

Addendum and Corrigendum-8

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



Surat Smart City Development Limited

ADDENDUM AND CORRIGENDUM-8

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 Color	What does it indicate?
No highlight	Indicates content as per original RFP document
Highlighted in Blue	Indicates amendment as per this Addendum and Corrigendum-8

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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 31/08/2017 up to 18:00 hrs.	To be submitted online only on https://smc.nprocure.com on or before 07/09/2017 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 07/09/2017 up to 18:00 hrs. to the Chief Accountant, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat.	In sealed envelope strictly by RPAD/Postal Speed Post on or before 14/09/2017 up to 18:00 hrs. to the Chief Accountant, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat.



II. Other Changes

#	Tender Reference	Existing Clause	Amended / New Clause
1	2.5.1 Post Go-Live Support Page 75	<p>2.5.1 Post Go-Live Support As part of the delivery of the solution it is expected that the Bidder shall provide Post Go Live Support (“PGLS”) for the solution post first Go-Live Release 0 till completion of total contract period of seven years. The Post Go Live Support (“PGLS”) will start after completion of 3 months of Hypercare Support after Go Live. During the course of the project there will be functionality developed and deployed on a Release basis, as a result each Release will need to be supported following its go-live. Therefore, the PGLS will run from the moment the first Release (release 0) of the Solution is live till the end of the contract period. The Bidder shall provide appropriate levels of on-site and off-site support as necessary. The Bidder’s PGLS team shall be responsible for the continued delivery of stable systems, development, and operational support. This includes a preventive maintenance programme, managing releases, monitoring and system health checks and incident management. It is expected that out of business hours support will be provided as needed. Support of the system is key to establishing system and process stability following the deployment. Over and above the technical support required in this period, it is expected that support efforts shall target improving end-user familiarization with new applications and processes to enhance adoption and aid transition of new processes to a business-as-usual status.</p> <p>Minimum Required onsite support: The dedicated team of one functional consultant for each module (Finance, HR, Payroll, Asset management, Project Management, Water Utility, Revenue Tax management & CRM service, Property Tax, other Citizen Services, E-office applications), total 10 functional consultants along with four developers is requested onsite for first three years after first Go-Live, during the support period and will also</p>	<p>2.5.1 Post Go-Live Support As part of the delivery of the solution it is expected that the Bidder shall provide Post Go Live Support (“PGLS”) for the solution post first Go-Live Release 0 till completion of total contract period of seven years. The Post Go Live Support (“PGLS”) will start after completion of 3 months of Hypercare Support after Go Live. During the course of the project there will be functionality developed and deployed on a Release basis, as a result each Release will need to be supported following its go-live. Therefore, the PGLS will run from the moment the first Release (release 0) of the Solution is live till the end of the contract period. The Bidder shall provide appropriate levels of on-site and off-site support as necessary. The Bidder’s PGLS team shall be responsible for the continued delivery of stable systems, development, and operational support. This includes a preventive maintenance programme, managing releases, monitoring and system health checks and incident management. It is expected that out of business hours support will be provided as needed. Support of the system is key to establishing system and process stability following the deployment. Over and above the technical support required in this period, it is expected that support efforts shall target improving end-user familiarization with new applications and processes to enhance adoption and aid transition of new processes to a business-as-usual status.</p> <p>Minimum Required onsite support: The dedicated team of one functional consultant for each module (Finance, HR, Payroll, Asset management, Project Management, Water Utility, Revenue Tax management & CRM service, Property Tax, other Citizen Services, E-office applications), total 10 functional consultants along with four developers is requested onsite for first three years after first Go-Live. Post First three years, dedicated team of</p>

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	<p>act as the coordinator for any offshore support teams over and above the minor and major enhancement work assigned to them.</p> <p>The purpose of the PGLS period is to accelerate business stabilization and aimed to achieve following possible objectives:</p> <ol style="list-style-type: none"> 1. To measure, and communicate, how performance is stabilizing against expectations; 2. To inform decision making about how performance issues should be resolved; 3. To prioritize and coordinate efforts to where they will have the most impact; 4. To monitor the impact of any changes until stabilization is achieved; 5. To help determine when the solution is able to transition to the enduring support model; 6. The PGLS team should have flexibility to scale up/down; 7. To ensure timely resolution of incidents; 8. When incidents occur, to restore normal service as quickly as possible to minimize business impact; 9. To ensure that incidents and service requests are processed consistently and that none are lost; 10. To direct support resources where most required; 11. To provide information that allows support processes to be optimized, the number of incidents to be reduced, and management planning to be carried out. <p>After Go Live of Release 0 and Release 1,, system integrator shall provide 3 months Hyper Care Support followed by support. Necessary transition needs to be taken care by the bidder during these hand over from implementation team to support team. Warranty support for the solution will be provided for the 3 months Hyper Care Support period or until all defects in the Solution for which the Bidder shall be responsible are resolved, whichever is longer.</p>	<p>7 consultants with optimum skillset is requested to be onsite till completion of the contract. If required, the selected bidder will be required to change the mix of the onsite support team based on the requirement of SMC. The selected bidder shall appoint one of the onsite resource as the SPOC for SMC, who intern will coordinate with other team members.</p> <p>The primary responsibility of the onsite team will be the enhancement/development which will include Service request/minor enhancement, Major Enhancements and Planned Project. This team will coordinate with the support team for timely and proper resolution of incidents. The team will ensure the continuous delivery of support and change requirements including minor/major enhancements and projects.</p> <p>SMC estimates upto 1200 hours / quarter demands of Major Enhancement and Planned Projects during the support period and the bidder will be responsible for delivery of the same. These hours will not be carried forward to next quarter if not utilised. Any Other Major Enhancement / Planned Project over and above this limit shall be paid to the bidder on the basis of blended man month rate quoted by SI in the Appendix 4. The service requests shall be catered by the bidder based on the requirements of SMC.</p> <p>SMC envisages that development & delivery of Major Enhancements and Planned Projects shall not be limited to onsite consultants and bidder shall provide optimum skilled consultants, Onsite and Off-shore, to cater demand throughout the contract period.</p> <p>The purpose of the PGLS period is to accelerate business stabilization and aimed to achieve following possible objectives:</p> <ol style="list-style-type: none"> 1. To measure, and communicate, how performance is stabilizing against expectations; 2. To inform decision making about how performance issues should be resolved;
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	<p>Defects include those that were known prior to Go-Live and any new defects that materialize in operation during Warranty period.</p> <p>A defect can only be resolved if:</p> <ol style="list-style-type: none"> 1. Test passes 2. A valid workaround is approved by SMC/SSCDL 3. Alternate resolution is approved by SMC/SSCDL <p>A Warranty Defect can be defined as: any defects in the technical performance or functionality of any aspect of the Solution when assessed by reference to the Acceptance Criteria which are identified or known on the date of Acceptance or which arise during the Warranty Period.</p> <p>The Bidder shall work to ensure that all defects and issues are resolved in line with agreed processes and procedures.</p>	<ol style="list-style-type: none"> 3. To prioritize and coordinate efforts to where they will have the most impact; 4. To monitor the impact of any changes until stabilization is achieved; 5. To help determine when the solution is able to transition to the enduring support model; 6. The PGLS team should have flexibility to scale up/down; 7. To ensure timely resolution of incidents; 8. When incidents occur, to restore normal service as quickly as possible to minimize business impact; 9. To ensure that incidents and service requests are processed consistently and that none are lost; 10. To direct support resources where most required; 11. To provide information that allows support processes to be optimized, the number of incidents to be reduced, and management planning to be carried out. <p>After Go Live of Release 0 and Release 1, system integrator shall provide 3 months Hyper Care Support followed by support. Necessary transition needs to be taken care by the bidder during these hand over from implementation team to support team. Warranty support for the solution will be provided for the 3 months Hyper Care Support period or until all defects in the Solution for which the Bidder shall be responsible are resolved, whichever is longer.</p> <p>Defects include those that were known prior to Go-Live and any new defects that materialize in operation during Warranty period.</p> <p>A defect can only be resolved if:</p> <ol style="list-style-type: none"> 1. Test passes 2. A valid workaround is approved by SMC/SSCDL 3. Alternate resolution is approved by SMC/SSCDL <p>A Warranty Defect can be defined as: any defects in the technical performance or functionality of any aspect of the Solution when assessed</p>
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3	<p>2.6.6</p> <p>Monthly Penalty for Missed KPIs</p> <p>Page 80</p>	<p>2.6.6 Monthly Penalty for Missed KPIs</p> <p>Missed KPI would mean below acceptable levels defined above.</p> <ul style="list-style-type: none"> a) Penalty for missed KPIs for 1st instance in a particular month: No penalty b) Penalty for missed KPIs (up to 3) in a particular month: 5% deduction of relevant implementation milestone/monthly support cost c) Penalty for missed KPIs (up to 6) in a particular month: 10% deduction of relevant implementation milestone/monthly support cost <p>* <u>Note</u>: The number of tickets would vary as per the following:</p> <p>For the first three months post release Go-Live, Tickets should be less than 50. Going further, tickets should be less than 35</p> <p>How KPIs would be measured?</p> <table border="1"> <thead> <tr> <th>No.</th> <th>Performance Indicator</th> <th>Measurement Methods</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Availability of Services-Uptime</td> <td>The proportion of the time the various applications were available to employees of SMC</td> </tr> </tbody> </table>	No.	Performance Indicator	Measurement Methods	1	Availability of Services-Uptime	The proportion of the time the various applications were available to employees of SMC	<p>2.6.6 Monthly Penalty for Missed KPIs</p> <p>Missed KPI would mean below acceptable levels defined above.</p> <ul style="list-style-type: none"> a) Penalty for missed KPIs for 1st instance in a particular month: No penalty b) Penalty for missed KPIs (up to 3) in a particular month: 5% deduction of relevant implementation milestone/monthly support cost c) Penalty for missed KPIs (up to 6) in a particular month: 10% deduction of relevant implementation milestone/monthly support cost <p>* <u>Note</u>: The number of tickets would vary as per the following:</p> <p>For the first three months post release Go-Live, Tickets should be less than 300. Going further, tickets should be less than 200.</p> <p>How KPIs would be measured?</p> <table border="1"> <thead> <tr> <th>No.</th> <th>Performance Indicator</th> <th>Measurement Methods</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Availability of Services-Uptime</td> <td>The proportion of the time the various applications were available to employees of SMC</td> </tr> </tbody> </table>	No.	Performance Indicator	Measurement Methods	1	Availability of Services-Uptime	The proportion of the time the various applications were available to employees of SMC																														
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		Functional Consultants (Finance - 2, HR - 2, Project Management, Material management, Asset Management, Water Utility, citizen services - 2, E-office application - 2)	B.Tech/B.E./ CA/ MBA	5 years	Total 5 years of post-qualification experience out of which minimum 3 years' experience including one implementation project in the same module to be handled during project			Functional Consultants (Finance - 2, HR - 2, Project Management, Material management, Asset Management, Water Utility, citizen services - 2, E-office application - 2)	B.Tech/B.E./ CA/ MBA	5 years	Total 5 years of post-qualification experience out of which minimum 3 years' experience including one implementation project in the same module to be handled during project
		System Architect	B.Tech/B.E./ MCA	8 years	Total 8 years of post-qualification experience out of which minimum 3 years' experience as system architect and one implementation project.			System Architect	B.Tech/B.E./ MCA	8 years	Total 8 years of post-qualification experience out of which minimum 3 years' experience as system architect and one implementation project.
		Lead Application Developer	B.Tech/B.E./ MCA	5 years	Total 5 years of post-qualification experience out of which minimum 3 years' experience as technical lead			Lead Application Developer	B.Tech/B.E./ MCA	5 years	Total 5 years of post-qualification experience out of which minimum 3 years' experience as technical lead

Addendum and Corrigendum-8

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



				and one implementation project.				and one implementation project.																													
	Integration Lead	B.Tech/B.E./MCA	5 years	Total 5 years of experience out of which minimum 4 years of experience as integration consultant using same ERP product with interface development experience to multiple third party systems.		Integration Lead	B.Tech/B.E./MCA	5 years	Total 5 years of experience out of which minimum 4 years of experience as integration consultant using same ERP product with interface development experience to multiple third party systems.																												
	Application Developers (3)	B.Tech/B.E./MCA	3 years	Total 3 years of relevant post-qualification experience		Application Developers (3)	B.Tech/B.E./MCA	3 years	Total 3 years of relevant post-qualification experience																												
<p>The Bidder shall have to provide billing rates for each profile in online form along with Financial Proposal. Though the pricing is a fix bid type and billing rates will not be considered in financial evaluation, but in case additional resources are required at a later stage, the below mentioned rates would be used.</p> <p>Note: The cost of additional resources will not be considered for financial evaluation. If required, SMC/SSCDL may ask the bidder to deploy additional resources as per the rates specified in the table. Monthly Billing Rate (Appendix-4) must be submitted online.</p>					<p>The Bidder shall have to provide billing rates for each profile in online form along with Financial Proposal. Though the pricing is a fix bid type and billing rates will not be considered in financial evaluation, but in case additional resources are required at a later stage, the below mentioned rates would be used.</p> <p>Note: The cost of additional resources will not be considered for financial evaluation. If required, SMC/SSCDL may ask the bidder to deploy additional resources as per the rates specified in the table. Monthly Billing Rate (Appendix-4) must be submitted online.</p>																																
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<p>6</p>	<p>3.11.15 Indemnification Page 92</p>	<p>3.11.15 Indemnification: ERP SI (the "Indemnifying Party") at its expense and to the maximum extent permitted by law, undertakes to indemnify, defend and hold harmless SSCDL (the "Indemnified Party") from and against all losses, liabilities, costs, damages and expenses and will reimburse such fees and expenses as they are incurred, including in connection with any claim or action threatened or brought against the Indemnified Party, attributable to the Indemnifying Party's or its representative's negligence or willful default, including but not limited to, mismanagement of the brand SSCDL, bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) in performance or non-performance under this Agreement; provided, however, that Indemnifying Party shall not be obligated to defend, indemnify, or hold the Indemnified Party from and against any such liabilities, costs, loses, damages and expenses to the extent caused solely by any negligent act or omission or intentional wrongdoing of such Indemnified Party. In case of any negligence or willful default by Bidder, leading to disrepute/ financial obligations/ penalties to SSCDL, during the course of contract or after, the selected Bidder will be held liable.</p>	<p>3.11.15 Indemnification: ERP SI (the "Indemnifying Party") at its expense and to the maximum extent permitted by law, undertakes to indemnify, defend and hold harmless SSCDL (the "Indemnified Party") from and against all losses, liabilities, costs, damages and expenses and will reimburse such fees and expenses as they are incurred, including in connection with any claim or action threatened or brought against the Indemnified Party, attributable to the Indemnifying Party's or its representative's negligence or willful default, including but not limited to, mismanagement of the brand SSCDL, bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) in performance or non-performance under this Agreement; provided, however, that Indemnifying Party shall not be obligated to defend, indemnify, or hold the Indemnified Party from and against any such liabilities, costs, loses, damages and expenses to the extent caused solely by any negligent act or omission or intentional wrongdoing of such Indemnified Party. In case of any negligence or willful default by Bidder, leading to disrepute/ financial obligations/ penalties to SSCDL, during the course of contract or after, the selected Bidder will be held liable.</p>																		