

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-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-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 01.06.2017 up to 18:00 hrs.	To be submitted online only on https://smc.nprocure.com on or before 16.06.2017 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 06.06.2017 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 20.06.2017 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
1.	Definitions, Page 9 (Newly Added)		Transactional Users for pre-qualification and technical evaluation in section 6 are defined as an individual authorized to use the applicable licensed application programs which are installed on a single server or on multiple servers to perform roles related to operations, system administration/management supported by the licensed Software. It do not include ESS MSS users.
2.	Section – 2, Scope of Work Page - 15	The proposed ERP implementation and post-implementation support at SMC aims to best utilise latest technology for SMC operations and envisages to take the computerization of the corporation to the next level. It is envisaged to undertake Enterprise Wide Resource Planning approach, enabling SMC to use various data in most optimal way and provide services to citizens in efficient and effective manner. The Scope of Work will broadly cover the following: <ul style="list-style-type: none"> • Planning and Implementation/customization of ERP applications/products/solutions • Integration of applications/software implemented by VMC for various services on the new ERP platform 	The proposed ERP implementation and post-implementation support at SMC aims to best utilise latest technology for SMC operations and envisages to take the computerization of the corporation to the next level. It is envisaged to undertake Enterprise Wide Resource Planning approach, enabling SMC to use various data in most optimal way and provide services to citizens in efficient and effective manner. The Scope of Work will broadly cover the following: <ul style="list-style-type: none"> • Planning and Implementation/customization of ERP applications/products/solutions • Integration of applications/software implemented for various services on the new ERP platform



		<ul style="list-style-type: none"> • Migration of all data from some of the existing applications (that are being envisaged to be discontinued) to ERP • Operations and maintenance of the proposed solution for 5 years after Go-Live along with deployment of manpower as necessary • Deployment and supervision of personnel required for the successful completion of the project • Capacity building and training 	<ul style="list-style-type: none"> • Migration of all data from some of the existing applications (that are being envisaged to be discontinued) to ERP • Operations and maintenance of the proposed solution for 5 years after Go-Live along with deployment of manpower as necessary • Deployment and supervision of personnel required for the successful completion of the project • Capacity building and training 																								
3.	2.1.1 Page 17	<p>a. Human Resource, Payroll & Employee self-service</p> <p>The entire hire to retire process needs to be mapped in a single module starting from organization management, personnel management, recruitment & onboarding, performance goals and training, Payroll and compensation management for employees and pensioners along with employees being able to access own records, view service book online, view payroll details and raise requests for name change, NOC, address change, leaves with necessary workflow approvals. This to include provision for Audit checks of service books/ payroll generation. The total number of employees at SMC are as under:</p> <table border="1"> <tr> <td>Total Employees</td> <td>20180</td> </tr> <tr> <td>1. Class – 1</td> <td>183</td> </tr> <tr> <td>2. Class – 2</td> <td>797</td> </tr> <tr> <td>3. Class – 3</td> <td>6562</td> </tr> <tr> <td>4. Class – 4</td> <td>12638</td> </tr> <tr> <td>Pensioner</td> <td>6365</td> </tr> </table>	Total Employees	20180	1. Class – 1	183	2. Class – 2	797	3. Class – 3	6562	4. Class – 4	12638	Pensioner	6365	<p>a. Human Resource, Payroll & Employee self-service</p> <p>The entire hire to retire process needs to be mapped in a single module starting from organization management, personnel management, recruitment & onboarding, performance goals and training, Payroll and compensation management for employees and pensioners along with employees being able to access own records, view service book online, view payroll details and raise requests for name change, NOC, address change, leaves with necessary workflow approvals. This to include provision for Audit checks of service books/ payroll generation. The total number of employees at SMC are as under:</p> <table border="1"> <tr> <td>Total Permanent Employees</td> <td>20180</td> </tr> <tr> <td>1. Class – 1</td> <td>183</td> </tr> <tr> <td>2. Class – 2</td> <td>797</td> </tr> <tr> <td>3. Class – 3</td> <td>6562</td> </tr> <tr> <td>4. Class – 4</td> <td>12638</td> </tr> <tr> <td>Pensioner</td> <td>6365</td> </tr> </table> <p>Apart from above, SMC also processes the payroll for the following:</p> <ul style="list-style-type: none"> - Anganwadi workers – 2788 - Contractual workers – 2838 - Stipend to medical students – 303 <p>Out of these only 7600 permanent employees will access Employee Self Service</p>	Total Permanent Employees	20180	1. Class – 1	183	2. Class – 2	797	3. Class – 3	6562	4. Class – 4	12638	Pensioner	6365
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4.	2.1.4, Estimated Number of users Page 20, 21	<table border="1"> <thead> <tr> <th>Modules</th> <th>Estimated number of users</th> </tr> </thead> <tbody> <tr> <td>Financial Management, Asset accounting, Grants & Investments</td> <td>100</td> </tr> <tr> <td>Human Resource & Payroll</td> <td>150</td> </tr> <tr> <td>Employee self-service</td> <td>7600</td> </tr> </tbody> </table>	Modules	Estimated number of users	Financial Management, Asset accounting, Grants & Investments	100	Human Resource & Payroll	150	Employee self-service	7600	<table border="1"> <thead> <tr> <th>Modules</th> <th>Estimated number of users</th> </tr> </thead> <tbody> <tr> <td>Financial Management, Asset accounting, Grants & Investments</td> <td>100</td> </tr> <tr> <td>Human Resource & Payroll</td> <td>150</td> </tr> <tr> <td>Employee self-service</td> <td>7600</td> </tr> </tbody> </table>	Modules	Estimated number of users	Financial Management, Asset accounting, Grants & Investments	100	Human Resource & Payroll	150	Employee self-service	7600								
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		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
		Civic Center application	150	Citizen Relationship Management	150
		Property Tax, Professional Tax, Shops & Establishment	200	Property Tax, Professional Tax, Shops & Establishment	200
		Field Inspection & reporting	200	Field Inspection & reporting	200
		Integrated audit management system	50	Integrated audit management system	50
		Vigilance work assignment & reporting	30	Vigilance work assignment & reporting	30
		Court case management	25	Court case management	25
		Inter-departmental file movement (Inward-Outward)	500	Inter-departmental file movement (Inward-Outward)	500
		Meeting Management	50	Meeting Management	50
		RTI Application Management	150	RTI Application Management	150
		IT Service Support Management (ITSSM)	100	IT Service Support Management (ITSSM)	100
		Email & Collaboration Tool	1000	Email & Collaboration Tool	1000
5.	Section 2.2 Module Wise Functional Requirements 1. Financial Accounting, Costing, Funds and Grants Page 21	5	Ability to record and do inter-company / inter-unit accounting for the transactions and report balances.	5	Ability to record and do inter-company / inter-unit accounting for the transactions and report balances. Inter-Company transactions shall include transactions between SMC, Sitolink & SSCDL for grant utilization, vendor invoice payments, payment claims and reimbursements, payments against tripartite agreements, etc.
6.	Section 2.2 Property Tax requirements 9.1 General Page 49	4	The system to be integrated with tax assessment of ward management & inspection module.	4	The system to be integrated with tax assessment of Field inspection and Reporting module proposed as part of the solution.
7.	Section 2.2	19.	The IT infrastructure will be provided by SMC. Bidder to provide the expected hardware requirements from SMC data center and disaster recovery (DC/DR) for optimum	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, any

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	<p>19. Technical Requirements Page 62</p>	<p>performance and cost of the solution. The bidder to also provide the architecture diagram detailing the landscape proposed and justification/ merits of the same as part of technical proposal.</p>	<p>middleware best suited with the proposed solution. 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>8.</p>	<p>Section 2.2 19.2 Document Management Requirements Page 63</p>	<p>3. The systems must seamlessly integrate with any or all of the Core applications and shall support interface with other open-standard systems.</p>	<p>3. The systems must seamlessly integrate with any or all of the Core applications and shall support interface with other open-standard systems. It should provide required api for integration with external systems for document creation, indexing or categorization, retrieval and archival. 27. (newly Added) It should be possible to extract the information from scanned documents like party code, project id, approver name etc. which can then be used in business processes of ERP</p>
<p>9.</p>	<p>Email exchange & collaboration tool Page 64</p>	<p>Email Exchange & Collaboration tool: Bidder to suggest and implement leading email exchange solution and collaboration tool that appears in latest Gartner Magic Quadrant of "Social Software in the workplace" for SMC employees. The license cost for the same should be added in the price proposal as per format in Appendix 2. The implementation and support cost should be part of overall project implementation and support. Total number of users expected are 1000. The solution proposed should meet all general requirements from email and collaboration tool expected. The email solution and collaboration tool can be on-premises or cloud provided it comply with GoI guidelines: "E-mail Policy Of Government of India".</p>	<p>Email Exchange & Collaboration tool: Bidder to suggest and implement leading email exchange solution and collaboration tool that appears in latest Gartner Magic Quadrant of "Social Software in the workplace" for SMC employees. The license cost for the same should be added in the price proposal as per format in Appendix 2. The implementation and support cost should be part of overall project implementation and support. Total number of users expected are 1000. The solution proposed should meet all general requirements from email and collaboration tool expected like Digital Signature, encryption of emails, SSO Integration, chat services etc. along with necessary security measures like antispam, antivirus, antimalware, etc. The email solution need to be integrated with ERP and E-office applications proposed. The email solution and collaboration tool can be on-premises or cloud provided it comply with GoI guidelines: "E-mail Policy of Government of India".</p>
<p>10.</p>	<p>2.6.1 Timelines & Deliverables Page 77,78</p>	<p>The bidder is required to be clearly indicating the release wise time schedule in the proposal. The development process will be reviewed regularly as per the time schedule</p>	<p>The bidder is required to be clearly indicating the release wise time schedule in the proposal. The development process will be reviewed regularly as per the time schedule</p>

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		The implementation (Release 0 and 1) must be completed in 8 months and 14 months respectively and post implementation support will be for overall 7 years of contract period starting post first release Go-Live.	The implementation (Release 0 and 1) must be completed in (T + 230) days and (T + 430) days respectively and post implementation support will start from (T + 230) days time period i.e. after first Go-Live. The overall contract period will be seven years from the execution of contract.
11.	2.6.5 KPIs Page 79	2.6.5 KPIs The vendor who is awarded the contract will be measured on certain KPIs and SLAs during the support phase. This is to ensure that they are accountable for their tasks and only get compensated if their work is of high quality and bears maximum efficiency. Some basic parameters in KPI and SLA are mentioned below. Vendor will provide daily/monthly reports for these parameters. (e.g. total number of instances of Portal/CMS/Mobile App being down in a month)	2.6.5 KPIs The vendor who is awarded the contract will be measured on certain KPIs and SLAs during the support phase. This is to ensure that they are accountable for their tasks and only get compensated if their work is of high quality and bears maximum efficiency. Some basic parameters in KPI and SLA are mentioned below. Vendor will provide daily/monthly reports for these parameters. (e.g. system non-availability, application planned and unplanned downtime, security breaches, number of incidents or defects raised/ resolved/pending etc and other reports)
12.	2.6.12, Limitation of Liability, Page 84	a) Except in case of gross negligence or willful misconduct on the part of the bidder or on the part of any person or Firm acting on behalf of the bidder in carrying out the Services, the Bidder, with respect to damage caused by the Bidder to the SSCDL/SMC's property, shall not be liable to the SSCDL/SMC: I. for any indirect or consequential loss or damage; and II. for any direct loss or damage that exceeds a fixed amount equal to total price submitted online as part of Appendix 2.	a) Except in case of gross negligence or willful misconduct on the part of the bidder or on the part of any person or Firm acting on behalf of the bidder in carrying out the Services, the Bidder, with respect to damage caused by the Bidder to the SSCDL/SMC's property, shall not be liable to the SSCDL/SMC: I. for any indirect or consequential loss or damage; and II. for any direct loss or damage that exceeds a fixed amount equal to total contract value.
13.	3.11.2.6.ix, Terms of Contract, Page 90	(ix) Any Dispute arising during Contract Period between the Consortium Member shall be resolved amicably without adversely impacting Project Implementation and Operation. If in SSCDL's opinion, Dispute between Consortium members adversely impacting implementation and operation of the Project then Authority may its sole discretion in the interest of the Project (a) Terminate the Contract after due process and/or (2) Provide a binding solution.	(ix) Any Dispute arising during Contract Period between the Consortium Member shall be resolved amicably without adversely impacting Project Implementation and Operation. If in SSCDL's opinion, Dispute between Consortium members adversely impacting implementation and operation of the Project and fails to resolve such dispute within thirty days from the intimation of the issue by Authority, then Authority may its sole discretion in the interest of the Project (a) Terminate the Contract after due process and/or (2) Provide a binding solution.

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14.	3.11.10 Termination Page 91	<p>3.11.10 Termination / Withdrawal: SSCDL reserves the right to withdraw/ terminate the contract in whole or in part with a written notice to the bidder in any of following circumstances:</p> <ul style="list-style-type: none"> - Bidder becomes insolvent, bankrupt, resolution is passed for the winding up of the applicant organization - Information provided to SSCDL is found to be incorrect; - Delivery conditions are not met within the specified time period; - Misleading claims about the Bidder are made; - Clear evidence is received that Bidder has breached copyright laws/ plagiarized from another source; - If the bidder fails to perform any other obligation(s) under the contract; 	<p>3.11.10 Termination / Withdrawal: SSCDL reserves the right to withdraw/ terminate the contract in whole or in part with a written notice to the bidder in any of following circumstances:</p> <ul style="list-style-type: none"> - Bidder becomes insolvent, bankrupt, resolution is passed for the winding up of the applicant organization - Information provided to SSCDL is found to be incorrect; - Delivery conditions are not met within the specified time period and Bidder has failed to cure such breach within thirty days from the intimation of the same; - Misleading claims about the Bidder are made; - Clear evidence is received that Bidder has breached copyright laws/ plagiarized from another source; - If the bidder fails to perform any other obligation(s) under the contract; 																
15.	3.11.11 Page 91	<p>3.11.11 If the Bidder does not execute the contract to the satisfaction of the SSCDL, then the SSCDL may invoke any or all of the following clauses.</p> <ul style="list-style-type: none"> - Forfeit the Security Deposit Amount - Terminate the contract without any liability of SSCDL towards the Bidder. 	<p>3.11.11 If the Bidder does not execute the contract to the satisfaction of the SSCDL and fails to cure such default within thirty days from the intimation of the same, then the SSCDL may invoke any or all of the following clauses.</p> <ul style="list-style-type: none"> - Forfeit the Security Deposit Amount - Terminate the contract without any liability of SSCDL towards the Bidder. 																
16.	3.11.8 Page 90	<p>In case of Termination due to Selected Bidder's Event of Default, the Authority shall have right;</p> <ul style="list-style-type: none"> - To forfeit the Security Deposit in full. - To appoint another Bidder. In such case, selected bidder will need to handover to SSCDL or appointed bidder as per clause 3.11.18 under this section. 	<p>In case of Termination due to Selected Bidder's Event of Default, the Authority shall have right;</p> <ul style="list-style-type: none"> - To forfeit the Security Deposit in full. - To appoint another Bidder. In such case, selected bidder will need to handover to SSCDL or appointed bidder as per clause 3.11.19 under this section. 																
17.	3.11.14 Page 91	<p>3.11.14 The selection shall be for a total period of seven years from the signing of LOA, which shall be reviewed periodically to assess the performance during the specified duration of project.</p>	<p>3.11.14 The selection shall be for a total period of seven years from the execution of contract, which shall be reviewed periodically to assess the performance during the specified duration of project.</p>																
18.	3.11.18 Page 92	<p>The Selected Bidder must coordinate between SSCDL, SMC departments and sister concerns of SMC to achieve the objective of the project. The system may be used by both SSCDL and SMC employees.</p>	<p>Legal Entities: The proposed solution will be primarily used for SMC along with Surat Smart City Development Ltd. and Surat Sitilink Ltd. The Selected Bidder must coordinate between these entities to achieve the objective of the project.</p>																
19.	Section 6.1.1	<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></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	#	Basic Requirements	Pre-Qualification Criteria	Proof Document Required					<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></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	#	Basic Requirements	Pre-Qualification Criteria	Proof Document Required				
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Pre-Qualification Criteria – ERP OEM, Page 102-103	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 c. Project Management d. Purchase and material management e. Asset management	Appendix 1 Form 1.12D along with license agreement and client certificate	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 d. Purchase and material management e. Asset management	Appendix 1 Form 1.12D along with license agreement and client certificate
	2	Turnover	The OEM’s average annual turnover for the last three financial years i.e. 2013-14, 2014-2015 & 2015-16 should be minimum INR 500 crores.	Financial Capability Statement as in Appendix 1 Form – 1.4	2	Turnover	The OEM’s average annual turnover for the last three financial years i.e. 2013-14, 2014-2015 & 2015-16 should be minimum INR 500 crores.	Financial Capability Statement as in Appendix 1 Form – 1.4
	3	Development Center	The ERP OEM should have at least one development center in India. OEM development centers across world should have minimum 1000 developers involved in ERP product development.	OEM Self-certificate as per Appendix 1 Form –1.12B	3	Development Center	The ERP OEM should have at least one development center in India. OEM development centers across world should have minimum 1000 developers involved in ERP product development.	OEM Self-certificate as per Appendix 1 Form – 1.12B
	4	Support	The ERP OEM should also have SLA based 24/7 x 365 days support center located in India with	OEM Self-certificate as per Appendix 1 Form –1.12B	4	Support	The ERP OEM should have SLA based 24/7 x 365 days support with minimum 200 support members. OEM should have minimum one support center located in India.	OEM Self-certificate as per Appendix 1 Form – 1.12B
	5	System Integrators			5	System Integrators	The ERP solution should be implemented and maintained by at	Appendix 1 Form 1.12A

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		minimum 200+ support team members.				least Five System Integrators in India as on date of issue of the RFP.		
5	System Integrators	The ERP solution should be implemented and maintained by at least Five System Integrators in India as on date of issue of the RFP.	Appendix 1 Form 1.12A		6	Native Integration	<p>The proposed COTS solution should have all the following functions as natively integrated</p> <ul style="list-style-type: none"> a. Financial Accounting and Costing b. Payroll and HR c. Project Management d. Purchase and material management e. Asset management 	OEM Self-certificate as per Appendix 1 Form – 1.12C
6	Native Integration	The proposed COTS solution should have all the following functions as natively integrated	OEM Self-certificate as per Appendix 1 Form –1.12C		7	Source Code	Proposed solution to come with source code available to developers for customization	OEM Self-certificate as per Appendix 1 Form –1.12C
7	Source Code	Proposed solution to come with complete transparency including the Source Code for Customization	OEM Self-certificate as per Appendix 1 Form – 1.12C		8	Integration	The solution should support integration with third party applications like open standard based GIS software, BPM software, Document Management Software, payment gateway, email gateway.	OEM Self-certificate as per Appendix 1 Form –1.12C
8	Integration	The solution should support integration with third party applications like open standard based GIS software, BPM software, Document Management Software, payment gateway, email gateway.	OEM Self-certificate as per Appendix 1 Form – 1.12C		9	Commitment to Support	<p>The OEM should commit to support the software for which license is provided in the scope of this RFP at least for 7 years.</p> <p>End of support date should not have been announced for the product proposed. OEM will abide by the same SLA during annual maintenance support period as System Integrator in case of any product bug raised on their service portal by the SI based on the priority matrix.</p>	OEM self-certification as per Appendix 1 Form – 1.12B indicating the commitment to support along with product roadmap
9	Commitment to Support	The OEM should commit to support the software for which license is provided in the scope of this RFP at least for 7 years. End of support date should not have been announced for the	OEM self-certification as per Appendix 1 Form –1.12B indicating the commitment to					

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			product proposed. OEM will abide by the same SLA during annual maintenance support period as System Integrator in case of any product bug raised on their service portal by the SI based on the priority matrix.	support along with product roadmap							
		10	India Localization	The ERP product must be the country specific version for India with statutory requirements incorporated and should have a localization support in terms of VAT, Service Tax, Income Tax, GST, Payroll etc. specific to India.	OEM Self-certificate as per Appendix 1 Form – 1.12C	10	India Localization	The ERP product must be the country specific version for India with statutory requirements incorporated and should have a localization support in terms of VAT, Service Tax, Income Tax, GST, Payroll etc. specific to India.	OEM Self-certificate as per Appendix 1 Form – 1.12C		
20.	Section 6.1.2 Pre-Qualification Criteria - System Integrator Page 105, 106	#	Pre-Qualification Criteria	Proof Document Required	Applicable to Prime Bidder / Sole Bidder	Applicable to Consortium Partner	#	Pre-Qualification Criteria	Proof Document Required	Applicable to Prime Bidder / Sole Bidder	Applicable to Consortium Partner
		1.	The Bidder should be: • A company incorporated in India under the Companies Act, 1956 (and subsequent amendments thereto) and in operation for at least 5 years as on publication of bid OR Registered LLP as per the schedule 3 of the LLP Act 2008 and in operation for at least 5 years as on 01.03.2017.	Certificate of Incorporation / Registration Certificate Service Tax Registration	Yes	Yes	1.	The Bidder should be: • A company incorporated in India under the Companies Act, 1956 (and subsequent amendments thereto) and in operation for at least 5 years as on publication of bid OR Registered LLP as per the schedule 3 of the LLP Act 2008 and in operation for at least 5 years as on 01.03.2017.	Certificate of Incorporation / Registration Certificate Service Tax Registration	Yes	Yes

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		<ul style="list-style-type: none"> Registered with the Service Tax authorities 						
		2. The prime bidder should have average turnover of minimum INR 150 crores in last three financial years (FY-13-14, FY-14-15, FY-15-16) from IT/ ITeS.	Financial Capability Statement as in Appendix 1 Form –1.4	Yes	No			
		3. In case of consortium, the second member of consortium should have average turnover of minimum INR 10 crores in last three financial years (FY-13-14, FY-14-15, FY-15-16) from IT/ ITeS.	Financial Capability Statement as in Appendix 1 Form –1.4	No	Yes			
		4. The Bidder (All Members in case of a consortium) must have positive net worth as on 31 st March 2016.	Certificate from the statutory auditor / CA towards positive net worth of the company as in Appendix 1 Form –1.4	Yes	Yes			
		5. The Prime Bidder should have experience of implementing same COTS ERP (as proposed) solution in at least one (1) Government (State or Central) / Public Sector Units/ ULB customers in India with minimum	<ul style="list-style-type: none"> Experience Statement as in Appendix 1 Form –1.5 Provide Evidences in terms of copy work order / 	Yes	No			
		• Registered with the Service Tax authorities						
		2. The prime bidder should have average turnover of minimum INR 150 crores in last three financial years (FY-13-14, FY-14-15, FY-15-16) from IT/ ITeS.	Financial Capability Statement as in Appendix 1 Form –1.4	Yes	No			
		3. In case of consortium, the second member of consortium should have average turnover of minimum INR 10 crores in last three financial years (FY-13-14, FY-14-15, FY-15-16) from IT/ ITeS.	Financial Capability Statement as in Appendix 1 Form –1.4	No	Yes			
		4. The Bidder (All Members in case of a consortium) must have positive net worth as on 31 st March 2016.	Certificate from the statutory auditor / CA towards positive net worth of the company as in Appendix 1 Form –1.4	Yes	Yes			
		5. The Prime Bidder should have experience of implementing same COTS ERP (as proposed) solution in at least one (1) Government (State or Central) / Public Sector Units/ ULB customers in India with minimum	<ul style="list-style-type: none"> Experience Statement as in Appendix 1 Form –1.5 Provide Evidences in terms of copy work order / 	Yes	No			

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		<p>project value of Rs. 10 crore (excluding hardware cost) encompassing any three out of the following five modules in last 7 years (as on date of issuance of Bid).</p> <p>a. Financial Accounting and Costing b. Payroll and HR c. Project Management d. Purchase and material management e. Asset management</p>	<p>purchase order and completion certificate from client for each of the projects undertaken.</p> <ul style="list-style-type: none"> 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>project value of Rs. 10 crore (excluding hardware cost) or 1000 transactional users, encompassing any three out of the following five modules in last 7 years (as on date of issuance of Bid).</p> <p>a. Financial Accounting and Costing b. Payroll and HR c. Project Management d. Purchase and material management e. Asset management</p>	<p>purchase order and completion certificate from client for each of the projects undertaken.</p> <ul style="list-style-type: none"> 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. Minimum 3 modules should have gone live. The Certificate to this effect from the client on client's letter head to be provided 		
		<p>6. The Prime Bidder should have executed atleast 3 projects which includes implementation or post</p>	<ul style="list-style-type: none"> Experience Statement as in Appendix 1 Form – 1.5 	Yes	No					

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		<p>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"> • 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>along with copy of work order / purchase order.</p>			
						6.	<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</p>	Yes	No

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		7. The Prime Bidder providing the application development/customization, deployment and maintenance as described in of scope of work, should have an active SEI CMMI Level 5 (as on date of issuance of Bid).	Copy of Certificates (valid as on date of submission)	Yes	No			client on client's letter head to be provided along with copy of work order / purchase order.		
		8. Second member of consortium (if any), should have an active SEI CMMI Level 3 (as on date of issuance of Bid).	Copy of Certificates (valid as on date of submission)	No	Yes					
		9. The Bidder (Prime Bidder) to provide the Manufacturer's Authorised Form (MAF) to be eligible to bid for the proposed COTS ERP	Letter from OEM as in Appendix 1 Form – 1.17	Yes	No					
		10. Respective consortium partners to provide the authorization from respective OEM(s) as authorized implementation partner.	Letter from OEM as in Appendix 1 Form – 1.17	Yes	Yes					
		11. In case of consortium, the second bidder should have experience of implementing similar COTs based implementation or similar customized software development IT project in atleast one Government (State or Central) / Public	<ul style="list-style-type: none"> Experience Statement as in Appendix 1 Form – 1.5 Provide Evidences in terms of copy work order / purchase 	No	Yes					
		7. The Prime Bidder providing the application development/customization, deployment and maintenance as described in of scope of work, should have an active SEI CMMI Level 5 (as on date of issuance of Bid).	Copy of Certificates (valid as on date of submission)	Yes	No					
		8. Second member of consortium (if any), should have an active SEI CMMI Level 3 (as on date of issuance of Bid).	Copy of Certificates (valid as on date of submission)	No	Yes					
		9. The Bidder (Prime Bidder) to provide the Manufacturer's Authorised Form (MAF) to be eligible to bid for the proposed COTS ERP	Letter from OEM as in Appendix 1 Form – 1.17	Yes	No					
		10. Respective consortium partners to provide the authorization from respective OEM(s) as authorized implementation partner.	Letter from OEM as in Appendix 1 Form – 1.17	Yes	Yes					

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		<p>Sector Units/ ULB customers in India with minimum project value of Rs. 50 lakhs (excluding hardware cost and) in last 7 years (as on date of issuance of Bid) on its own without consortium.</p>	<p>order and completion certificate from client for each of the projects undertaken</p> <ul style="list-style-type: none"> In case of an ongoing project, the project must have achieved a value of 50 lakhs 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>11. In case of consortium, the second bidder should have experience of implementing similar COTs based implementation or similar customized software development IT project in atleast one Government (State or Central) / Public Sector Units/ ULB customers in India with minimum project value of Rs. 50 lakhs (excluding hardware cost and) in last 7 years (as on date of issuance of Bid) on its own without consortium.</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 In case of an ongoing project, the project must have achieved a value of 50 lakhs from financial perspective. The Certificate to this effect from the client on client's letter head to be provided along with 	<p>No</p> <p>Yes</p>
		<p>12 The Bidder (All members) should not be debarred/blacklisted by any Government / PSU in India as on date of submission of bid.</p>	<p>Self-declaration / Undertaking by bidder (All members) on</p>	<p>Yes</p>	<p>Yes</p>			

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			respective letter head as per Appendix 1 Form – 1.8				copy of work order / purchase order.			
						12.	The Bidder (All members) should not be debarred/blacklisted by any Government / PSU in India as on date of submission of bid.	Self-declaration / Undertaking by bidder (All members) on respective letter head as per Appendix 1 Form – 1.8	Yes	Yes
21.	6.2 Technical Evaluation Criteria Page 110, 111	# Criteria Marks			# Criteria Marks					
		Bidder's Experience [Total – 70 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): a. Financial Accounting and Costing b. Payroll and HR c. Project Management d. Purchase and material management e. Asset management ▶ 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	40 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): a. Financial Accounting and Costing b. Payroll and HR c. Project Management d. Purchase and material management e. Asset management ▶ 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	40 marks			

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	<ul style="list-style-type: none"> ▶ 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 		<ul style="list-style-type: none"> ▶ 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 concurrent users – 5 marks each ▶ For the project having user base of more than 125 concurrent users – 3.5 marks each 	10 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 concurrent users – 5 marks each ▶ For the project having user base of more than 125 concurrent users – 3.5 marks each 	10 marks
	<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> <ul style="list-style-type: none"> ▶ 1st project – 10 marks ▶ 2nd project – 5 marks ▶ Experience with ULB – 5 marks 	20 marks	<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> <ul style="list-style-type: none"> ▶ 1st project – 10 marks ▶ 2nd project – 5 marks ▶ Experience with ULB – 5 marks 	20 marks
Bidder's Profile [Total – 15 marks]				
	<p>4. Average annual turnover of prime bidder</p> <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 marks	<p>4. Average annual turnover of prime bidder</p> <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 marks
	<p>5. Employee Strength in India (combined for both consortium partners)</p> <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>	5 marks	<p>5. Employee Strength in India (combined for both consortium partners)</p> <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>	5 marks
			<p>6. Consortium capability</p>	5 marks

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		<p>6. Consortium capability</p> <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 	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]			
		<p>7. Understanding of the project requirements of SMC through followings</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. 	15 marks	<p>7. Understanding of the project requirements of SMC through followings</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. 	15 marks
		<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. 			
		<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) 			

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		<ul style="list-style-type: none"> - 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 (such as letter of award/PO, contract copy or letter of completion from client) regarding fulfillment of above criteria for Bidder's Experience. - 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. 	<p>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.</p> <ul style="list-style-type: none"> - 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.
<p>22.</p>	<p>6.3 Evaluation of price proposal Page 113</p>	<p>b) Bidders are required to quote online as per Price Proposal format provided in Appendix-2</p>	<p>b) Bidders are required to quote online as per Price Proposal format provided in Appendix-2 for all the components. If bidder fails to mention price for any component required for successful project delivery, it is deemed that bidder will provide the same at its own cost.</p>
<p>23.</p>	<p>Appendix – 1, Form 1.2 A Page 123</p>	<p>Form –1.2 A: Format for Power of Attorney for Signing of the Proposal (On a Stamp Paper of appropriate value) (Applicable in case of bid not being signed by the person directly authorized by Board of firm. In the latter case, please provide a copy of the relevant Board Resolution signed by Company Secretary/ Director authorizing the Signatory.)</p> <p>Dated:</p> <p>To, General Manager (IT), Surat Smart City Development Limited (SSCDL) 115, Smart City Cell, Surat Municipal Corporation - Head Quarter, Muglisara, Main Road, Surat - 395003, Gujarat</p> <p>Dear Sir,</p> <p>REF: RFP No. SSCDL-ERP-RFP-01-2017</p> <p><Bidder's name> _____ hereby authorizes <Designated Representative's name></p>	<p>Form –1.2 A: Format for Power of Attorney for Signing of the Proposal (On a Stamp Paper of appropriate value) (Applicable in case of bid not being signed by the person directly authorized by Board of firm. In the latter case, please provide a copy of the relevant Board Resolution signed by Company Secretary/ Director authorizing the Signatory. Bidder may use their own format for Power of Attorney provided it captures the same authorization)</p> <p>Dated:</p> <p>To, General Manager (IT), Surat Smart City Development Limited (SSCDL) 115, Smart City Cell, Surat Municipal Corporation - Head Quarter, Muglisara, Main Road, Surat - 395003, Gujarat</p> <p>Dear Sir,</p> <p>REF: RFP No. SSCDL-ERP-RFP-01-2017</p>

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		<p>_____ to act as a representative of <Bidder's name> _____ for the following activities vide its Board Resolution/ Power of Attorney attached herewith.</p> <p>To attend all meetings with Surat Smart City Development Limited or other entities associated with this project including Surat Municipal Corporation and to discuss, negotiate, finalize, and sign any bid or agreement and contract related to RFP for Selection of Qualified Bidder for Implementation of ERP for SMC.</p> <p>Yours faithfully,</p> <p><Signature of appropriate authority of the Bidder ></p> <p>Name of appropriate authority of the Bidder:</p> <p><Signature and name of the Designated Representative of the Bidder for acceptance of this Power of Attorney></p> <p>For</p> <p><Name of Bidder > Encl: Board Authorization</p> <p style="text-align: center;">Notarised</p>	<p><Bidder's name> _____ hereby authorizes <Designated Representative's name> _____ to act as a representative of <Bidder's name> _____ for the following activities vide its Board Resolution/ Power of Attorney attached herewith.</p> <p>To attend all meetings with Surat Smart City Development Limited or other entities associated with this project including Surat Municipal Corporation and to discuss, negotiate, finalize, and sign any bid or agreement and contract related to RFP for Selection of Qualified Bidder for Implementation of ERP for SMC.</p> <p>Yours faithfully,</p> <p><Signature of appropriate authority of the Bidder ></p> <p>Name of appropriate authority of the Bidder:</p> <p><Signature and name of the Designated Representative of the Bidder for acceptance of this Power of Attorney></p> <p>For</p> <p><Name of Bidder > Encl: Board Authorization</p> <p style="text-align: center;">Notarised</p>
<p>24.</p>	<p>Appendix 1 – Form 1.4 Page 126</p>	<p style="text-align: center;">Form –1.4: Financial Capability Statement {To be submitted separately on Statutory Auditor's letterhead for ERP OEM & each consortium member}</p> <p>I hereby declare that I have scrutinized and audited the Financial statements of M/s_____. Turnover* of the bidder (name of the Bidder) as on 31st March, 2016 / 31st December, 2015 as per Audited statement is as follows:</p>	<p style="text-align: center;">Form –1.4: Financial Capability Statement {To be submitted separately on Statutory Auditor's/ CA's letterhead for ERP OEM & each consortium member}</p> <p>I hereby declare that I have scrutinized and audited the Financial statements of M/s_____. Turnover* of the bidder (name of the Bidder) as on 31st March, 2016 / 31st December, 2015 as per Audited statement is as follows:</p>

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		<table border="1"> <thead> <tr> <th>Financial year</th> <th>Turnover (INR Crore)</th> <th>Net Worth (INR Crore)</th> </tr> </thead> <tbody> <tr> <td>2015-16</td> <td></td> <td></td> </tr> <tr> <td>2014-15</td> <td></td> <td></td> </tr> <tr> <td>2013-14</td> <td></td> <td></td> </tr> </tbody> </table> <p><i>*To be provided from latest available Audited statement</i></p> <p>The organization is a profit making company with positive net worth for each of the last three financial years (FY-13-14, FY-14-15, FY-15-16) as on 31st March 2016</p> <p>_____</p> <p>(Signed and Sealed by the statutory auditor)</p> <p>Enclosure:</p> <p>(1) Copy of latest available Audited annual reports for last three years as applicable or as per Financial Year/Calendar Year followed by the bidder firm.</p>	Financial year	Turnover (INR Crore)	Net Worth (INR Crore)	2015-16			2014-15			2013-14			<table border="1"> <thead> <tr> <th>Financial year</th> <th>Turnover (INR Crore)</th> <th>Net Worth (INR Crore)</th> </tr> </thead> <tbody> <tr> <td>2015-16</td> <td></td> <td></td> </tr> <tr> <td>2014-15</td> <td></td> <td></td> </tr> <tr> <td>2013-14</td> <td></td> <td></td> </tr> </tbody> </table> <p><i>*To be provided from latest available Audited statement</i></p> <p>The organization is a profit making company with positive net worth for each of the last three financial years (FY-13-14, FY-14-15, FY-15-16) as on 31st March 2016</p> <p>_____</p> <p>(Signed and Sealed by the statutory auditor or CA)</p> <p>Enclosure:</p> <p>(1) Copy of latest available Audited annual reports for last three years as applicable or as per Financial Year/Calendar Year followed by the bidder firm.</p>	Financial year	Turnover (INR Crore)	Net Worth (INR Crore)	2015-16			2014-15			2013-14		
Financial year	Turnover (INR Crore)	Net Worth (INR Crore)																									
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25.	Appendix – 1, Form 1.5 Page 127	<p style="text-align: center;">Form –1.5: Experience Statement [Project Title]</p> <p style="text-align: center;">(Attach separate sheet for each project)</p> <p>A. Project Brief</p> <p>B. Client (Name, Address & Contact no.)</p>	<p style="text-align: center;">Form –1.5: Experience Statement [Project Title]</p> <p style="text-align: center;">(Attach separate sheet for each project)</p> <p>A. Project Brief</p> <p>B. Client (Name, Address & Contact no.)</p>																								

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- C. Cost of the Project (with breakup of license cost, implementation cost, support cost, hardware cost)
- D. Duration & period of the Project (including current completion status)
- E. Scope of work and Roles & responsibility of the organization
- F. Whether Project executed by forming Joint venture or Consortium with other organization (In case of consortium, provide share in consortium)
- G. Other features of the Project (Such as Mobility, Document management, technologies used, total efforts in man months, etc.)
- H. Country in which it was executed
- I. Provide the relevant project details as under:

Modules	Yes/No	Name of the COTS product	Provide Details (e.g. no of users, no of properties, key functionality, USP of the solution)	Relevant
Finance Management				
HR with Payroll				
Project Management				
Material management				
Enterprise asset management				
Water Utility & Billing				

- C. Cost of the Project (with breakup of license cost, implementation cost, support cost, hardware cost)
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Modules	Yes/No	Name of the COTS product	Provide Relevant Details (e.g. no of users, no of properties, functionality, USP of the solution)
Finance Management			
HR with Payroll			
Project Management			
Material management			
Enterprise asset management			
Water Utility & Billing			
Citizen services			

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26.	Appendix – 1, Form 1.10 Page 134	<p data-bbox="488 1050 1137 1114" style="text-align: center;">Form –1.10: Curriculum Vitae of Proposed Team Members (Key Personnel)</p> <p data-bbox="407 1145 1227 1479">Résumés of all the staff proposed to be deployed at SSCDL shall be attached along with the technical bid as per the format below. The bidder may submit résumés of more than 15 persons and the position on which a person will be deployed to at SSCDL shall be clearly mentioned on the right hand top corner of the first page of that person's résumé. Based on the resource requirement for completion of the above scope of work, Bidder may have to deploy additional resources. The roles and CV for these resources need to be submitted as per Form 1.10 of Appendix 1. The additional resources will not be considered for technical evaluation. Each resume must be submitted with the necessary qualification & experience</p>	<p data-bbox="1361 1050 2011 1114" style="text-align: center;">Form –1.10: Curriculum Vitae of Proposed Team Members (Key Personnel)</p> <p data-bbox="1249 1145 2134 1479">Résumés of all the staff proposed to be deployed at SSCDL shall be attached along with the technical bid as per the format below. The bidder may submit résumés of more than 15 persons and the position on which a person will be deployed to at SSCDL shall be clearly mentioned on the right hand top corner of the first page of that person's résumé. Based on the resource requirement for completion of the above scope of work, Bidder may have to deploy additional resources. The roles and CV for these resources need to be submitted as per Form 1.10 of Appendix 1. The additional resources will not be considered for technical evaluation. Each resume must be submitted with the necessary qualification & experience certificates. The details provided should help in ascertaining the</p>																

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certificates. The details provided should help in ascertaining the eligibility of the candidate vis-à-vis the qualification and experience requirement for that post. Resumes must be recently signed and dated, in blue ink by the respective personnel. Photocopy or unsigned Resumes shall be rejected. The attested photocopies of relevant documents (educational, experience) to be submitted as proof along with Resumes.

Sr. No.	Item	Curriculum Vitae of Proposed Team Member		
1	Name			
2	Specify role to be played in the project			
3	Name of Organization			
4	Number of years with the Current Organization			
5	Total Experience (in Years)			
6	Experience in months (Provide details regarding name of organizations worked for, Designation, responsibilities, tenure, etc.)			
	Name of Organization	From	To	Designation/ Responsibilities
6.1				
6.2				
7	Summarized professional experience (Relevant to the Current Project) in reverse chronological order			
	From	To	Company / Project / Position / Relevant Functional, Technical, and Managerial Experience	

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27.	<p>Appendix – 1, Form 1.12B (Corresponding to changes in 6.1.1) Page 138</p>	<p>Form –1.12B: Format for Self-declaration by OEM</p> <p><i>(This form has to be provided by each OEMs of the software solutions proposed on its letter head. This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the OEM.)</i></p> <p>To,</p>	<p>Form –1.12B: Format for Self-declaration by OEM</p> <p><i>(This form has to be provided by each OEMs of the software solutions proposed on its letter head. This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the OEM.)</i></p> <p>To,</p>																																																																																																																																		

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	<p>General Manager (IT), Surat Smart City Development Limited (SSCDL) 115, Smart City Cell, Surat Municipal Corporation - Head Quarter, Muglisara, Main Road, Surat - 395003, Gujarat</p> <p>Subject: OEM's Authorization Form</p> <p>Ref: RFP No. SSCDL-ERP-RFP-01-2017</p> <p>Dear Sir, We _____ (Name of the OEM) who are established and reputable OEM of _____ (product proposed) having product development centers at the locations _____ or as per list attached, with _____ no of employees involved in product development extend, our warranty maintenance or support services for proposed product against this invitation for bid by _____ (Name of the Bidder) as per requirements of this RFP for next 7 years. End of support date have not been announced for the product proposed and product roadmap is attached for your reference.</p> <p>We have SLA based 24/7 x 365 days support center located in India with _____ (number) support team members.</p> <p>_____</p> <p>Thanking you, Yours faithfully,</p> <p>(Signature) For and on behalf of: _____ (Name of the OEM)</p> <p>Authorised Signatory Name: Designation: Place: Date:</p>	<p>General Manager (IT), Surat Smart City Development Limited (SSCDL) 115, Smart City Cell, Surat Municipal Corporation - Head Quarter, Muglisara, Main Road, Surat - 395003, Gujarat</p> <p>Subject: OEM's Authorization Form</p> <p>Ref: RFP No. SSCDL-ERP-RFP-01-2017</p> <p>Dear Sir, We _____ (Name of the OEM) who are established and reputable OEM of _____ (product proposed) having product development centers at the locations _____ or as per list attached, with _____ no of employees involved in product development extend, our warranty maintenance or support services for proposed product against this invitation for bid by _____ (Name of the Bidder) as per requirements of this RFP for next 7 years. End of support date have not been announced for the product proposed and product roadmap is attached for your reference.</p> <p>We have SLA based 24/7 x 365 days support. Total support members deployed are _____ (number). We have Support Center located in _____ in India.</p> <p>_____</p> <p>Thanking you, Yours faithfully,</p> <p>(Signature) For and on behalf of: _____ (Name of the OEM)</p> <p>Authorised Signatory Name: Designation: Place: Date:</p>
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<p>28.</p>	<p>Appendix – 1, Form 1.12C (Corresponding to changes in 6.1.1) Page 139</p>	<p>Form –1.12C: Format for Self-declaration by OEM on product capabilities</p> <p><i>(This form has to be provided by each OEMs of the software solutions proposed on its letter head. This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the OEM.)</i></p> <p>To, General Manager (IT), Surat Smart City Development Limited (SSCDL) 115, Smart City Cell, Surat Municipal Corporation - Head Quarter, Muglisara, Main Road, Surat - 395003, Gujarat</p> <p>Subject: OEM's Authorization Form</p> <p>Ref: RFP No. SSCDL-ERP-RFP-01-2017</p> <p>Dear Sir, We _____ (Name of the OEM) who are established and reputable OEM of _____ (product proposed) which has following functions/modules as natively integrated</p> <ul style="list-style-type: none"> - <name of module 1> - < name of module 2>... - < name of module n> <p>The product comes with complete transparency including the Source Code for Customization and it supports integration with third party applications like open standard based GIS software, BPM software, Document Management Software, payment gateway, email gateway.</p> <p>The product supports country India functions for statutory requirements support localization in terms of VAT, Service Tax, Income Tax, GST, Payroll specific to India.</p>	<p>Form –1.12C: Format for Self-declaration by OEM on product capabilities</p> <p><i>(This form has to be provided by each OEMs of the software solutions proposed on its letter head. This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the OEM.)</i></p> <p>To, General Manager (IT), Surat Smart City Development Limited (SSCDL) 115, Smart City Cell, Surat Municipal Corporation - Head Quarter, Muglisara, Main Road, Surat - 395003, Gujarat</p> <p>Subject: OEM's Authorization Form</p> <p>Ref: RFP No. SSCDL-ERP-RFP-01-2017</p> <p>Dear Sir, We _____ (Name of the OEM) who are established and reputable OEM of _____ (product proposed) which has following functions/modules as natively integrated</p> <ul style="list-style-type: none"> - <name of module 1> - < name of module 2>... - < name of module n> <p>The product comes with the source code available to developers for customization and it supports integration with third party applications like open standard based GIS software, BPM software, Document Management Software, payment gateway, email gateway.</p> <p>The product supports country India functions for statutory requirements support localization in terms of VAT, Service Tax, Income Tax, GST, Payroll specific to India.</p>
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		<p>Thanking you, Yours faithfully,</p> <p>(Signature) For and on behalf of: _____ (Name of the OEM)</p> <p>Authorised Signatory Name: Designation: Place: Date:</p>	<p>Thanking you, Yours faithfully,</p> <p>(Signature) For and on behalf of: _____ (Name of the OEM)</p> <p>Authorised Signatory Name: Designation: Place: Date:</p>																
<p>29.</p>	<p>Form 1.13 Page 142</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 of Surat Municipal Corporation, whereas bidder should provide the designing and sizing of the hardware required. Similarly the bidder should provide the designing and sizing of the hardware requirements from DR. The Same shall be optimized from performance and cost perspective.</p> <p>Justification/ merits of the same.</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 table format below. The same shall be optimized from performance and cost perspective.</p> <p>The components proposed should not be specific to any OEM.</p> <table border="1" data-bbox="1249 1171 2139 1436"> <thead> <tr> <th>#</th> <th>Name of the Component</th> <th>Purpose of the Component</th> <th>Specifications</th> </tr> </thead> <tbody> <tr> <td>I</td> <td>Servers</td> <td></td> <td></td> </tr> <tr> <td>i)</td> <td>Server 1</td> <td></td> <td></td> </tr> <tr> <td>ii)</td> <td>Server 2</td> <td></td> <td></td> </tr> </tbody> </table>	#	Name of the Component	Purpose of the Component	Specifications	I	Servers			i)	Server 1			ii)	Server 2		
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	...														
II	Storage														
n	...														
<p>30. Appendix 1 – Form 1.16 Page 148</p>		<hr/> <p style="text-align: center;">Form –1.16: Experience Statement BPM based E-office applications implementation</p> <p style="text-align: center;">[Project Title]</p> <p style="text-align: center;">(Attach separate sheet for each project)</p> <p>A. Project Brief</p> <p>B. Client (Name, Address & Contact no.)</p> <p>C. Cost of the Project (with breakup of license cost, implementation cost, support cost, hardware cost)</p> <p>D. Duration & period of the Project (including current completion status)</p> <p>E. Scope of work and Roles & responsibility of the organization</p> <p>F. Number of users</p>	<hr/> <p style="text-align: center;">Form –1.16: Experience Statement BPM based E-office applications implementation</p> <p style="text-align: center;">[Project Title]</p> <p style="text-align: center;">(Attach separate sheet for each project)</p> <p>A. Project Brief</p> <p>B. Client (Name, Address & Contact no.)</p> <p>C. Cost of the Project (with breakup of license cost, implementation cost, support cost, hardware cost)</p> <p>D. Duration & period of the Project (including current completion status)</p> <p>E. Scope of work and Roles & responsibility of the organization</p> <p>F. Number of users</p>												

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- G. Whether Project executed by forming Joint venture or Consortium with other organization (In case of consortium, provide share in consortium)
- H. Other features of the Project (Such as Mobility, Document management, technologies used, total efforts in man months, etc.)
- I. Country in which it was executed
- J. Provide the relevant project details as under:

Modules	Yes/No	Name of the COTS product	Provide Relevant Details (e.g. no of users, no of properties, key functionality, USP of the solution)
RTI Application			
Field Inspection and Reporting			
Integrated Audit management			
All inter-dept. Approvals & file movement (Inward /outward)			
Vigilance work			

- G. Whether Project executed by forming Joint venture or Consortium with other organization (In case of consortium, provide share in consortium)
- H. Other features of the Project (Such as Mobility, Document management, technologies used, total efforts in man months, etc.)
- I. Country in which it was executed
- J. Provide the relevant project details as under:

Modules	Yes/No	Name of the COTS product	Provide Relevant Details (e.g. no of users, no of properties, key functionality, USP of the solution)
RTI Application			
Field Inspection and Reporting			
Integrated Audit management			
All inter-dept. Approvals & file movement (Inward /outward)			
Vigilance work assignment & report			
Court case management			
Meeting Management			

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		assignment & report				Others (Please specify)			
		Court case management				<p>The information submitted above is true and I am aware that submitting false information will lead to rejection of our bid and SSCDL can take appropriate action in this regard.</p> <p>(Sign & Stamped by authorized signatory)</p> <p>Enclosure:</p> <ol style="list-style-type: none"> 1. Copy of Purchase Order or Work Order or LOI or Agreement duly authenticated/signed by the respective client. 2. Completion Certificates/ Project Acceptance Certificate/ Go-Live certificate from respective client 			
		Meeting Management							
		Others (Please specify)							
		<p>The information submitted above is true and I am aware that submitting false information will lead to rejection of our bid and SSCDL can take appropriate action in this regard.</p> <p>(Sign & Stamped by authorized signatory)</p> <p>Enclosure:</p> <p><i>Purchase Order or Work Order copy duly authenticated/ signed by the respective client be furnished.</i></p> <p><i>Completion Certificates/ Project Acceptance Certificate/ Go-Live certificate</i></p>							

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III. Additions

Appendix 5:

Data Migration Details

The Existing applications serving the business requirements of SMC are developed on VB.NET, ASP.NET, C #, VB and backend used is MS SQL 2012. Applications whose functionalities are covered under ERP will retire/sunset after successful ERP implementation. The master data, transactional data, business rules from these applications will need to be migrated to the new system. Extraction of data and data cleansing will be joint responsibility of SMC current team along with selected bidder. Selected bidder will provide the templates in which data is expected and SMC current team to populate the data. Selected bidder's assistance will be sought where required.

Once the data is collected in necessary formats, data transformation and upload to ERP will be done by the selected bidder and, business approvals/ sign off will be taken from SMC based on reconciliation report submitted by the selected bidder. The data migration will be required for all modules including Financial Management, Asset accounting, Grants & Investments, Human Resource & Payroll, Employee self-service, Procurement, Material Management & Vendor Management, Project & Portfolio Management, Enterprise Asset Management with Planned Maintenance, Water Utility & Billing, Complaint Management / Grievance redressal mechanism, Citizen Relationship Management, Property Tax, Professional Tax, Shops & Establishment, Field Inspection & reporting, Integrated audit management system, Vigilance work assignment & reporting, Court case management, Inter-departmental file movement (Inward-Outward), Meeting Management, RTI Application Management.

Decision on whether to migrate opening balances or legacy transactional data will be taken during the implementation taking in to account business requirements, legal requirements, merits and demerits presented for each case. Historical documents scanning is not in scope.

Also refer sections 2.4.4 and 2.4.6.1 where certain details around data migration have been specified.

Portal & Mobile App

This section has been added to bring more clarity in terms of scope of bidder in Portal and Mobile App and should be considered along with the requirements specified in detail in other sections of RFP

- i. **Citizen Facing Functionalities:** SMC current website and mobile app will remain the interface for citizens. The virtual civic center application is currently catered through e-pay services of Surat Municipal Corporation (<https://www.suratmunicipal.gov.in/epay/>). Within e-pay services there are links to different user interfaces for different services, which could be property tax, professional tax etc. Once the backend services of property tax, water utility, professional tax, Shops and establishment and grievance redressal (complaint management) or any other services are ready for Go-Live these links and FAQs should start referring to the new web based interfaces of ERP which would probably be Citizen Relationship Management module of the ERP through which all citizens will avail their services, which is in scope of the bidder. Necessary interface for online transaction shall also be provided on this platform giving a single view for each registered citizen for the services in scope of the RFP.
For the Surat Municipal Corporation existing citizen mobile application, ERP SI will provide the necessary APIs to consume the services of citizen relationship management, property tax, professional tax, water utility, shops and establishment and grievance redressal (complaint management) or any other module. The actual development changes on the existing mobile app will be taken care by SMC existing development team. SI and SMC will work jointly to enable such services through mobile app.

The current number of accounts for various citizen services are below:

- Shops & Establishment: Total registrations - 238791
- Property Tax : Total properties - 1756615

Addendum and Corrigendum-1

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- Water Meter : Total metered connections - 23839
- Professional Tax : Total registrations - 315455

A citizen might be registered for one or more services. The services are rendered through various physical and electronic channels like City Civic Center, Website (Virtual Civic Center), Mobile App, Mobile Tax Collection Van, etc.

ii. **Employee Enablement:**

These will be the interface provided to SMC employees for using the applications via SMC intranet/internet. It is expected that SMC employees will access the employee self-service and manager self-service via this portal of ERP along with any other functionality provided on it.

As part of the mobility solution, it is required to have mobile app developed for both iOS and Android for the requirements specified in the RFP for field employees, spot team, manager self-service users for workflow approvals. The development can be proposed as a hybrid app or native apps provided it meets the requirement specified in the RFP including offline capabilities for field employees.

The internal portal and mobile app should have all necessary security measures and performance measures required for the solution to be compliant to industry best standards and practices. It also needs to be compliant to ISO certification requirements mentioned in the RFP.
