities should mention with different database setup for RCB & Thsti	The THSTI & RCB are two separate entities & the proposed ERP Solution will be hosted on separate independent server of the respective Institute	Refer Part A - Schedule of Requirements (Addendum of EOI)
2	No of Users	-	-	Total identified number of users for both the entities.	For the purpose of ERP licence, the number of users have been subdivided into following 3 categories: 1) Administrators 2) Terminal Users 3) Interactive/Application User. The minimum number of user for each of the above category will be defined in the RFP document based on the inputs to be provided by the shortlisted bidders.	
3	Data Migration	-	-	DATA Migration	Electronic data available on current system needs to be migrated for generating historical reports. Data migration must be validated with the requirements of new system to the satisfaction of the user section.	
4	No of Users	-	-	No of users – 500	Already replied at point 2 (above)	
5	THSTI & RCB as seprate entity	-	-	Two Separate installations one for THISTI & one for RCB- Change management will be applicable for both or independent	Already replied at point 1 (above). Change management will be independent	
6	News & Events uploaded by Users	8	-	New & Events would be uploaded by THSITI user	News & Events to be uploaded independently by THSTI & RCB as per the rights assign to the users.	
7		-	-	Linkages with industries , global linkages , industry association ?	Yes required	
8	Online App	10	Online Applications	programmes , Research Career Awards , Project Positions	Yes required	
9	Payment Gateway	10	Payment Gateways	which all banks	One bank each for RCB & THSTI, currently ICICI & HDFC banks payment gateway are in use.	
10	Fin Reports & Txns	11	Finance Reports & Trasntions	Which all banks requires Reconciliation via upload	All banks requires reconciliation with auto upload feature. Currently, four banks each for THSTI & RCB	
11	Project Accounting	11	Project Accounting	Some part of accounting would be project and some would be common , Also in project accounting any specific key output expected other than budgeted vs actual Income and expenses	We maintain project accounting system, were common expenses are allocated to each project based on pre-defined ratio. Historical reports are also required.	
12	Pre-Purchase Process of Bidding / eTendering	20	Pre-Purchase Process of Bidding	Tendering & evaluation process is offline	Tendering & evaluation process is online through CPP Portal. However, it should also be kept as optional in the ERP application. Further integration will be required for necessary output as per the requirement of CPP Portal & THSTI/RCB website.	
13	Indent process for THSTI & RCB	-	-	Both Units will have separate indent processes and also approving authority will be separate	Yes	
14	HR process for THSTI & RCB	30	HR process	For both units HR is common or independent ?	Independent	
15	Salary process for THSTI & RCB	30	HR process	Salary processing for both THSTI/RCB is processed separately ?	Separately	

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16	External linking for Student performance & Admission	-	-	External linkage required with any other site fro information for Student academic performance or admission purposes	Yes, linkages can be require for other site also.	
17	Exp only in Govt/Education (including 2 yr exp in Education domain only)	-	PreQualifications	As discussed during the prebid meeting held on 01.06.2017, we would like to request the following changes in terms of pre qualifications 1. As per the document, THSTI has asked for ERP implementation Experience in Govt./Education, we request you to change this ERP implementation experience in Large Enterprise/Govt./Education. 2. Two experience in Educational domain, we request to change this to Education/Manufacturing or in case it can be also mentioned as "Experience in ERP Implementation"	**Clause no. 3.13 and 5.0 (sub clause 04) of the EOI document may be read as under:** Bidder should have experience of successfully executing ERP project, costing either of the following, during the last five years ending 31st March, 2017: • One similar order costing not less than INR 80 Lakhs. Or • Two similar orders each costing not less than INR 60 Lakhs each. Or • Three similar orders each costing not less than INR 50 Lakhs each. Similar order means "Supply, Installation, Implementation and Maintenance of ERP system" in Central/State Government/PSU/Autonomous bodies/any government organization **or private company of repute with minimum turnover of 1000 Crores** in India during last five years (comprising successful implemented projects only) ". **Further, the bidder should have experience of implementation of ERP in any of the above given order category, with at least one organization in government sector, consisting of any four related modules (i.e. HR, Accounts, Purchase/Store, Academics, General Administration).** Documentary evidence, along with client contact details, Work order/Purchase order **and successful implementation certificate** from clients to be attached as per the formats given in this document.	
18	No of Users	4.1/8	System Study	Number of Users for procure the Licenses.	Already replied at point 2 (above)	
19	THSTI & RCB as seprate entity	4.1/8	System Study	Number of Entity for Individual Database Implementation	Already replied at point 1 (above)	
20	No. of Database	4.4/8	System Study	No. of Users / Database help for Sizing the Hardware	To be clarified in RFP document	
21	Hardware/Cloud for ERP	4.4/8	Sizing of required computing hardware and software infrastructure (Servers, Storage, Backup solution, network and any other items required) as per requirement.	I understand here that we only provide you the required Servers / Storage and Network for running the ERP , or we include Hardware as a Turnkey Solution	Hardware required for the ERP implementation will be procured separately & is not a part of this tender. However, configuration and sizing of required hardware needs to be specified by the bidder in their proposal.	
22	Consortium Agreement	-	The broad scope of the project envisages a complete turnkey solution	If we include as turnkey Solution than please allow the consortium agreement	Turnkey solution doesn't include hardware.	
23	Data Migration	4.5/8	Data Migration	Please describe the format / Application or provide the data in Excel	Already replied at point 3 (above)	

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24	Annual or Last 3 yrs Turn-Over	3.10/6	Bidder should have positive net worth in each of the past three years i.e. 2014-15, 2015-16 and 2016-17. Bidder should have annual turnover of minimum Rs 25 crore for the preceding last three financial years i.e. 2014-15, 2015-16 and 2016-17.	We would like THSTI to consider relaxing the Annual turnover to Rs. 10 crore in order to ensure more participation form Mid Segment companies that are in the automation sector.	**Clause no. 3.10 and 5.0 (sub clause 02) of the EOI document may be read as under:** Bidder should have positive net worth during the past three years i.e. 2014-15, 2015-16 and 2016-17. Bidder should have **average** annual turnover of minimum Rs 25 crore for the preceding last three financial years i.e. 2014-15, 2015-16 and 2016-17. It may please be noted that "Annual Turnover" implies turnover from the following: • Application Development and maintenance Services • IT Facilities Management Services • IT Support and Maintenance Services • Turnover from ERP Business Details as per Form 6 (Page 17) along with audited financial statements to be attached.	
25	Exp to implement no of 5 ERPs	3.13/7	Bidder should have experience of successfully executing minimum five ERP projects in past five years. Further, the bidder should have executed project on ERP implementation, costing either of the following, during the last five years ending 31st March, 2017: One similar order costing not less than INR 80 Lakhs. Or Two similar orders each costing not less than INR 60 Lakhs each. Or Three similar orders each costing not less than INR 50 Lakhs each.	Having deployed our ERP System at multiple Institutes of National Importance through Tendering, we feel that the three projects of 50 lakhs limit is a major deterrent for SMEs and should be relaxed to three projects not less than Rs.30 lakhs.	Already replied at point no. 17 (above).	
26	ISO & CMMI Level Certification	3.14/7	Bidder should have ISO 9001 and (SEI) CMMI level 3 certifications. Copies of the Certificates signed and stamped by the authorized signatory of the Bidder to be attached	This clause should be made optional with ISO 27001.	**Clause no. 3.14 and 5.0 (sub clause 05) of the EOI document may be read as under:** Bidder should have ISO 9001, **ISO 27001** and (SEI) CMMI level 3 certifications. Copies of the Certificates signed and stamped by the authorized signatory of the Bidder to be attached.	

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27	Consortium Agreement	3.7/6	-	Bids can be submitted by an individual firm or a consortium. "Consortium" shall mean more than one company up to a maximum of two companies of complementing skills to undertake the scope of work defined in this RFP. However, both the consortium partners must be IT companies registered under the Indian Companies Act, 1956 since last 5 (five) years. RoC certificate to be enclosed. In case of consortium, Consortium Agreement among the members signed by the Authorized Signatories of the companies dated prior to the submission of the bid to be submitted in original. The agreement shall clearly specify the name of the prime bidder and outline the roles and responsibilities of each member, however sole accountability will rest with the prime bidder only. In case of consortium bidding best of both COTS companies can come together to work and support in a seamless manner without any gaps between end-user and OEM. OEM becomes proactive w.r.t. deliverables rathes than waiting for escalation from service provider. Thus escalation matrix involves OEM representative as well. End-user and OEM are accessible to each other, so there is no hidden process involved between service provider and OEM.	Consortium agreement is valid between OEM & its agency subject to the pre-qualification requirement been individually meet by the bidder.	
28	Consortium Agreement	-	-	As COTS -ERP solution is proposed, Implementation can be done either by the Bidder or the OEM	Implementation will be the responsibility of the bidder.	
29	Hardware/Cloud for ERP	Part A/2	ERP software would be the same for the two centres but would be hosted in two independent servers of the two respective Institutes for data confidentiality.	ERP software would be the same for the two centres but would be hosted in two independent servers or on Cloud (either any public or private) on single single with different instances of the two respective Institutes for data confidentiality.	ERP software to be hosted on separate independent servers for both the institutes	
30	Online Recruitment Application	39	-	Does the recruitment scope cover e-Recruitment with online applications	Yes	
31	Pre-Purchase Process of Bidding / eTendering	43	-	Does the purchase process cover scope of e-tendering	Tendering to be kept as optional either through CPP Portal or ERP application as per the requirement of the user section	
32	Annual or Last 3 yrs Turn-Over	3.10/6	Bidder should have annual turnover of minimum Rs 25 crore for the preceding last three financial years i.e. 2014-15, 2015-16 and 2016-17.	We have 25 CR as AVERAGE TURNOVER of last 03 years i.e. 19 Cr, 21 Cr and 35 Cr respectively. Kindly accept the same so that we can participate in your prestigious tender.	Already replied at point 24 (above)	

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33	Hardware/Cloud for ERP	3.10/7	IT Facilities Management Services / IT Support and Maintenance Services	NOT REQUIRED FOR ERP DEPLOYMENT. THIS POINT WILL ENCOURAGE HARDWARE VENDORS ONLY. / NOT REQUIRED FOR ERP DEPLOYMENT. THIS WILL ENCOURAGE HARDWARE VENDORS ONLY. / instead of/ along with Hardware Maintenance, kindly include activities like Data Centre Hosting, Exam conduction, exam-paper Printing, conduction Counselling and Recruitment Exams also in the turnover of ERP vendors/ OEMs. These ACTIVITIES will be required in the Institute/ Universities etc.	Already replied at point 21 (above)	
34	ERP implement completion certificate	3.13/7	Similar order means "Supply, Installation, Implementation and Maintenance of ERP system in Central/State Government/PSU/Autonomous bodies or any government organization in India during last five years (comprising completed projects only) ". Documentary evidence, along with client contact details, Work order/Purchase order/Completion certificate from clients to be attached as per the formats given in this document.	ERP projects are long term on-going projects and the word "completed" and "Completion certificate" will be difficult to get. Instead please consider Supply, successful installation and execution under process….	Already replied at point no. 17 (above).	
35	ISO & CMMI Level Certification	3.14/7	Bidder should have ISO 9001 and (SEI) CMMI level 3 certifications. Copies of the Certificates signed and stamped by the authorized signatory of the Bidder to be attached.	YES. Also consider ISO 27001 for "Quality Services" This will be important.	Already replied at point 26 (above)	
36	Financial Information of Bidder for last 3 yr	17	BREAK-UP OF ERP IMPLEMENTATION TURNOVER IS REQUIRED FOR LAST THREE YEARS	Certified Break-up is difficult to provide. Please exempt this clause.	Not accepted	
37	Annual or Last 3 yrs Turn-Over	-	Bidder should have positive net worth in each of the past three years i.e. 2014-15, 2015-16 and 2016-17. Bidder should have annual turnover of minimum Rs 25 crore for the preceding last three financial years i.e. 2014-15, 2015-16 and 2016-17. It may please be noted that "Annual Turnover" implies turnover from the following: • Application Development and maintenance Services • IT Facilities Management Services • IT Support and Maintenance Services • Turnover from ERP Business	Please Consider Bidder Turnover certificate as well as bidder subsidiary company turnover	Already replied at point 24 (above)	

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38	ERP implement completion certificate	-	Bidder should have experience of successfully executing minimum five ERP projects in past five years. Further, the bidder should have executed project on ERP implementation, costing either of the following, during the last five years ending 31st March, 2017: ▯ One similar order costing not less than INR 80 Lakhs. Or ▯ Two similar orders each costing not less than INR 60 Lakhs each. Or ▯ Three similar orders each costing not less than INR 50 Lakhs each. Similar order means "Supply, Installation, Implementation and Maintenance of ERP system in Central/State Government/PSU/Autonomous bodies or any government organization in India during last five years (comprising completed projects only) ". Documentary evidence, along with client contact details, Work order/Purchase order/Completion certificate from clients to be attached as per the formats given in this document.	Please also consider ongoing project or Consider for Reputed Private Company Order copy	Already replied at point no. 17 (above).	
39	ISO & CMMI Level Certification	-	Bidder should have ISO 9001 and (SEI) CMMI level 3 certifications. Copies of the Certificates signed and stamped by the authorized signatory of the Bidder to be attached.	Please consider CMMI certificate bidder company as well as subsidiary company	Already replied at point 26 (above)	

NOTE: Only shortlisted bidders will be invited to submit their final proposal under two bid system. The shortlisted bidders will be permitted to undertake necessary studies so as to enable them to submit a responsive bid. The proposal will be evaluated based on QCBS method to be described in detail in RFP document.

The last date for submission of EOI is as under:

Last date and time for submission of EOIs : 01.07.2017 at 14.30 hrs (BID DUE DATE)
Date and time of opening of EOIs   : 01.07.2017 at 15.00 hrs

Store & Purchase Officer
THSTI