

Addendum and Corrigendum-2

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



Surat Smart City Development Limited

ADDENDUM AND CORRIGENDUM-2

RFP No.: SSCDL-ERP-RFP-01-2017

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 Colour	What does it indicate?
No highlight	Indicates content as per original RFP document
Highlighted in Blue	Indicates amendment as per this Addendum and Corrigendum-2

Addendum and Corrigendum-2

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 16.06.2017 up to 18:00 hrs.	To be submitted online only on https://smc.nprocure.com on or before 03.07.2017 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 20.06.2017 up to 18:00 hrs. to the Chief Accounts, Surat Municipal Corporation, Muglisara, Surat – 395003	In sealed envelope strictly by RPAD/Postal Speed Post on or before 06.07.2017 up to 18:00 hrs. to the Chief Accounts, Surat Municipal Corporation, Muglisara, Surat – 395003

II. Other Changes

Sr. No.	Tender Reference	Existing Clause		Amended / New Clause	
		Modules	Estimated number of users	Modules	Estimated number of users
1.	2.1.4, Estimated Number of users Page 20, 21	Financial Management, Asset accounting, Grants & Investments	100	Financial Management, Asset accounting, Grants & Investments	100
		Human Resource & Payroll	150	Human Resource & Payroll	150
		Employee self-service	7600	Employee self-service	7600
		Procurement, Material Management & Vendor Management	100	Procurement, Material Management & Vendor Management	100
		Project & Portfolio Management	150	Project & Portfolio Management	150
		Enterprise Asset Management with Planned Maintenance	100	Enterprise Asset Management with Planned Maintenance	100
		Water Utility & Billing	50	Water Utility & Billing	50
		Complaint Management / Grievance redressal mechanism	225	Complaint Management / Grievance redressal mechanism	225
		Citizen Relationship Management	150	Citizen Relationship Management	150
				Online Help Desk (included in total 150) - 21	

Addendum and Corrigendum-2

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2.	Section 6.1.1 Pre-Qualification Criteria – ERP OEM, Point 1 Page 102-103	<table border="1"> <thead> <tr> <th>#</th> <th>Basic Requirements</th> <th>Pre-Qualification Criteria</th> <th>Proof Document Required</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Presence in India including Public Sector / Government</td> <td>The proposed ERP should have been implemented and “Gone Live” in minimum five (5) clients out of which two (2) in Government (State or Central) / Public Sector Units/ ULB customers in India with minimum license cost and annual technical support of Rs. 5 crore encompassing any three out of the following five modules in last 7 years a. Financial Accounting and Costing b. Payroll and HR</td> <td>Appendix 1 Form 1.12D along with license agreement and client certificate</td> </tr> </tbody> </table>	#	Basic Requirements	Pre-Qualification Criteria	Proof Document Required	1	Presence in India including Public Sector / Government	The proposed ERP should have been implemented and “Gone Live” in minimum five (5) clients out of which two (2) in Government (State or Central) / Public Sector Units/ ULB customers in India with minimum license cost and annual technical support of Rs. 5 crore encompassing any three out of the following five modules in last 7 years a. Financial Accounting and Costing b. Payroll and HR	Appendix 1 Form 1.12D along with license agreement and client certificate	<table border="1"> <thead> <tr> <th>#</th> <th>Basic Requirements</th> <th>Pre-Qualification Criteria</th> <th>Proof Document Required</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Presence in India including Sector Public / Government</td> <td>The proposed ERP should have been implemented and “Gone Live” in minimum five (5) clients out of which two (2) in Government (State or Central) / Public Sector Units/ ULB customers in India with minimum license cost and annual technical support of Rs. 5 crore encompassing any three out of the following five modules in last 7 years a. Financial Accounting and Costing b. Payroll and HR c. Project Management</td> <td>Appendix 1 Form 1.12D along with license agreement and client certificate. In absence of license agreement, client/ SI work order or PO document specifying value of license cost and annual</td> </tr> </tbody> </table>	#	Basic Requirements	Pre-Qualification Criteria	Proof Document Required	1	Presence in India including Sector Public / Government	The proposed ERP should have been implemented and “Gone Live” in minimum five (5) clients out of which two (2) in Government (State or Central) / Public Sector Units/ ULB customers in India with minimum license cost and annual technical support of Rs. 5 crore encompassing any three out of the following five modules in last 7 years a. Financial Accounting and Costing b. Payroll and HR c. Project Management	Appendix 1 Form 1.12D along with license agreement and client certificate. In absence of license agreement, client/ SI work order or PO document specifying value of license cost and annual																										
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		<p>c. Project Management</p> <p>d. Purchase and material management</p> <p>e. Asset management</p>		<p>d. Purchase and material management</p> <p>e. Asset management</p>	<p>technical support can be shared.</p> <p>For modules and number of users, client document is mandatory.</p>																
3.	<p>Section 6.1.2</p> <p>Pre-Qualification Criteria – System Integrator, Point 6</p> <p>Page 106</p>	<p>The Prime Bidder should have executed atleast 3 projects which includes implementation or post implementation support for any COTS ERP solution with order value not less than Rs. 10 crore (excluding hardware cost) in last 7 years (as on date of issuance of Bid).</p>	<ul style="list-style-type: none"> Experience Statement as in Appendix 1 Form – 1.5 Provide Evidences in terms of copy work order / purchase order and completion certificate from client for each of the projects undertaken. <p>In case of an ongoing project, the project must have achieved a value of 10 Cr. from financial perspective. The Certificate to this effect from the client on client's letter head to be provided along with copy of work order / purchase order.</p>	<p>The Prime Bidder should have executed atleast 3 projects which includes implementation or post implementation support for any COTS ERP solution with order value not less than Rs. 10 crore (excluding hardware cost) or 1000 transactional users, in last 7 years (as on date of issuance of Bid).</p>	<ul style="list-style-type: none"> Experience Statement as in Appendix 1 Form – 1.5 Provide Evidences in terms of copy work order / purchase order and completion certificate from client for each of the projects undertaken. <p>In case of an ongoing project, the project must have achieved a value of 10 Cr. from financial perspective or 1000 transaction users should have started using the system. The Certificate to this effect from the client on client's letter head to be provided along with copy of work order / purchase order.</p>																
4.	<p>6.2</p> <p>Technical Evaluation Criteria</p> <p>Page 110, 111</p>	<table border="1"> <thead> <tr> <th>#</th> <th>Criteria</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td colspan="3" style="text-align: center;">Bidder's Experience [Total – 70 marks]</td> </tr> <tr> <td>1.</td> <td>Relevant experience of prime bidder in proposed COTS ERP Implementation in India in past 7 years (as on date of issuance of Bid) covering the following modules (maximum 4 projects):</td> <td>40 marks</td> </tr> </tbody> </table>	#	Criteria	Marks	Bidder's Experience [Total – 70 marks]			1.	Relevant experience of prime bidder in proposed COTS ERP Implementation in India in past 7 years (as on date of issuance of Bid) covering the following modules (maximum 4 projects):	40 marks	<table border="1"> <thead> <tr> <th>#</th> <th>Criteria</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td colspan="3" style="text-align: center;">Bidder's Experience [Total – 70 marks]</td> </tr> <tr> <td>1.</td> <td>Relevant experience of prime bidder in proposed COTS ERP Implementation in India in past 7 years (as on date of issuance of Bid) covering the following modules (maximum 4 projects):</td> <td>40 marks</td> </tr> </tbody> </table>	#	Criteria	Marks	Bidder's Experience [Total – 70 marks]			1.	Relevant experience of prime bidder in proposed COTS ERP Implementation in India in past 7 years (as on date of issuance of Bid) covering the following modules (maximum 4 projects):	40 marks
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	<p>a. Financial Accounting and Costing</p> <p>b. Payroll and HR</p> <p>c. Project Management</p> <p>d. Purchase and material management</p> <p>e. Asset management</p> <ul style="list-style-type: none"> ▶ For the project where 4 out of 5 core modules have been implemented having user base of more than 500 transactional users – 10 marks each ▶ For the project where 4 out of 5 core modules have been implemented having user base of more than 250 transactional users – 9 marks each ▶ For the project where 3 out of 5 core modules have been implemented having user base of more than 500 transactional users – 8 marks each ▶ For the project where 3 out of 5 core modules have been implemented having user base of more than 250 transactional users – 7 marks each 		<p>a. Financial Accounting and Costing</p> <p>b. Payroll and HR</p> <p>c. Project Management</p> <p>d. Purchase and material management</p> <p>e. Asset management</p> <ul style="list-style-type: none"> ▶ For the project where 4 out of 5 core modules have been implemented having user base of more than 500 transactional users – 10 marks each ▶ For the project where 4 out of 5 core modules have been implemented having user base of more than 250 transactional users – 9 marks each ▶ For the project where 3 out of 5 core modules have been implemented having user base of more than 500 transactional users – 8 marks each ▶ For the project where 3 out of 5 core modules have been implemented having user base of more than 250 transactional users – 7 marks each 	
	<p>2. Relevant experience of bidder in proposed Workflow/ BPM based E-office applications implementation in Public Sector Units(PSU)/State/Central Govt. / ULB in India in past 7 years (as on date of issuance of Bid) (maximum 2 projects)</p> <ul style="list-style-type: none"> ▶ For the project having user base of more than 250 users – 5 marks each ▶ For the project having user base of more than 125 users – 3.5 marks each 	10 marks	<p>In case of an ongoing project with phased approach, the corresponding number of transactional users should have started using the system and corresponding number of modules should have gone live for which marks are claimed. The Certificate to this effect from the client on client's letter head to be provided along with copy of work order / purchase order.</p>	
	<p>3. Experience of prime bidder in COTS ERP (as proposed) implementation in India in past 7 years (as on date of issuance of Bid) in Public Sector Units(PSU)/State/Central Govt. / ULB</p>	20 marks	<p>2. Relevant experience of bidder in proposed Workflow/ BPM based E-office applications implementation in Public Sector Units(PSU)/State/Central Govt. / ULB in India in past 7 years (as on date of issuance of Bid) (maximum 2 projects)</p> <ul style="list-style-type: none"> ▶ For the project having user base of more than 250 users – 5 marks each 	10 marks

Addendum and Corrigendum-2

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



	<ul style="list-style-type: none"> ▶ 1st project – 10 marks ▶ 2nd project – 5 marks ▶ Experience with ULB – 5 marks 				
	Bidder's Profile [Total – 15 marks]				
	4. Average annual turnover of prime bidder	5 marks			
	<ul style="list-style-type: none"> ▶ >=150 Cr to 200 Cr – 2 marks ▶ >=201 Cr to 300 Cr – 3 marks ▶ >=301 Cr to 500 Cr – 4 marks ▶ >=501 Cr – 5 marks 				
	5. Employee Strength in India (combined for both consortium partners)	5 marks			
	<ul style="list-style-type: none"> ▶ >=250 to 500 – 2 marks ▶ >=501 to 750 – 3 marks ▶ >= 751 to 1000 – 4 marks ▶ >=1001 – 5 marks <p>(Bidders are required to submit letter indicating employee strength in India from authorized signatory or HR Manager)</p>				
	6. Consortium capability	5 marks			
	<ul style="list-style-type: none"> ▶ No Consortium / consortium with a partner having SEI CMM Level-5 Certificate – 5 marks ▶ Consortium with a partner having SEI CMM Level-4 Certificate – 4 marks ▶ Consortium with a partner having SEI CMM Level-3 Certificate – 3 marks 				
	Project Understanding and Approach [Total - 15 marks]				
	7. Understanding of the project requirements of SMC through followings	15 marks			
	- Overall understanding of SMC requirement explaining how the proposed solution would meet the SMC				
				<ul style="list-style-type: none"> ▶ For the project having user base of more than 125 users – 3.5 marks each <p>In case of an ongoing project with phased approach, the corresponding number of transactional users should have started using the system for which marks are claimed. The Certificate to this effect from the client on client's letter head to be provided along with copy of work order / purchase order.</p>	
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	<p>requirement clearly specifying split between standard vs. custom development.</p> <ul style="list-style-type: none"> - Solution & Proposed Architecture for including product and software selection criteria, integration mechanism and MIS. <p>Project Management Plan, Work Plan including consortium partner role</p> <p>USP of proposal in terms of followings Implementation methodology, change management, Proposed automation, accelerators, training plan, testing innovations and tools</p> <p>Timelines & Release Strategy</p> <p>Project Risk Identification and Mitigation Strategies</p> <p>Relevant Experience highlighting ERP implementations in ULB/ Public Sector/ Government sector</p> <p>Note:</p> <ul style="list-style-type: none"> - Value of project must be for contract value of the services and excludes hardware and other infrastructure costs. - For computing the project value, single work order will be considered. - Bidder must provide the experience statement as per Annexure-1 (Form-1.5) for each project claimed for Points-1 & 3 and Annexure-1 (Form-1.16) for point 2 above along with the documentary evidences like Copy of Purchase Order or Work Order or LOI or Agreement duly authenticated/ signed by the respective client and Completion Certificates/ Project Acceptance Certificate/ Go-Live certificate from respective client. The number of transactional users and modules in use should be evident from either of the above client documents. - Bidders are required to submit letter indicating employee strength in India from authorized signatory or HR Manager for point 5 above. - 'Clients' or 'Customers' in this section refers to work order issuing authority. 	<ul style="list-style-type: none"> ▶ No Consortium / consortium with a partner having SEI CMM Level-5 Certificate – 5 marks ▶ Consortium with a partner having SEI CMM Level-4 Certificate – 4 marks ▶ Consortium with a partner having SEI CMM Level-3 Certificate – 3 marks <p>Project Understanding and Approach [Total - 15 marks]</p> <p>7. Understanding of the project requirements of SMC through followings 15 marks</p> <ul style="list-style-type: none"> - Overall understanding of SMC requirement explaining how the proposed solution would meet the SMC requirement clearly specifying split between standard vs. custom development. - Solution & Proposed Architecture for including product and software selection criteria, integration mechanism and MIS. <p>Project Management Plan, Work Plan including consortium partner role</p> <p>USP of proposal in terms of followings Implementation methodology, change management, Proposed automation, accelerators, training plan, testing innovations and tools</p> <p>Timelines & Release Strategy</p> <p>Project Risk Identification and Mitigation Strategies</p> <p>Relevant Experience highlighting ERP implementations in ULB/ Public Sector/ Government sector</p> <p>Note:</p> <ul style="list-style-type: none"> - Value of project must be for contract value of the services and excludes hardware and other infrastructure costs.
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5.	6.3 Evaluation of price proposal Newly Added Page 113		<p>e) The net present value of the "Total Price as per the scope of work" as submitted in the price proposal (Appendix 2 Table A & Table B) will be calculated with rate of discounting factor as 9%. The following year wise distribution (in % of value quoted in price bid) will be used for the calculation. The NPV so derived will be used for evaluating the financial score as specified in section 6.4 for final evaluation.</p> <table border="1" data-bbox="1150 902 1990 1367"> <thead> <tr> <th rowspan="2">Description</th> <th colspan="7">Year</th> </tr> <tr> <th>Year 1</th> <th>Year 2</th> <th>Year 3</th> <th>Year 4</th> <th>Year 5</th> <th>Year 6</th> <th>Year 7</th> </tr> </thead> <tbody> <tr> <td>Implementation Cost</td> <td>50%</td> <td>50%</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Annual Support Cost for first three years with required mandatory onsite presence (defined under PGLS section) supported by offshore team</td> <td></td> <td>34%</td> <td>33%</td> <td>33%</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Description	Year							Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Implementation Cost	50%	50%						Annual Support Cost for first three years with required mandatory onsite presence (defined under PGLS section) supported by offshore team		34%	33%	33%			
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			Annual support cost post first three years with optimum mix of onsite and offshore resources						34%	33%	33%
			Annual Technical Support charges for COTS ERP OEM for 7 years (if any)	14.3%	14.3%	14.3%	14.3%	14.3%	14.3%	14.3%	14.2%
			Annual Technical Support charges for other OEM(s) for 7 years (if any)	14.3%	14.3%	14.3%	14.3%	14.3%	14.3%	14.3%	14.2%
			Email Exchange & Collaboration tool for 1000 users	95%	5%						
			Software and Product License Cost	95%	5%						
6.	8.4 Security Deposit Page 119	<p>8.4 SECURITY DEPOSIT</p> <p>a) The successful bidder will be required to place Security Deposit at 5% of the consideration of the Contract by in the form of Bank guarantee of any nationalized / scheduled banks as specified in Appendix 1 Form 1.14 or by Demand Draft or Banker's Cheque Payable at Surat in favour of “Surat Smart City Development Limited” of any scheduled/nationalized bank within 10 days from the date of notice of award of contract/LOA, failing which a penalty at 0.065% of the</p>	<p>8.4 SECURITY DEPOSIT</p> <p>a) The successful bidder will be required to place Security Deposit at 10% of the consideration of the Contract by in the form of Bank guarantee of any nationalized / scheduled banks as specified in Appendix 1 Form 1.14 or by Demand Draft or Banker's Cheque Payable at Surat in favour of “Surat Smart City Development Limited” of any scheduled/nationalized bank within 10 days from the date of notice of award of contract/LOA, failing which a penalty at 0.065% of the amount of security deposit will be</p>								

Addendum and Corrigendum-2

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



		<p>amount of security deposit will be imposed for delay of each day. The EMD placed may be considered for conversion towards the security deposit and amount falling short of the required amount shall be payable.</p>	<p>imposed for delay of each day. The EMD placed may be considered for conversion towards the security deposit and amount falling short of the required amount shall be payable.</p>
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