

Addendum and Corrigendum-1

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System



Surat Smart City Development Limited

ADDENDUM AND CORRIGENDUM-1

RFP No.: SSCDL-ERP-RFP-02-2017

The Bidders are requested to take note of the following changes made in the RFP document, which are to be taken in to account while submitting the RFP. They shall be presumed to have done so and submitted the RFP accordingly.

- This Addendum and Corrigendum shall be the part of the RFP documents.
- Content specified in this Addendum and Corrigendum supersede relevant content to that effect as provided in the original RFP documents. All other specifications, terms and conditions of the original RFP document shall remain unchanged.
- The queries raised and given by bidders, but the clarifications are not made in this Addendum and Corrigendum shall be considered to remain unchanged as per the terms and conditions mentioned in the original RFP documents.
- Bidders shall read and consider following points, which shall be a part of the RFP documents.

Highlighted Color	What does it indicate?
No highlight	Indicates content as per original RFP document
Highlighted in Blue	Indicates amendment as per this Addendum and Corrigendum-1

Addendum and Corrigendum-1

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System



I. Changes with respect to RFP Schedule

Please note that with respect to tendering schedules, the following changes have been effected. Bidders are requested to take note of the same and adhere to the dates specified hereunder with regards to Price Bid Submission and Technical Bid Submission:

Particular	Current Dates	Proposed Dates
Price Bid Submission	To be submitted online only on https://smc.nprocure.com on or before 10/10/2017 up to 18:00 hrs.	To be submitted online only on https://smc.nprocure.com on or before 27/10/2017 up to 18:00 hrs.
Technical Bid Submission (in Hard Copy) Filled-in Technical Bid along with Bid Fee, EMD, Solvency Certificate and other documents.	In sealed envelope strictly by RPAD/Postal Speed Post on or before 13/10/2017 up to 18:00 hrs. to the Chief Accountant, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat.	In sealed envelope strictly by RPAD/Postal Speed Post on or before 02/11/2017 up to 18:00 hrs. to the Chief Accountant, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat.



II. Other Changes

Sr. No.	Tender Reference	Existing Clause	Amended / New Clause
1.	<p>2.1 TO-BE SCENARIO ENVISAGED FOR SMC</p> <p>Page No 13</p>	<p>2.1 TO-BE SCENARIO ENVISAGED FOR SMC</p> <p>To be benefitted from the efficiencies of different departments and to have consistent processes throughout the organization, there is a need to go for an integrated system used across the organization. Also with a vision to move towards less paper function, reduce dependency on file movement and benefit from globally accepted business processes SMC is going for an ERP implementation. ERP will be a critical component of the e-Governance initiative at SMC and shall support various initiatives taken by the Government of India like Digital India, Smart Cities, Open Data, etc. (e.g., online filing, payments, Aadhar enablement etc.). The solution proposed should have capabilities to integrate with such initiatives for which necessary details and APIs will be provided for integration.</p> <p>Below is the To-Be component architecture for SMC. The applications under ERP system integrator (SI) scope are broadly divided into three categories:</p> <ol style="list-style-type: none"> 1. ERP Off-The-Shelf Core Modules 2. ERP - Citizen services and Revenue collection 3. E-office applications using DMS and BPM <p>These will be implemented based on best IT processes and supported by productivity tools and integration engine. The high-level scope is marked by "Scope of ERP SI" in the overall component architecture (figure 1). The scope of the system integrator will include Project Preparation, Business blueprint, Realisation, Final Preparation, Go-Live and Hypercare Support, Release Management, L2 & L3 support post implementation.</p>	<p>2.1 TO-BE SCENARIO ENVISAGED FOR SMC</p> <p>To be benefitted from the efficiencies of different departments and to have consistent processes throughout the organization, there is a need to go for an integrated system used across the organization. Also with a vision to move towards less paper function, reduce dependency on file movement and benefit from globally accepted business processes SMC is going for an ERP implementation. ERP will be a critical component of the e-Governance initiative at SMC and shall support various initiatives taken by the Government of India like Digital India, Smart Cities, Open Data, etc. (e.g., online filing, payments, Aadhar enablement etc.). The solution proposed should have capabilities to integrate with such initiatives for which necessary details and APIs will be provided for integration.</p> <p>Below is the To-Be component architecture for SMC. The applications under ERP system integrator (SI) scope are broadly divided into three categories:</p> <ol style="list-style-type: none"> 1. ERP Off-The-Shelf Core Modules 2. ERP Off-The-Shelf Citizen services and Revenue collection 3. E-office applications using DMS and BPM <p>ERP Off-The-Shelf Core Modules and ERP Off-The-Shelf Citizen services and Revenue collection should be from the same OEM.</p> <p>These will be implemented based on best IT processes and supported by productivity tools and integration engine. The high-level scope is marked by "Scope of ERP SI" in the overall component architecture (figure 1). The scope of the system integrator will include Project Preparation, Business blueprint, Realisation, Final Preparation, Go-Live and Hypercare Support, Release Management, L2 & L3 support post implementation.</p>

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2.	2.1.2 Citizen Services Page 16	2.1.2 Citizen Services Citizen services play a very important role in the functioning of Surat Municipal Corporation or ULB in general. The citizens are the key stakeholders for improvement in service delivery. SMC has already taken several steps which include award-winning portal and mobile application for citizens to avail services and pay taxes which will keep on upgrading based on SMC future requirements as part of citizen engagement initiatives. It is envisaged that SMC portal will serve as the front end for citizen services with multilingual support. The same will be integrated to ERP and BPM applications in backend as and when they will Go-Live.	2.1.2 Citizen Services Citizen services play a very important role in the functioning of Surat Municipal Corporation or ULB in general. The citizens are the key stakeholders for improvement in service delivery. SMC has already taken several steps which include award-winning portal and mobile application for citizens to avail services and pay taxes which will keep on upgrading based on SMC future requirements as part of citizen engagement initiatives. It is envisaged that SMC portal will serve as the front end for citizen services with multilingual support. The same will be integrated to ERP and BPM applications in backend as and when they will Go-Live. Proposed COTS software solution shall be available with complete transparency including operation manuals, help documents and source code for customization.																														
3.	3.11.2.3. Clause, Page No 87	3.11.2.3. The lead bidder will be responsible for implementing COTS ERP along with its own man power (deployed man power for COTS ERP implementation and support must be on the payroll of lead bidder) deployed onsite for the implementation and support purpose throughout the contract period. Consortium partner (if any) can be used for implementing peripheral products and productivity tools, provided they are authorized by respective OEM as implementation partner for the same. Consortium partner can also be utilized for Gujarati language related dependencies and administrative tasks.	3.11.2.3. The lead bidder will be responsible for implementing COTS Solutions (ERP Off-The-Shelf Core Modules and ERP Off-The-Shelf Citizen services and Revenue collection) along with its own man power (deployed man power for COTS ERP Off-The-Shelf Core Modules and ERP Off-The-Shelf Citizen services and Revenue collection) implementation and support must be on the payroll of lead bidder) deployed onsite for the implementation and support purpose throughout the contract period. Consortium partner (if any) can be used for implementing peripheral products and productivity tools, provided they are authorized by respective OEM as implementation partner for the same. Consortium partner can also be utilized for Gujarati language related dependencies and administrative tasks.																														
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			<p>(a) System should allow a user to log in once, using a single authentication method to gain access to multiple applications.</p> <p>(b) SSO solution should provide Session Security to ensure that the information is not tapped by unauthorized people.</p> <p>Provision for LDAP & SSO will be in scope of ERP SI</p>				<p>(c) System should allow a user to log in once, using a single authentication method to gain access to multiple applications.</p> <p>(d) SSO solution should provide Session Security to ensure that the information is not tapped by unauthorized people.</p> <p>Provision for LDAP & SSO will be in scope of ERP SI</p>
		17.	<p>High Availability & Disaster Recovery</p> <p>In case of any disaster like flood, earthquake a Disaster Recovery (“DR”) Process is required. The purpose of a DR Process is to enable SMC IT leadership, key stakeholders to plan and respond to events negatively impacting the services supported by SMC. The DR Process will provide a foundation for managing disaster recovery, service continuity and IT Services’ responsibilities relating to crisis response and business continuity. The DR Process supports the following objectives:</p> <ul style="list-style-type: none"> • Enable informed decision making • Efficiently build resilience • Verify resilience capability • Effectively manage events <ol style="list-style-type: none"> 1. The Bidder shall be responsible for designing and implementing High Availability for ERP ecosystem. 2. It will be the responsibility of the Bidder to work with SMC to define and implement consistent methods to assist in the resumption of critical business operation in the shortest time necessary, for the least possible cost, with minimal impact on users, citizens, and employees. 3. Bidder should ensure necessary data (application specific) related to solution should be replicated with minimum downtime at mutually agreed timeframe. 4. All the components proposed like database license, OS etc should support high availability 			17.	<p>High Availability & Disaster Recovery</p> <p>In case of any disaster like flood, earthquake a Disaster Recovery (“DR”) Process is required. The purpose of a DR Process is to enable SMC IT leadership, key stakeholders to plan and respond to events negatively impacting the services supported by SMC. The DR Process will provide a foundation for managing disaster recovery, service continuity and IT Services’ responsibilities relating to crisis response and business continuity. The DR Process supports the following objectives:</p> <ul style="list-style-type: none"> • Enable informed decision making • Efficiently build resilience • Verify resilience capability • Effectively manage events <ol style="list-style-type: none"> 5. The Bidder shall be responsible for designing and implementing High Availability for ERP ecosystem. 6. It will be the responsibility of the Bidder to work with SMC to define and implement consistent methods to assist in the resumption of critical business operation in the shortest time necessary, for the least possible cost, with minimal impact on users, citizens, and employees. 7. Bidder should ensure necessary data (application specific) related to solution should be replicated with minimum downtime at mutually agreed timeframe. 8. All the components proposed like database license, OS etc should support high availability

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		<p>18. System should have inbuilt features like workflows, file tracking, and knowledge repository.</p> <p>19. As part of the project, the IT infrastructure will be provided by SMC. The bidder will be required to propose, provide, install, configure and maintain the software components like the OS, Database, Anti-virus Software for Server and any middleware best suited with the proposed solution. Necessary server hardening at OS level and Database level will be responsibility of bidder. The bidder is required to use Table-B of “Appendix-2 Content & Format of Price Proposal” to specify such items along with the price. (Note: The price is to be quoted online only.) The bidder also needs to clearly provide the expected hardware requirements considering the performance and availability requirements specified in the RFP from SMC data center and disaster recovery (DC/DR). The proposed infrastructure should be designed to provide optimum balance for the performance and cost. The bidder needs to provide the architecture diagram detailing the landscape proposed and justification/ merits of the same as part of technical proposal (Appendix 1 – Form 1.13).</p> <p>20. Integration required with email gateway, SMS gateway, payment gateway, email solution, collaboration tool, ticketing tool</p> <p>21. The solution shall support integration with Aadhar card as well as digital and electronic signature for applicable services.</p> <p>22. System shall support future integration with any digital government initiatives.</p>	<p>18. System should have inbuilt features like workflows, file tracking, and knowledge repository.</p> <p>19. As part of the project, the IT infrastructure will be provided by SMC. The bidder will be required to propose, provide, install, configure and maintain the software components like the OS, Database, Anti-virus Software for Server and any middleware best suited with the proposed solution. Necessary server hardening at OS level and Database level will be responsibility of bidder. The bidder is required to use Table-B of “Appendix-2 Content & Format of Price Proposal” to specify such items along with the price. (Note: The price is to be quoted online only.) The bidder also needs to clearly provide the expected hardware requirements considering the performance and availability requirements specified in the RFP from SMC data center and disaster recovery (DC/DR). The proposed infrastructure should be designed to provide optimum balance for the performance and cost. The proposed infrastructure requirement (software and hardware components) should be certified by respective OEM. The bidder needs to provide the architecture diagram detailing the landscape proposed and justification/ merits of the same as part of technical proposal (Appendix 1 – Form 1.13).</p> <p>20. Integration required with email gateway, SMS gateway, payment gateway, email solution, collaboration tool, ticketing tool</p> <p>21. The solution shall support integration with Aadhar card as well as digital and electronic signature for applicable services.</p> <p>22. System shall support future integration with any digital government initiatives.</p>
5.		<p style="text-align: center;">Form –1.13: Infrastructure Requirements (Detailed Requirement and design)</p> <p>Architecture diagram detailing the landscape proposed:</p> <p>The solution as part of the RFP shall be hosted at the Data Centre and DR Site of Surat Municipal Corporation, whereas bidder should provide the designing and sizing of the hardware required. The component details should be specified in</p>	<p style="text-align: center;">Form –1.13: Infrastructure Requirements (Detailed Requirement and design)</p> <p>Architecture diagram detailing the landscape proposed:</p> <p>The solution as part of the RFP shall be hosted at the Data Centre and DR Site of Surat Municipal Corporation, whereas bidder should provide the designing and sizing of the hardware required. The component details should be specified in the</p>

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the table format below. The same shall be optimized from performance and cost perspective.

The components proposed should not be specific to any OEM.

#	Name of the Component	Purpose of the Component	Specifications
I	Servers		
i)	Server 1		
ii)	Server 2		
..			
II	Storage		
n	...		

Justification/ merits of the same highlighting:

- Reasoning for specified components over other options.
- Extent of compliance to technical requirements specified in the scope of work
- The Strategy, Approach & Methodology for installation, Configuration & housekeeping of all the key components of the project

table format below. The same shall be optimized from performance and cost perspective.

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#	Name of the Component	Purpose of the Component	Specifications
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i)	Server 1		
ii)	Server 2		
..			
II	Storage		
i)			
..			
III	Operating System		
i)			
..			
IV	Database		
i)			
..			
N	...		

(Signature)
For and on behalf of:

_____ (Name of the OEM)

Authorised Signatory
Name:
Designation:
Place:

(Signature)
For and on behalf of:

_____ (Name of the Bidder)

Authorised Signatory
Name:
Designation:
Place:

Addendum and Corrigendum-1

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System



			<p>Date: _____ Date: _____</p> <p>Justification/ merits of the same highlighting:</p> <ul style="list-style-type: none"> Reasoning for specified components over other options. Extent of compliance to technical requirements specified in the scope of work The Strategy, Approach & Methodology for installation, Configuration & housekeeping of all the key components of the project 																																																			
6.	2.6.3.2 SI Implementation on cost Page no 76	<p>2.6.3.2 SI Implementation cost All Key Deliverables mentioned in section 2.4 need to be signed off by SMC/ SSCDL and will be prerequisite for completion of the milestone. All the deliverables need to be submitted along with signoff report in hard copy. SMC/ SSCDL will provide sign-off as quickly as possible with maximum time of 20 working days after any queries raised are resolved by the bidder satisfactorily.</p> <table border="1" data-bbox="331 890 1214 1165"> <thead> <tr> <th>Milestone #</th> <th>Release 0</th> <th>Release 1</th> </tr> </thead> <tbody> <tr> <td>Milestone 0</td> <td>9 %</td> <td>9 %</td> </tr> <tr> <td>Milestone 1</td> <td>9 %</td> <td>9 %</td> </tr> <tr> <td>Milestone 2</td> <td>9 %</td> <td>9 %</td> </tr> <tr> <td>Milestone 3</td> <td>4.5 %</td> <td>4.5 %</td> </tr> <tr> <td>Milestone 4</td> <td>-</td> <td>-</td> </tr> <tr> <td>Milestone 5</td> <td>9 %</td> <td>9 %</td> </tr> <tr> <td>Milestone 6</td> <td>4.5 %</td> <td>4.5 %</td> </tr> </tbody> </table> <p>This % implies the percentage of total implementation cost as specified by the vendor.</p> <p>Monthly Progress Reports/MIS to be submitted every month or as and when desired by SMC indicating the activities remaining/completed and progress as against the scheduled tasks / activities</p>	Milestone #	Release 0	Release 1	Milestone 0	9 %	9 %	Milestone 1	9 %	9 %	Milestone 2	9 %	9 %	Milestone 3	4.5 %	4.5 %	Milestone 4	-	-	Milestone 5	9 %	9 %	Milestone 6	4.5 %	4.5 %	<p>2.6.3.2 SI Implementation cost All Key Deliverables mentioned in section 2.4 need to be signed off by SMC/ SSCDL and will be prerequisite for completion of the milestone. All the deliverables need to be submitted along with signoff report in hard copy. SMC/ SSCDL will provide sign-off as quickly as possible with maximum time of 20 working days after any queries raised are resolved by the bidder satisfactorily.</p> <table border="1" data-bbox="1236 890 2145 1197"> <thead> <tr> <th>Milestone #</th> <th>Release 0</th> <th>Release 1</th> </tr> </thead> <tbody> <tr> <td>Milestone 0</td> <td>9 %</td> <td>9 %</td> </tr> <tr> <td>Milestone 1</td> <td>9 %</td> <td>9 %</td> </tr> <tr> <td>Milestone 2</td> <td>9 %</td> <td>9 %</td> </tr> <tr> <td>Milestone 3</td> <td>4.5 %</td> <td>4.5 %</td> </tr> <tr> <td>Milestone 4</td> <td>-</td> <td>-</td> </tr> <tr> <td>Milestone 5</td> <td>9 %</td> <td>9 %</td> </tr> <tr> <td>Milestone 6</td> <td>4.5 %</td> <td>4.5 %</td> </tr> <tr> <td>Total</td> <td>45%</td> <td>45%</td> </tr> </tbody> </table> <p>Note: The remaining 10% of the implementation cost will be split in to four equal parts of 2.5% each and the same will be paid on successful completion of support for the Year-3, Year-4, Year-5 and Year-6.</p> <p>This % implies the percentage of total implementation cost as specified by the vendor.</p>	Milestone #	Release 0	Release 1	Milestone 0	9 %	9 %	Milestone 1	9 %	9 %	Milestone 2	9 %	9 %	Milestone 3	4.5 %	4.5 %	Milestone 4	-	-	Milestone 5	9 %	9 %	Milestone 6	4.5 %	4.5 %	Total	45%	45%
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