"Supply, Installation and Commissioning of Enterprise Resource Planning (ERP) in Mumbai Metro Rail Corporation (MMRC) by System Integrator including associated Hardware, Software and Licenses along with its implementation, integration and maintenance support"

Standard Set of Deviations-I

To be read with Annexure-I appended to the Response to Pre-bid Queries. The revised clause in the Standard Set of Deviations would prevail and will replace/supersede the respective existing clauses in the RFP.

ERP Pre-Bid Queries Response					
Sr No	**Clause No**	**Page No**	**Content of RFP Requiring Clarification**	**Change Requested/ Clarification required**	**Response/ Comments**
1	Key dates and Events	10	Last Date of Submission of Bids	We request that the last date of submission be extended by 3 weeks	Last date has been extended till 30.05.2016
2	2.21 Initial filter PQ4 - Technical Capability	17	The Bidder should have experience of implementing in **Government/ PSU /Urban Local bodies** with atleast one project of ERP solution with order value not less than 2.4 Cr. or should have experience of implementing in **Government/ PSU /Urban Local bodies** with atleast two project of ERP solution with order value not less than 1.8 Cr. or should have experience of implementing in **Government/ PSU /Urban Local**	We request department to amend the clause as : The Bidder should have experience of implementing in Government/ PSU /Urban Local bodies/**public limited companies** with atleast one project of ERP solution with order value not less than 2.4 Cr. or should have experience of implementing in Government/ PSU /Urban Local bodies **/public limited companie**s with atleast two project of ERP solution with order value not less than 1.8 Cr. or should have experience of implementing in Government/ PSU /Urban Local bodies **/public limited companies** with atleast three project of ERP solution with order value not less than 1.2Cr.	As per RFP

			bodies with atleast three project of ERP solution with order value not less than 1.2Cr.		
3	2.21 Initial filter PQ6 - Certification	17	The Bidder (Prime Bidder) providing the application development/customization, deployment and maintenance as described in of scope of work, should have an active SEI CMMI Level 3 or its higher version certification as on date of submission of Bid	We request department to amend the clause as : The Bidder (Prime Bidder) providing the application development/customization, deployment and maintenance as described in of scope of work, should have an active SEI CMMI Level 3 or its higher version certification OR an ISO 9001:2008 certification as on date of submission of Bid	Clause Modified. Pls. refer Annexure
4	2.24 : Technical Evaluation Criteria	20	The Bidder (Any member of Consortium) should have completed/ substantially completed* ERP Projects in Government/ PSU /Urban Local bodies with order value of minimum 2.4 Cr in last 8 years	We request department to amend the clause as : The Bidder (Any member of Consortium) should have completed/ substantially completed* ERP Projects in Government/ PSU /Urban Local bodies **/ public limited companies** with order value of minimum **1.8 Cr** in last 8 years	As per RFP
5	2.24	19	Relevant Experience: The bidder (Any member of Consortium) is responsible to ensure that the COTS ERP** solution should have at least two implementation in **India.** Each of the implementation having more than 100 users in last 8 years where following	Kindly modify the requirement to: The bidder (Any member of Consortium) isresponsible to ensure that the COTS ERP** solutionshould have at least two implementation i**n India or Globally.** Each of the implementation having more than 100 users in last 8 years where **any one of the** following functional areas have been implementedi. Financial Management Systemii. Human Resource Management System	As per RFP

				functional areas have been implementedi. Financial Management Systemii. Human Resource Management System		
6	3.7	42	Payment Milestone	1. The SRS & FRS amount of 10% should be increased to 20% as per standard ERP implementation. 2. 40% of O&M is quite long period and needs to be reconsidered. A lump sum amount per year should be provided at start of every year instead of quarter wise payment model. 3. The hardware and software implementation cost should be kept seperate as during s/w implementation the number of resources might increase / decrease (ref clause # 3.6.10).	Clause modified. Pls. refer Annexure.
7	7. Guidelines for Financial Proposal (sub section 7.2)	108 (B.1)	B.1 Minimum Hardware Components required for On-Premise Hosting	It is recommended to add Server Load Balancer (Quantity -2) componant in this list to provide High Availability, Automated failover and this will also help to improve end user experience for ERP application	Min. Specifications/hardware need to be met. Bidder can propose higher specifications/hardware as deemed appropriate.
8	13 - Annexure – Technical Specifications	122	Component Qualification - Criteria	Request you to add "Server Load Balancer" in Componant Qualification Criteria as "Should be part of Gartner'squadrant or IDC report for the respective category for 2014 or 2015 or latest"	Min. Specifications/hardware need to be met. Bidder can propose higher specifications/hardware as deemed appropriate.

9	**2.24.3**	Page 23 of 131	**Signing of Contract** MMRC shall notify the successful bidder that its bid has been accepted. The Successful Bidder shall enter into contract agreement with MMRC within the time frame mentioned in the Letter of acceptance to be issued to the successful bidder by MMRC	We understand that there will be a discussion on the contractual legal terms. Request MMRC to kindly allow bidder to provide deviations to the key legal terms in the draft contract agreement, which shall be mutually discussed and agreed between the successful bidder and MMRC.	To be decided mutually by MMRC and successful Bidder.
10	**2.15**	Page 14 of 123	**PATENT CLAIMS**: In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof, the bidder shall expeditiously extinguish such claim. If the bidder fails to comply and MMRC is required to pay compensation to a third party resulting from such infringement, the Biddershall be responsible for such compensation, including all expenses, court costs and lawyerfees. MMRC shall give notice to the successful bidder of any such	Considering that there would be hardware and softwares forming part of the SOW that would be supplied by third party OEMs, hnece we propose amendment of clause 2.15 by including the following points.1. Any usage of third party hardware/software for the Services hereunder shall be governed by the terms of such third party. 2. Bidder disclaims any liability arising out of usage of any third party hardware/software.3. In all cases, Atos (and/or its licensor) retains sole ownership of all pre-existing IPR and background IPR and all developments, variations and enhancements thereto.4. Customer receives ownership of customer-specific foreground IPR. Atos is granted a non-exclusive, royalty-free, perpetual, worldwide back-license for unlimited commercial use of customer-specific foreground IPR.5. All non-customer specific foreground IPR is owned by Atos. Customer is granted a non-exclusive license for use of non-customer specific foreground IPR, against additional consideration.	As per RFP

				claim and recover it fromthe bidder if required.MMRC will have the Intellectual Property rights of the customization work which will be taken up during SRS Stage.		
11	**4.4**	Page 45 of 131		**SLA:** For any delay in installation and commissioning of the Hardware, MMRC shall charge penalty @ 0.5% of the corresponding milestone value per week or part thereof, subject to a maximum of 10%.	Request to include the following points: (i) Delay is solely attributable to Bidder	The Clause is applicable only when the delay is solely due to Bidder.
12		Page 50 of 131		SLA Review Process and Penalty: f. The total deduction should not exceed 10% of the QGR. g. Three consecutive quarterly deductions of more than 10% of the applicable fee on account of any reasons will be deemed to be an event of default and termination.	With respect to sub-clause (f) we request to kindly amend the total deduction to a maximum 10% of the monthly revenue. Sub-clause (g) may be amended accordingly	As per RFP
13	5.5.2.1	Page 52 of 131		**ARBITRATION**	We propose that the any dispute shall be referred to and finally resolved by arbitration administered by the Singapore International Arbitration Centre ("SIAC") in accordance with the Arbitration Rules of the Singapore International Arbitration Centre ("SIAC Rules") for the time being in force, which rules are deemed to be incorporated by reference in this	As per RFP

			clause. The seat of arbitration shall be Mumbai and language shall be English.	
14	5.6(II)		SOFTWARE RIGHTS:Bidder hereby grants MMRC license to access and use the Software, including all inventions, designs, and marks embodied in the Software. Such license to access and use the Software shall be:I. Nonexclusive.II. Perpetual, fully paid up and irrevocable.III. Valid throughout India.	We propose that the condition be modified to (i) include that MMRC shall be bound by the respective EULA/ license terms and conditions of the respective third party software service provider;(ii) Deletion of "Perpetual, fully paid up and irrevocable" considering that the condition of license of the ERP software shall be dependent on the T&Cs of the ERP software OEM.	As per RFP
15	5.7	(Page 54 of 131)	**Hardware Warranty :** All the supplied goods under this RFP scope shall be new, unused, and of the most recent or current models, and that they incorporate all recent improvements in design and materials, unless provided otherwise in the Contract. The supplied goods under this RFP shall be free from defects	We propose that the condition be modified to include that "*MMRC shall be bound by the respective warranty and related terms and conditions from the OEMs w.r.t. the equipment forming party of the SOW, including any embedded software*."	Clause Modified as " All the supplied goods under this RFP scope shall be new, unused, and of the most recent or current models, and that they incorporate all recent improvements in design and materials, unless provided otherwise in the Contract. The supplied goods under this RFP

			arising from any act or omission of the successful bidder or arising from design, materials, and workmanship, under normal use in the conditions prevailing in the country of final destination. The warranty from OEM shall remain valid for five years for active components and 20 years for passive component after the goods, or any portion thereof as the case may be, have been delivered, installed, tested and accepted by MMRC.		shall be free from defects arising from any act or omission of the successful bidder or arising from design, materials, and workmanship, under normal use in the conditions prevailing in the country of final destination. The warranty from OEM shall remain valid for active components and passive component for the duration proposed by MMRC after the goods, or any portion thereof as the case may be, have been delivered, installed, tested and accepted by MMRC."
16	5.12.1.2	(Page 55 of 131)	**Termination by MMRC:** If the successful bidder does not remedy a failure in the performance of its obligations under the Contract, within thirty (30) days after being notified or within any further period as MMRC may have subsequently approved in writing.	We propose that the failure should be a substantive/material in nature and not just any failure, hence the clause be modified to that extent	As per RFP. Due diligence shall be taken by MMRC in such cases.

17	5.12.1.4	(Page 55 of 131)	If the successful bidder, in the judgment of MMRC has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.	We propose that such termination be based on valid proof hence the clause be modified accordingly	As per RFP. Due diligence shall be taken by MMRC in such cases.
18	5.12.1.8	(Page 55 of 131)	If the successful bidder fails to provide the quality services as envisaged under this Contract, MMRC may make judgment regarding the poor quality of services, the reasons for which shall be recorded in writing. MMRC may decide to give one chance to the successful Bidder to improve the quality of the services.	We propose deletion of this clause, considering that the Clause related SLA Review and Penalty has provision for termination due to SLA failures	As per RFP
19	5.12.1.10	(Page 56 of 131)	If MMRC, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.	We proppose deletion of this clause	As per RFP
20	5.12.1.11	(Page 56 of 131)	In the event MMRC terminates the Contract in whole or in part, pursuant to GCC Clause 5.12.1, MMRC may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered or not performed, and the successful	We proppose deletion of this clause	As per RFP

			bidder shall be liable to MMRC for any additional costs for such similar services. However, the successful bidder shall continue performance of the Contract to the extent not terminated.		
21	5.12.2.1	(Page 56 of 131)	Termination by Bidder: If MMRC fails to pay any money due to the Successful bidder pursuant to this Contract and not subject to dispute pursuant to GCC Clause 4.8 hereof, within 30 days after receiving written notice from the successful bidder that such payment is overdue.	Please clarify which clause number under GCC is referred to herein. We could not locate the reference clause 4.8 under GCC. As per the RFP document Clause 4.8 refers to "Schedule Downtime"	To be read as Clause 5.2 under GCC
22	5.14	(Page 56 of 131)	Assignment: If successful bidder fails to render services in stipulated timeframe and as per schedule, MMRC, at its discretion and without any prior notice to successful bidder, may discontinue or minimize scope of work or procure/board any other similar agency to render similar services to complete project in stipulated timeframe.	We suggest that this clause be deleted	Clause modified as "The successful Bidder shall not assign, in whole or in part, their rights and obligations under this Contract to any third party, except with prior written consent of the other party."

23			Clauses to be added under the **General Condition of Contract**	1. The aggregate liability of the Bidder under this contract, shall not exceed the Annual Contract Value (ACV) 2. Penalties/LDs/Service Credits are sole remedy. 3. Bidder shall not be liable for any consequential, indirect and incidental damages excluded including liability for loss of profits, revenue, goodwill, savings (real or anticipated), data loss and cost of reconstituting data (except reconstitution from last backup). 4. For all third party hardware/software, the usage of such hardware/software shall be governed by the terms of third party and will be applicable on IIFCL.	As per RFP
24	Clause 9	page 111 of 142	**Annexure- Non-Disclosure Agreement :** " 9.This Agreement shall be effective from the date of signing of this agreement and shall continue perpetually."	Request you to kindly arrange to amend the term of the NDA to 5 years, since the project duration is 54 months.	As per RFP
25	Page	115 of 142	**Annexure- Draft of Agreement Format:** This agreement shall remain in force until the expiry of <duration of the contract> from the date of entering into the contract, but MMRC may cancel the contract at any time upon giving 15 days' notice in writing without compensating the contractor."	Under the draft Agreement format it states that MMRC may cancel the contract at any time with 15 days' notice. Request you to kindly align with Clause 5.12.1.1 (page 50 of 142 of the RFP) i.e. termination with at least 30 days' notice for any cause.	Clause modified as "This agreement shall remain in force until the expiry of <duration of the contract> from the date of entering into the contract, but MMRC may cancel the contract at any time upon giving 30 days' notice in writing without compensating the contractor."

26	3.7	41	40% of Total project cost To be paid in 16 Equated Quarterly instalments (every three months) during O&M 4 year (48 months) of operation and maintenance period	We propose to bill monthly payment, instead of quaterly milestones. Is it for 3 yrs or 4 yrs O & M?	Payment terms modified. Pls. see annexures. O&M is of 3 years
27	5.13.2	55	If the Contract is terminated pursuant to GCC Clause 5.12.1 (10) or 5.12.2, remuneration for Services satisfactorily performed prior to the effective date of termination.	We propose for a termination fee, which will be mutually discussed between both the parties.	As per RFP
28	1.2	6	Performance Bank Guarantee (PBG) validity period.PBG should be valid till for 180 days from the end of contract	We propose validity period as 90 days	As per RFP
29	3.8		No advance payment shall be made.	We propose 10% advance on signing the contract.	As per RFP
30	**3**	25/131	**Scope of Work** MMRC reserves the right to amend/ add/ delete/ edit any of the following items of the scope of work.	In case there are changes/additions to scope is it possible to indicate the additions and as your partner we are of the understanding that such additional scope will be dealt through change request mechanism. In order to provide best fit solution to your RFP requirements we would request you to please share with us the existing AS -IS process documents.	Yes, it shall be dealt through Change Request. There is no major IT system in place currently.
31	3.1.7.6.1 4	33/131	Acceptance of "Go live" The go live will be accepted only after successfully generating at least one balance sheet	Acceptance of Go live will have an implication on the 4th mile stone payment. Is our understanding correct? Also please clarify if one quarter means all transaction should happen in the SAP system or	Yes. MMRC shall certify the Go-Live once transactions start happening through the ERP system.

			for the complete operations, for one financial quarter or successfully using the system for Two months after declaring go live, whichever is longer.	even if cutover balances are there and 2 monthly transactions in SAP with balance sheet is sufficient for acceptance of Go live?	
32	3.7	42/131	Payment Milestone 40% of Total project cost To be paid in 12 Equated Quarterly instalments (every three months) during O&M of 3 years, operation and maintenance period	In section 3.6 project timelines you have stated 4 years AMS support. "To be started from successful implementation of modules till a period of 4 years." as per the above clause it appears that the payment would be completed with in the first 36 months (12 qtrs.). however the partner would be continuing to serve 4 additional qtrs. in order to fulfil the commitment. please confirm whether our understanding of the above is in order.	O&M is of 3 Years which shall start after 1 month stabilization period post Go-Live. AMS is also of 3 Years.
33	4.4	45/131	For any delay in installation and commissioning of the Hardware, MMRC shall charge penalty @ 0.5% of the corresponding milestone value per week or part thereof, subject to a maximum of 10%.	Can you confirm that Penalty will be applicable only for any dealy attributed from our side and not any delay due to any support/delays from your side.	Yes
34	SLA 3: Project Manage ment	48/131 109/131	1% of QGR subject to maximum of 10% of QGR "Implementation Cost (Manpower for Installation, Customization, Integration, Training and Implementation)"	For the project how will you arrive at QGR? Since the project is on fixed proce basis and vendor is to give only implementation cost how will this calculation happen?	QGR to be read as corresponding Milestone

35	SLA	47/131	Old Rfp: RWH (Regular Working Hours): 9 AM to 6 PM (Monday to Saturday [1st, 3rd and 5th Saturday for GoM are working days]) EWH (Extended Working Hours): 6 PM to 9 AM (Monday to Saturday [2nd and 4th Saturday for GoM are holidays), Sunday and all Government of Maharashtra Holidays.New RFP : RWH (Regular Working Hours): 9 AM to 6 PM (Monday to Friday)	Does it mean Only support from 9 am to 6 pm, Mon-Friday required and no extend hour support required?/	Yes. However, extended support to be provided as and when required by MMRC.
36	3.6.6	43/131	The price quoted by the Bidder shall be fixed during the Bidder's performance of the contract and shall **not be subjected to variation on any account, including changes in taxes, duties, levies etc.**	kindly amend as, "any variation in statutory taxes will be paid at actuals"	Clause Modified as "The price quoted by the Bidder shall be fixed during the Bidder's performance of the contract. All relevant taxes, duties, levies, etc. would be considered for reimbursement on actuals as per prevailing Government Laws.
37	2.23 b	19/131	In order to qualify for the opening of financial proposal, the Bidder must get a minimum overall technical score of 60 (Sixty).	to get quality solution , Bidder must get a minimum overall technical score of 80 (eighty).	As per RFP

38	7.2.D	109/131	Hosting, Operation and Maintenance Cost for a period of 3years (AMC)	a. What is the total period of infra support post commissioning of the same? Is it for 3 or 4 years? b. Is it allowed to do remote infra management? Will there be any specific security compliance requirement for remote infra management? c. Will there be any DR set up for this arrangement? d. Understand that power, cooling & hosting space will be provided by MMRC at their premises at Mumbai. Please confirm	a. 3 years b. Yes, remote infra management can be considered. c. No DR d. Yes
39	4	45/131	Service Level Agreement	What is the expected availability SLA(%) for IT infrastructure which are to be set up for ERP implementation?	98%
40	13	123/131	Annexure - Technical Specifications	a. Whether EL3/NDPP certification require for core switch? b. Do we require to consider 10G port in the switch? c. Are there any specification recommended for web server and server load balancer? d. Understand connectivity for application user will be provision by MMRC. Please confirm.	a. As per RFP b. As proposed by Bidders. Min. technical specifications should be met. C. No d. Yes
41	3.1.7.5.2	30/131	Onsite support - On-site support for hand holding the users, database recovery and data synchronization after crash, performance tuning, bug fix, update for all critical functions.	Do we require to provision resources onsite for the said purpose through out the contract period? Please explain `data synchronisation' activity requirement in the given scope.	Pls. refer to Section 7.2. sub section D.1 for Onsite Deployment. Data Synchronization : Data Update from all data sources post-Crash.
42	7.2.C	109/131	On-Premise Hosting Cost inclusive of Hardware and related software	a. Please confirm on type of license and version requirement for OS and other softwares b. Do you have any preference for infra monitoring tools? Any requirement for access to infra for administration etc.?	As proposed by Bidder
43	3(5)	25/131	Backup of operating system, database and	Please explain backup and retention policies	To be decided mutually in discussion with concerned

			application as per stipulated policies.		stakeholders during SRS/FRS
44	13	124/131	B .SAN Storage ,Sl no 5 ,Disk Drive Support,(Offered Storage Array shall support 4Gbps dual-ported 146/ 300 / 400 /450GB / 600/900 GB hot-pluggable Enterprise FC hard drives, along with SATA/F-ATA (3TB) drives in the same device shelf. Should support SSD Drives.)	Will the technical spec be accepted if we propose to position the exact H/W specs without the F-ATA drives (considering compatibility issues)?	Min. Specifications need to be met. Bidder can propose higher specifications as deemed appropriate.
45	13	126/131	Switching capacity Minimum – 10/100/1000 Gbps 2. Auto-sensing 10/100/1000Base-T or SFP	How many Copper and SFP ports are needed, Also specify Single mode or Multimode SFP Transceiver needed.	As proposed by Bidder
46	3.1.5.15	26/131	Inherent dashboard and business intelligence capabilities	We do not see any dashboard requirements and BI reporting in the FRS documentation. Kindly clarify that the same is excluded from the requirement..	Clause excluded
47	3.1.7.2.1. 1	33/131	Seamless integration with MMRC's Project Management and Document Management/ Collaboration System based on MMRC's operations	We understand that Primavera is a separate project within the organization of MMRC. We understand the connecter is a separate order and not part of scope on this order. Can you confirm on the same	Yes, it's a future requirement but the Bidder should make provision for the same as and when required by MMRC.
48		129/131	Shall support Multiprotocol Label Switching (MPLS) Layer 3 VPN and MPLS Layer 2 VPN from Day 1	How many VPN user will be there? What is the number of concurrent user, if applicable?	Approx. 5-10 % of total users
49	3.1.7.1 & 3.1.7.2	28/131	3.1.7.1 Finance Accounting and Controlling - 25 Users 3.1.7.2 Human Resource Management –	Can we consider total number of system user base as 200 with 20% YOY increase of the same?	Yes

			200 Users (Self Serving users) The users count may increase or decrease -20% to + 20%.		
50	3.1.7.6.9	31	However wherever the data has to be captured from physical sources	We request MMRC to kindly share the details of existing legacy systems and various business processes. This will help us in identification of required interfaces.	Only Tally is being used currently.
51	3	25	MMRC requires a Bidder to implement an Enterprise Resource Planning at MMRCto manage and track the budget and cost of development	In addition to Finance and HR modules, we recommend MMRC to evalaute inclusion of below additional modules : 1. 'Project System' : Required for : To control the cost of internal projects 2. 'Material Management' : Requried for GRN, Asset Management, Invoice Verification 3. 'Basis and Security' module : Required for transports, auth., roles definition and data security. 4. 'Funds Management (Treasury) Module' : Reuqired to know the cost of Capital and effective funds management i.e. secured/unsecured loans position 5. 'Data Migration Tool' : Required for creating the desired templates	As per RFP
52	3.1.5.4	25	Integrated management accounting and costing	We request MMRC to kindly inform on many costing system is required. As per industry standard, there are below available Costing models (Management Accounting) : Standard costing (Planning costing), Actual costing and CO-PA-Controlling and profit analysis). Kindly clarify.	To be finalized in consultation with concerned stakeholders during SRS/FRS
53	3.1.3.1	2	If required, bidder shall be required to setup and configure at no additional cost in case MMRC moves to different location.	Bidder shall only be liable to set-up the hardware again at new location in Mumbai. The logistic and commercial implication for transfer of the data center shall in MMRC SoW and not bidder. Kindly consider the same.	Bidder shall be required to only setup and configure in case of new location.

54	3.1.5.17.3	27	The accounts module will also have the integration with the all revenue generation.	We request MMRC to provide information on the Revenue Generation tools. This will help us to define the required interfaces (inbound / outbound).	To be finalized in consultation with concerned stakeholders during SRS/FRS
55	Clause 3, Sub point 6	25	6) Bidder shall provision integration with Primavera (Project Management tool) and Document management and collaboration system through standard APIs.	1. We request MMRC to provide clarification on requirement of integration of MMRC PjM Tool (Primavera) and DMS with proposed ERP. What is expected to be implemented with proposed ERP ? From 'Collaborative' system we understand that it is Automatic Fare Collection, Payment and SMS gateway. Kindly confirm.	Integration is a future requirement, which is proposed to facilitate MMRC in having a bird's eye view of all the systems in the project. AFCS would be applicable only after operationalization of Metro.
56	3.7	42	Payment Milestone	1. The SRS & FRS amount of 10% should be increased to 20% as per standard ERP implementation. 2. 40% of O&M is quite long period and needs to be reconsidered. A lump sum amount per year should be provided at start of every year instead of quarter wise payment model. 3. The hardware and software implementation cost should be kept seperate as during s/w implementation the number of resources might increase / decrease (ref clause # 3.6.10).	Clause modified. Pls. refer Annexure.
57	3.1.7.2.2	29	Scheduling the activities so as to complete the project and functional areas of MMRC within a span of two months of starting the project	We understand this is Project Gantt Chart. Kindly confirm.	Yes
58	3.1.7.6.1 point 8	31, 42	8. Post implementation support for 5 year at MMRC office	There is ambiguity in the O&M period. Clause #3.6 mentions 4year, while other pages mention 5 years. Kindly clarify.	Post implementation support is of 3 years

	3.6 point 8				
59	3.1.7.8.2	34	Bidder is required to capture all the processes in practice at all the locations of MMRC at the time of implementation of the proposed COTS. Wherever possible MMRC would like to adopt the best practices and standard processes available with the proposed COTS solution, including Reports and Forms to the extent possible	We request MMRC to mention that 'MMRC shall provide dedicated business process owner dedicated to work with selected bidder'. This is important to have a single POC and understand the client business process.	To be decided mutually in discussion with concerned stakeholders during SRS/FRS
60	3.1.7.8.3	34	The below list of objects developed or changes to standard objects shall beconsidered as "Configuration" and not as "Customization or development".	It is very difficult to contemplate (before P.O.) on what all configurations will suffice without knowing the exact BP of MMRC. It might happen during engineering workshop, that bidder might find that certain assumed configuration based on standard ERP Out of the box reports/ configuration doesn't suffice the MMRC requirement, then it shall be considered as an additional customization. MMRC should accept this as additional development effort and cost.	To be decided mutually in discussion with concerned stakeholders during SRS/FRS. Manpower rates for change request have been considered for such cases.
61	3.6.8	43	Additionally, if after the award of contract, it is felt that additional Hardware and Software are required for meeting the RFP requirement and the same has not been quoted by the bidder, the bidder shall provide all	Bidder shall provide H/W and S/W as per requirement of RFP. However, in case of any additional Data requirements (post deployment) which might results into requirement of additional H/W or S/W will be considered additional and cost shall be provided for same.	To be decided mutually in discussion with concerned stakeholders during implementation.

			such additional hardware/software at no additional cost.		
62		Switch Specification / Page No. 127	Switching capacity Minimum – 10/100/1000 Gbps	As per our understanding this is a core switch. We recommend that the Switch should be Modular Chassis. Populated with atleast 48x1G copper and atleast 24x10G Ports from Day 1	Min. Specifications need to be met. Bidder can propose higher specifications as deemed appropriate.
63		Switch Specification / Page No. 127	Recommendations	Switch should support 40 G and 100 G interface Line cards from Day1	Min. Specifications need to be met. Bidder can propose higher specifications as deemed appropriate
64		Switch Specification / Page No. 127	Recommendations	Switch should be EAL 3+ / NDPP or higher certified	Min. Specifications need to be met. Bidder can propose higher specifications as deemed appropriate
65		Router Specification / Page No. 128	1GB DDR3 SDRAM and 256MB Flash	Request to ammend the clause as 2GB DRAM and 2GB Flash	Min. Specifications need to be met. Bidder can propose higher specifications as deemed appropriate
66		Router Specification / Page No. 128	Recommendations	Switch should be EAL 3+ / NDPP or higher certified	Min. Specifications need to be met. Bidder can propose higher specifications as deemed appropriate
67		Firewall Specification / Page No. 129	Should support SSL VPN	Request to delete the clause. It is not recommended to run SSL VPN on a firewall UTM device. SSL VPN is an CPU intensive process and hence may result in performance degradation.	As per RFP

68	2.21 (PQ6)	18	The Bidder (Prime Bidder) providing the application development/ customization, deployment and maintenance as described in of scope of work, should have an active SEI CMMI Level 3 or its higher version certification as on date of submission of Bid	Request the department to modify the clause to allow CMMI level 3 or higher, issued by other certification issuing authorities in accordance with SEI standard	As per RFP
69	2.23	21	Financial Bid Evaluation	Project being turnkey in nature requiring specific skillset, we request MMRC to do bid evaluation based on technical & financial parameters and winner should be selected based on its composite scoring only.	As per RFP
70			MMRC shall award the contract to the qualified bidder who has quoted the least.	This way, MMRC will get bidder who has best technical expertise and is also cost-wise cheapest	As per RFP
71	3.1.7.8.4	33	Plan for customization / development	Kindly clarify – "which following" developments bidder should consider in their proposal	Clause excluded
72			The Bidder should plan for following developments as a part of the normal effort for implementing the COTS Solution.		
73	3.2	35	Integration	Kindly provide relevant technical details of these 3rd party system that needs to be integrated with proposed ERP	Primavera project management and DMS systems to be integrated in future. Tender for DMS solution to be floated shortly.
74	3.7	41	Payment Milestone	We request MMRC to slit payment towards Hardware / License procurement and software installation	Clause modified. Pls. refer Annexure

75	3.7	41	Payment milestone	We request MMRC to separate out payment towards Training & Go Live	Clause modified. Pls. refer Annexure
76	7.2	110	The COTS ERP product should be from among "Single-Instance ERP for Product Centric Midmarket Companies" Gartner Report, for any of the last 3 years.	There are many ERP applications that are available in Indian market and we request MMRC not to limit the competition to only those ERP that are mentioned in Gartner report	As per RFP
77	12	120	Annexure- Draft of Agreement Format	We request MMRC to make techno-commercial proposal submitted by bidder also a part of this agreement	As per RFP
78	3.1.7.2.4	28	Feedback, Monitoring and Adoption – engaging services of third party expertise	We request MMRC to let us know who shall bear the cost of engaging a third party expert for testing.	MMRC
79	3.1.7.2.5	28	Training & Documentation	We request MMRC to let us know who shall arrange for and bare the cost of training infra like classroom, computers,	To be undertaken at MMRC as required.
80	3.2	35	Integration with MMRC's Project Management and Document Management/ Collaboration System based on MMRC's operations.	Please give details of the technology used for these systems	Project Management: Primavera Tender for DMS solution to be floated shortly
81	3.6	39	The rollout of ERP is maximum of Six (6) months and One (1) months of stabilization period.	It is very tight schedule and sounds impractical. Request please extend the duration of the project to 1 year.	As per RFP
82	General	_		Development need to be onsite or it may happen offshore? Kindly specify, as offsite development may happen faster than onsite development.	As proposed by Bidder. Can be offsite as well.
83	General	_	Data Migration	Kindly let us know the volume/size of data need to migrate. And what are the technologies using for said application like type of database etc.	Data In few hundred MB's. Only Tally is being used

84	General	_		Does physical document for data digitization also contains other languages like Hindi or regional languages than English?	No
85	General	_		We request you to provide us the technical details of the existing systems from where the data has to be migrated. Details would include technology of the system, data architecture / structure, amount of data in each system (size wise) and other appropriate technical data to design our solution. We also request for a run-through of the same for better understanding and estimate	Only Tally is being used currently.
86	General	_		Integrated Bilingual methodology is needed at the Portal level only? Or it is extend up to application level?	No
87	General	_		If It Is needed up to application level then the Bilingual methodology is needed at the Label level only? Or user needs to get data entry done in several languages? Kindly clarify the same.	No
88	5.4.4	52	The performance Bank Guarantee shall be valid until the end of six months after the completion of the contract with successful bidder. Subject to the terms and condition in the Performance Bank Guarantee, six months after the contract completion, the performance Bank Guarantee will lapse automatically.	We request department to amend the clause as : 50% of the PBG should be released 6 months post go live and balance 50% at the end of six months aftre completion of the conract	As per RFP
89	2.25 : Financial Bid Evaluation	21	MMRC shall award the contract to the qualified bidder who has quoted the least.	We request department to have a QCBS evaluation method. Merely L1 criteria will not bring right solution for MMRCL.	As per RFP

90	3.1.7.6.1 &	29	Post implementation support for 5 year at MMRC office	Please confirm whether the support period post Go-Live is 4 years Or 5 years ?	Support is for 3 years
91	3.6 : Project Timelines Sr. No. 8	41	Operations and maintenance : To be started from successful implementation of modules till a period of 4 years.		
92	3.1.3	25	Locations - Mumbai Metro Rail Corporation Limited, Bandra East, BKC, Mumbai	Can we assume that the ERP implemetation will be from this RFP mentioned location only. All stakeholders / users of proposed ERP will be available for this location. Please confirm.	Yes
93	3.1.7.1	27	Finance Accounting and Controlling - 25 Users 3.1.7.2 Human Resource Management – 200 Users (Self Serving users) The users count may increase or decrease -20% to + 20%.	Request you to provide users performing core HR transactions (no self service) like Personnel data adminstation, leave record management, Recruitment Management, HR Budgeting, Training and Development planning, approvers etc.	Approx. 10 % of total users
94	3.1.7.2.1.1	28	Seamless integration with MMRC's Project Management and Document Management/ Collaboration System based on MMRC's operations	Can we assume that all required technical support for this integration will be made available by MMRC from these 3rd party product vendors. And it will be 3rd party product vendor's responsibility to ensure required data availability for data to be imported in proposed ERP as well as whatever data exported from ERP to be imported in respective products (if required).	It would be a joint responsibility of both the vendors
95	3.1.7.2.1.1	28	Seamless integration with MMRC's Project Management and Document Management/ Collaboration System based on MMRC's operations	Can bidder propose ny prebuilt connector for the integration with Primavera? Does MMRC has purchased any ERP connectors from Primavera?	Yes. Bidder to propose. MMRC has not purchased any connectors.

96	3.1.7.2.1.1	28	Seamless integration with MMRC's Project Management and Document Management/ Collaboration System based on MMRC's operations	Please provide details on type of data envisaged to be integrated between ERP and Primavera as well Document Management/ Collaboration System. Which Document Management/ Collaboration System is implemented at MMRC?	To be finalised in consultation with concerned stakeholders during Integration
97	3.1.7.2.1.3	28	Data migration for each of the applications, functions into the proposed COTS solution.	Please provide details on size of data to be migrated.	Data size approx. in few hundred MB's and mostly from Excel and Tally
98	3.1.7.5.3	29	OEM support – Ensuring proposed COTS Solution OEM services for system performance, performance tuning, upgrades etc.	Do MMRC expect OEM of proposed ERP to perform these services independently and bidder to include their (OEM's) services cost in commercial offer. Or this refers to OEM's involvemet as a part of standard OEM support offerings only and no specific support for MMRC on ground. Please clarify.	Bidder to include in their services
99	3.1.7.6.1	30	8. Post implementation support for 5 year at MMRC office	Section '3.1.4 Warranty and Annual Maintenance Contract (AMC)' refer AMC for 4 years including include technical and functional support. Section '3.7 Payment Milestone' refers '40% of Total project cost To be paid in 12 Equated Quarterly instalments (every three months) during O&M of 3 years, operation and maintenance period Please clarify AMC tenure for technical and functional support.	AMC for 3 years. Technical and functional support for 3 years.
100	3.1.7.6.1	30	8. Post implementation support for 5 year at MMRC office	Does MMRC expects a ONSITE support through out tenure? If yes, please clarify resource qualification who is expected to be at MMRC office. Can bidder propose a offsite model of support post stabilization period?	Pls. refer to Section 7.2. sub section D.1 for onsite deployment. Yes. Offsite model can be proposed.
101	D.2	110	Manpower Cost (For Change Request)	Will this be considered for evaluating lowest bidder?	No

102	FC.12.14	74	Should be able to generate Fixed Assets schedule in accordance with the statutory requirement	Whether a report with all the values is sufficient or it should be in the same format.	As required by MMRC
103	HR.1.12	77	Should enable multiple assignments to permit dotted line reporting	Please elaborate	Reporting requirement. To be discussed in detail during SRS/FRS
104	7. Guidelines for Financial Proposal (sub section 7.2)	108 (B.1)	B.1 Minimum Hardware Components required for On-Premise Hosting	It is recommended to add Server Load Balancer (Quantity -2) componant in this list to provide High Availability, Automated failover and this will also help to improve end user experience for ERP application	Min. quantities need to be met. Bidder can propose higher no.s as deemed appropriate
105	2.12	11	Bidders shall submit, EMD of Rs.3,00,000 (Rupees Three Lakhs only) through **Online** e-Tendering Payment Gateway mode only	Kindly allow EMD in the form of **Bank Guarantee (BG).**	As per RFP
106	2.21	16	PQ2: Turnover from IT/ITeS: Copy of the audited Profit & Loss Statement of the company duly certified by statutory auditor/ Certificate from the **Statutory Auditor** clearly stating the Turnover	Kindly modify the requirement to: Copy of the audited Profit & Loss Statement of the company duly certified by statutory auditor/ Certificate from the **Statutory Auditor or Chartered Accountant** clearly stating the Turnover	Clause modified as " Copy of the audited Profit & Loss Statement of the company duly certified by statutory auditor/ Certificate from the Statutory Auditor or Chartered Accountant clearly stating the Turnover"
107	2.21	17	PQ3: Net Woth: Certificate from the **Statutory Auditor** clearly stating the net worth	Kindly modify the requirement to: Certificate from the **Statutory Auditor or Chartered Accountant** clearly stating the net worth	Clause modifies as "Certificate from the Statutory Auditor or Chartered Accountant clearly stating the net worth"

108	2.21	17	The Bidder should have experience ofimplementing in Government/ PSU/Urban Local bodies with atleast oneproject of ERP solution with order value not less than 2.4 Cr.orshould have experience of implementing in Government/ PSU/Urban Local bodies with atleast twoproject of ERP solution with order value not less than 1.8 Cr.orshould have experience of implementing in Government/ PSU/Urban Local bodies with atleast three project of ERP solution with order value not less than 1.2Cr.Document to be submitted: Copy of Work Order/Project Completion Certificate should be attached	Kindly modify the requirement to: The Bidder should have experience of implementing or project under implementation in Government/ PSU/Urban Local bodies with atleast one project of ERP solution with order value not less than 2.4 Cr.orshould have experience of implementing or project under implementation in Government/ PSU / Urban Local bodies with atleast two project of ERP solution with order value not less than 1.8 Cr.orshould have experience of implementing or project under implementation in Government/ PSU /Urban Local bodies with atleast three project of ERP solution with order value not less than 1.2Cr. Document to be submitted: Copy of Work Order/Project Completion Certificate/ Phase Completion Certificate should be attached	Clause for substantially completed projects already exists
109	3.4	36	Manpower Requirement - Minimum Qualifications for Project Manager, Solution Architect, HR Module Lead, Finance Module Lead, Project Support	Kindly modify the requirement to: (Education) B.E./ B.Tech/ MCA/ MBA/ BCA	Clause modified to " B.E./ B.Tech/ MCA/ MBA/ BCA"
110	3.5	39	Training and Capacity Building	Our understanding is that the required Infrastructure for Training like Class room, Projector, Desktop/ Laptop will be provided by MMRC. Is our understanding correct?	Yes

111	6.2	60	Power of Attorney in favor of Authorized signatory	Kindly modify this requirement to: Power of Attorney **or Board Resolution** in favor of Authorized signatory	Clause modified as " Power of Attorney or Board Resolution in favor of Authorized signatory"
112	6.1	58	CERTIFICATE AS TO AUTHORISED SIGNATORIES	Kindly remove CERTIFICATE AS TO AUTHORISED SIGNATORIES with Company Secretary as Authorised Signatory from Initial filter Bid Cover Letter as Bidder is also required to provide Board Resolution for Authorised Signatory as per RFP Section no.2.13.2 on Page no.13	Clause removed
113	7.2 Financial Proposal Format & Instructio n s	Page 109 of 131	B.1 Minimum Hardware Components required for On-Premise Hosting: Backup Software	Is backup software in scope? If yes, kindly provide detail requirements of backup of OS, DB and Application e.q - Online/offline backup - Tape drive requirements and compliance - Tape library requirements and compliance - Backup system to be enable for DC/DR	It is a green field project, hence vendor to consider complete end to end solution.
114	3.2Integr ation	Page 35of 131	Data from other systems/ applications should be flow to and from ERP systems based on MMRC's operations. The bidder shall ensure integration of Payment and SMS gateway, and use of digital signature (class II sign and encryption) with its proposed COTS ERP Product.	Our understanding is, Digital signature software is not in scope and integration of digital signature (with DMS) is in scope Is our understanding correct?	Yes
115	3.1 Scope for	Page 24 of 131	The Proposed COTS ERP Solution should enable single Sign on and	Our understanding is, single sign on is not in scope and integration of Single sign on with ERP application is in scope Is our understanding correct?	Yes

116	4.10 SLA tracking and the categories defined	Page 46 of 131	Obtain suggestions for changes to improve the service levels. For the ease of monitoring, the SLA has been logically segregated in the following categories: SLA 1: Application monitoring service levels SLA 2: Patch management service levels SLA 3: Project Management SLA 4: Performance Management	Our understanding is, EMS tool is require only for application monitoring which includes monitoring of A. ERP application B. ERP application database **And doesn't includes** A. Physical/VM Server monitoring B. OS monitoring C. Network monitoring Is our understanding correct?	Bidder to propose their best solution
117	13 Annexure – Technical Specificatio ns	Page 124 of 131	12. Load Balancing & Multi-path Multi-path and load balancing software shall be provided.	Is software or hardware load balancer in scope? If yes, kindly provide specification	Min. Specifications need to be met. Bidder can propose revised as deemed appropriate
118	13 Annexure – Technical Specificatio ns	Page 122 of 131	13 Annexure – Technical Specifications	Can we reconsider technical specification of hardware as per our design to make cost effective solution?	Min. Specifications need to be met. Bidder can propose revised as deemed appropriate
119	3.1.7.2.5 Training and documenta tion	Page 28 of 131	3.1.7.2.5 Training and documentation	Kindly elaborate requirements of the training - Mode of training - Types of training e.q. generic computer awareness, MMRC ERP application - No. of users & batches - Location of training	Classromm training for ERP application. Batch of 15-20 people per batch at BKC
120	3.1.7.5 Support Services	Page 29 of 131	3.1.7.5.1 Help desk operations - Initial Response Immediate telephonic response and support for usage related and other minor problems. Dial-in support for	Is providing helpdesk software in scope? If yes, Our understanding is, Scope of Helpdesk system is to provide Defect Tracking Systems which will allow individual or groups of developers to keep track of outstanding defects/issues Is our understanding correct	No

			handling, minor bug fix.		
121	3.1.7.6 The Project Phases and Plans	Page 31 of 131	3.1.7.6.8 Data Migration	Kindly provide below details 1) volume of data to be migrated 2) Data format e.q csv, xls etc.	Data in Tally and Excel. Data since 2011. Data volume is in few hundred MB's.
122	3.2 Integration	Page 35 of 131	The bidder shall ensure integration of Payment and SMS gateway, and use of digital signature (class II sign and encryption) with its proposed COTS ERP Product.	Kindly provide no. of users accessing digital signature	Future Requirement. However, the system should be able to support integration with Class-II DSC.
123	3.2 Integration	Page 35 of 131	The bidder shall ensure integration of Payment and SMS gateway, and use of digital signature (class II sign and encryption) with its proposed COTS ERP Product.	Is this future requirement or is it in current scope?	Future Requirement
124	3.2Integration	Page 35of 131	The bidder shall ensure integration of Payment and SMS gateway, and use of digital signature (class II sign and encryption) with its proposed COTS ERP Product.	Our understanding is, Payment Gateway and SMS gateway will be provided by Dept.Is our understanding correct?	System should be able to support integration when required by MMRC.
125	3.1 Scope for Enterprise Resource planning	Page 24 of 131	The Proposed COTS ERP Solution should enable single Sign on and have Compliance to Indian laws, taxation requirements, legal requirements like Tax Deducted at Source (TDS),	Kindly provide detail Specification of Single Sign on.	To be finalised in consultation with concerned stakeholders during SRS/FRS.

			Service Tax, Value Added Tax (VAT) , and other taxation, accounting , payroll, GOF, Salary, TDS certificates.		
126	13 Annexure – Technical Specificatio ns	Page 124 of 131	Antivirus Solution	Kindly provide requirement details for antivirus solution	To be proposed by Bidder
127	General	General	General	Is responsive website to access website from Mobile device in scope?	Provision to be kept for 5-10 % users if required by MMRC.
128	3.2 Integrati on	Page 36 of 131	Also, ERP system shall be integrated with Automatic Fare Collection system.	Kindly provide detail functional requirments of integration with automatic fare collection	Future Requirement
129	3.1.7.1 Tentative Users base	Page 27 of 131	3.1.7.1 Finance Accounting and Controlling - 25 Users 3.1.7.2 Human Resource Management – 200 Users (Self Serving users) The users count may increase or decrease -20% to + 20%.	Please list the no. of concurrent users for Finance (ERP), HRMS (ERP), Project Management (Primavera) software modules	around 25-30%
130	3.1.7.8.1 Critical activities of	Page 34 of 131	VI. Training the different stake holders, on a continuous basis	Kindly elaborate more on this requirement.	Training at regular intervals
131	4.6 Standard Definition used in SLA	Page 44 of 131	I. "Availability" shall mean the time for which the services and facilities are available for conducting operations from the equipment hosted at MMRC.	Is High availability in DC and DR in scope?, If yes, kindly provide detail requirements of HA	No
132	General	General	General	Our understanding is, ERP application would be in English	Yes

				language Is our understanding correct?	
133	3.1.7.1 Tentative Users base	Page 27 of 131	3.1.7.1 Finance Accounting and Controlling - 25 Users 3.1.7.2 Human Resource Management – 200 Users (Self Serving users) The users count may increase or decrease -20% to + 20%.	Our understanding is, training users would be 225 as per RFP Is our understanding correct?	Yes. Training users may vary additional 10-15 %
134	3 Scope of Work	Page 24 of 131	6) Bidder shall provision integration with Primavera (Project Management tool) and Document management and collaboration system through standard APIs.	Our understanding is, scope of Primavera integration is to provide navigation link on MMRC portal Is our understanding correct?	Data exchange needs to happen
135	3.1.7.5 Support Services	Page 29 of 131	3.1.7.5.1 Help desk operations - Initial Response Immediate telephonic response and support for usage related and other minor problems. Dial-in support for handling, minor bug fix.	Our understanding is, minimum 1 helpdesk user can be deploy for onsite support Is our understanding correct?	Pls. refer to Section 7.2. sub section D.1 for Onsite Deployment
136	General	General	General	Is link load balancer, hardware load balancer in scope? If yes, kindly provide hardware specification	Min. Specifications need to be met. Bidder can propose higher specifications as deemed appropriate
137	General	General	General	Our understanding is, LDAP for directory services will be provided by Dept. Is our understanding correct?	It is a green field project, hence vendor to consider complete end to end solution.

138	General	General	General	Our understanding is, VPN Connectivity to Development, QA and Production server will be arranged by MMRC to support offshore development and monitoringIs our understanding correct?	It is a green field project, hence vendor to consider complete end to end solution.
139	General	General	General	Can the proposed Solution be based on Open Source technology?	As per Gartners Quadrant mentioned in the RFP
140	HR.1.6	72	Should be able to change/restore/roll back changes to a previous(given) date and report inconsistencies	Kindly elaborate on inconsistencies requirements in details.	Inconsistencies could be incorrect data entry, data mismatch etc.
141	HR.1.12	72	Should enable multiple assignments to permit dotted line reporting	Kindly elaborate on dotted line reporting requirements	Reporting requirement. To be finalized in consultation with concerned stakeholders during SRS/FRS
142	HR.4.9	74	The system should permit bulk eligibility definitions also	Kindly elaborate on the bulk eligibility definitions requirements	To be finalized in consultation with concerned stakeholders during SRS/FRS
143	HR.10.1	77	The system should have the ability to handle deputation to and from other organizations.	Kindly elaborate on other organizations.	Employees on Deputation
144	HR.11.4	77	Should be able to provide powerful drill down facilities to access information on the employees at various levels.	Kindly elaborate on drill down facilities requirements.	Top down data view
145	HR.15.46	78	-On-demand (i.e., terminations, vacation advance)	Kindly elaborate On-demand requirements of payroll processing requirements.	Customized Reports as required by MMRC
146	HR.22.4	85	Should have the ability to carry out the entire promotion process through work flows including on-line preparation/printin	Kindly specify if the vigilance cases needs to be integrated from third parties.	No third party integration

			g of Promotion Appraisal Forms/ Booklet recording of Recommending Authorities Comments/generation of scores/status regarding pending vigilance cases		
147	HR.23.37	88	System should have Auto Search criteria where criteria can be added or deleted so that a new profile list is populated	Kindly elaborate on search criteria requirements.	To be finalized in consultation with concerned stakeholders during SRS/FRS
148	HR.25	91	ePay	Kindly specify if the benefits are handled through epay. (E.g. Insurance etc)	Not required
149	HR.28	94	Training and Development	Kindly specify if training needs to be provided outside organization with e- payment gateway facility.	Training to be organized within MMRC
150	HR.31.2	97	Should enable mapping the organization structures to roster that helps in employee management	Kindly elaborate this requirement.	To be finalized in consultation with concerned stakeholders during SRS/FRS
151	General	General	Data Conversion	Kindly specify if historical data to be converted, if yes, provide data elements (Employee Master, Leave Balances, Payroll Balances etc) and how many years worth.	Only Tally is being used. Data since 2011
152	General	General	Interfaces	Kindly elaborate on the number of upstream / downstream systems to be interfaced with HRMS	To be finalized in consultation with concerned stakeholders during SRS/FRS
153	General	General	Reports	Kindly elaborate on the graphical report	To be finalized in consultation with concerned stakeholders during SRS/FRS
154	General	General	General	Is there going to be any business unit outside India?	No
155	General	General	General	Please provide details of existing system (e.g. Tally) in use.	Only Tally

156	FC.11.6	68	Should be able to restrict post direct entries into cash account	Please elaborate on the exact requirement. Is it a restriction to all accounts (AR & AP invoice, receipt, payment) or only for Cash accounts?	To be finalized in consultation with concerned stakeholders during SRS/FRS
157	F.15.5	71	Should have the ability to allocate cost to multiple cost centers or other cost objects	Please elaborate exact details of "other cost objects"	To be finalized in consultation with concerned stakeholders during SRS/FRS
158	F.15.6	71	Should have the ability to settle such collected cost to another cost object	Please detail out exact business scenario	To be finalized in consultation with concerned stakeholders during SRS/FRS
159	General	General	Revenue collection system	Please elaborate the Automatic Fare Collection Module/revenue collection system in details.	Future Requirement as required by MMRC during operationalizati on of Metro.
160	General	General	General	Kindly provide details of the inbound and outbound interfaces requirements with respect to the finance modules	To be finalized in consultation with concerned stakeholders during SRS/FRS
161	General	General	Integration of Payment and SMS gateway, and use of digital signature (class II sign and encryption) with its proposed COTS ERP Product.	Kindly elaborate in detail on integration requirements, touch points with COTS ERP for 1. Payment Gateway 2. SMS Gateway 3. Use of digital signature (class II sign and encryption)	Future Requirement. However, the system should be able to support integration with Class-II DSC and Payment/SMS gateway.
162	General	General	General	Please list any other legacy systems/external system that needs integration with the COTS ERP system	No legacy systems except Tally.
163	General	General	General	Please elaborate the finance org structure in detail - Business Group - Parent/Subsidiary Company - Head Office, No. of Locations	To be finalized in consultation with concerned stakeholders during SRS/FRS

164	General	General	General	Please elaborate the requirements of the Finance data volume in detail (per day, per months) - Vendor Invoices & Payments - Receipts - Journal Voucher - Etc.	To be finalized in consultation with concerned stakeholders during SRS/FRS
165	General	General	General	Please specify the number of locations under the purview of the proposed solution to be implemented and rolled out	MMRC Office
166	3.3	Reports		Is MMRCL looking at Analytical Reporting Tool or just Adhoc Reporting Tool that supports transactional data?	Both types as required by concerned stakeholders
167	3.3	Reports		Please list number of adhoc reports requirement on and above standard reports.	To be finalized in consultation with concerned stakeholders during SRS/FRS
168	General	General	General	Do you need ITIL based Helpdesk Software for ticket management system?	Not required
169	General	General	General	Do you have at present any Escalation matrix If yes Please provide details.	Escalation Matrix to be proposed by Bidder and shall be finalized in consultation with concerned stakeholders.
170	General	General	General	Do you need to integrate with IVR system.Please clarify	No
171	General	General	General	Do you need solution to implement in HA & DR	No
172	General	General	General	Do you need to integrate with 3rd party application with Service Management.	No
173	General	General	General	Do you need Service Management solution to be implemented in HA & DR	No
174	SLA 1: Application Monitoring service levels	47	If a part of the application is nonfunctional or a service is not running, the system should monitor and alert within 1 hr	This requirement is not clear, Kindly elaborate on 'part of application', which part should SI consider for monitoring.	Any Module of the system which shall hamper daily user activity.

175	SLA 4: Performance Management	48	8. Query Retrieval Response Time - Simple query <5 sec <10 sec 9. Query Retrieval Response Time - medium complexity query <8 sec <12 sec 10. Query Retrieval Response Time - High complexity query <15 sec <20 sec	This requirement is not clear, Kindly specify how to categorise Simple Query/ Medium Query/ High Complexity query.	To be read in relation to fetching of data/ Reports
176	SLA 4: Performan ce Manage me nt	48	Screen navigation - Time taken to navigate from one screen (tab page) to another which does not involve processing in earlier screen	Kindly elaborate.	Refers to links/ Pages post activity completion on a particular screen.
177	General	General	General	Kindly provide the detail specification of Application Performance Monitoring tools required	To be proposed by Bidder as deemed appropriate.
178	General	General	General	Do you want the SLA Performance Monitoring Tool to be implemented in HA(High Availability configuration)	No
179	General			Is there any existing hardware that needs to be reused.	No
180	General			Do we have to provide dedicated onsite hardware support or can hardware support be managed remotely and visit site on call basis	Pls. refer to Section 7.2. sub section D.1 for Onsite Deployment
181	6.8 Project Impleme nt ation Methodol o gy	65	Disaster Recovery plan	Is Disaster Recovery Plan in scope of the project,if yes please elaborate on RPO and RTO desired and the % of hardware needed at the DR site	DR not in scope
182	6.8 Project Impleme nt ation Methodol o gy	65	Disaster Recovery plan	Is connectivity between DC and DR site in scope of SI or will it be taken care by MMRC	DR not in scope

183	General			Can we propose storage hardware that is not asper the specification mentioned but can fulfill the desired requirement	Min. Specifications need to be met. Bidder can propose higher specifications as deemed appropriate
184	B.1 Minimum Hardware Compone n ts required for On-Premise Hosting:	108		The count for Firewall is given as 1,please confirm	Yes
185	Tape Library /Virtual Tape Library	108		Is SI expected to supply Tape library or Virtual Tape library please clarify	Yes
186	General			Can we propose virtualization as a solution to optimize the server count	Yes
187	General			Will the organization user access data through internet using VPN if yes please clarify the number of concurrent users that will be accessing	Around 5 % of total users

Annexure-I

Annexure-1: Key Dates and Events

Amended Section 1.1: Key Dates and Events

S. No.	Particular	Details
1.	Advertising Date	22.04.2016
2.	Name of the project	"RFP For Supply, Installation and Commissioning of Enterprise Resource Planning (ERP) in Mumbai Metro Rail Corporation (MMRC) by System Integrator including associated Hardware, Software and Licenses along with its implementation, integration and maintenance support"
3.	Start date/Expiry date of issuance / RFP document download	22.04.2016 from 11 am (IST) to 30.05.2016 till 5 pm (IST)
4.	Website for downloading Tender Document, Corrigendum's, Addendums etc.	https://etendermmrda.maharashtra.gov.in
5.	Last date for Submission of Queries	All the queries should be received on or before 29.04.2016 till 5 pm (IST), through email only with subject line as follows: "Pre-Bid queries - <Agency's Name>". The queries should be submitted as per the format prescribed in Annexure 6.5. The Pre-Bid queries to be sent to the Email Id – itpmo.mmrc@gmail.com
6.	Last date (deadline) for Submission of bids	30.05.2016 till 5 pm(IST)
7.	Online Control Transfer Of Bid	30.05.2016 from 6.01 pm to 01.06.2016 till 10.00 am
8.	Date and time of opening of Initial filter bids	01.06.2016 after 11 am(IST)
9.	Date and time for opening of Commercial bids	Will be intimated later to the qualified bidders
10.	Detail of the contact person and Address	Shri. R. K Sharma, Executive Director (Electrical)/IT Incharge 5th Floor, A Wing, MMRDA Old Building Bandra Kurla Complex Bandra (East) Mumbai—400-051 E-mail: **itpmo.mmrc@gmail.com**

Annexure-2: Initial Filter

Amended Section 2.21, PQ2, PQ3, PQ4, PQ6:

S No	Basic Requirements	Eligibility Criteria	Document to be submitted
PQ2	**Turnover from IT/ITeS**	The bidder (Prime bidder in case of a consortium) should have average turnover of INR 30 crore in last three financial years (FY 12-13, FY-13-14, FY-14-15) from IT/ ITeS;	Copy of the audited Profit & Loss Statement of the company duly certified by statutory auditor/ Certificate from the Statutory Auditor or Chartered Accountant clearly stating the Turnover
PQ3	**Net worth**	The Bidder (All Members in case of a consortium) should have positive net worth (measured as paid-up capital plus free reserves) for each of the last three audited financial years(FY 12-13, FY-13-14, FY-14-15) as on 31st March 2015	Certificate from the Statutory Auditor or Chartered Accountant clearly stating the net worth
PQ4	**Technical Capability**	The Bidder (Any member in case of Consortium) should have experience of implementing in Government/ PSU /Urban Local bodies with atleast one project of ERP solution with order value not less than 2.4 Cr. or should have experience of implementing in Government/ PSU /Urban Local bodies with atleast two project of ERP solution with order value not less than 1.8 Cr. or should have experience of implementing in Government/ PSU /Urban Local bodies with atleast three project of ERP solution with order value not less than 1.2 Cr.	Copy Work Order/ Completion Certificates from the client/ Substantially Completed* Certificate (for ongoing projects) from the client.
PQ6	**Certification**	The Bidder (Any member in case of Consortium) providing the application development/customization, deployment and maintenance as described in of scope of work, should have an active SEI CMMI Level 3 or its higher version or an ISO	Valid Copy of the Certificate

		9001:2008 certification as on date of submission of Bid	

Substantially Completed Projects should mean if the project is at UAT stage (UAT Certificate from the client or List of activities completed in the project certified from the client should be provided as supporting document) or 50% of the contract value has been paid to the bidder as part of project (Work Order or Invoice or PO should be provided as supporting document)

Annexure-3: Technical Evaluation Criteria

Amended Section 2.24:

Criteria	Evaluation parameters	Maximum Marks	Documents Required
Financial and Professional Strength (15 Marks)			
The Bidder (Any member in case of Consortium) should have an active SEI CMMI Level 3 or its higher version or ISO 9001:2008 certification as on date of submission of Bid.	SEI CMMI Level 3 or ISO : 3 marks SEI CMMI Level 4/5 : 5 marks	**5**	Valid CMMI/ISO certificate

Annexure-4: Payment Milestone

Amended Section 3.7:

S No	Milestone	Payment	Remarks
1.	**Solution Design, Development & Implementation**		
1.a.	**SRS & FRS Sign off**	10% of Quoted Priced against section B (Implementation cost) of Table A (Consolidated Cost Summary), Section 7.2	Only after satisfactory certification by MMRC's representative as per Project Timelines mentioned under section 3.6.
1.b.	**Completion of UAT**	40% of Quoted Priced against section B (Implementation	

S No	Milestone	Payment	Remarks
		cost) of Table A (Consolidated Cost Summary), Section 7.2	Balance 30% to be paid proportionately on quarterly basis over a period of 3 years post Successful Go-Live of the Project and Stabilization Period.
1.c.	**Training and Go-Live**	20% of Quoted Priced against section B (Implementation cost) of Table A (Consolidated Cost Summary), Section 7.2	
2.	**ERP Application Licenses**		
2.a.	**On successful Delivery of Paper Licenses**	80% of Quoted Priced against section A (ERP License Cost) of Table A (Consolidated Cost Summary), Section 7.2	Only after quality inspection and verification by the MMRC's representative of the conformity of the Goods/ Products / Services / Solutions supplied as per the agreed specifications and as per Project Timelines mentioned under section 3.6
2.b.	**On successful installation & Commissioning**	20% of Quoted Priced against section A (ERP License Cost) of Table A (Consolidated Cost Summary), Section 7.2	
3.	**Hardware and Related Software & Infra**		
3.a.	**On successful delivery**	80% of Quoted Priced against section C (On-Premise Hosting Cost inclusive of Hardware and related software) of Table A (Consolidated Cost Summary), Section 7.2	Only after quality inspection and verification by the MMRC's representative of the conformity of the Goods/ Products / Services / Solutions supplied as per the agreed specifications and as per Project Timelines mentioned under section 3.6
3.b.	**On successful installation and Commissioning**	20% of Quoted Priced against section C (On-Premise Hosting Cost inclusive of Hardware and related software) of Table A (Consolidated Cost Summary), Section 7.2	
4.	**Operation & Maintenance**		
4.a.	**Hosting , Operation & Maintenance (AMC) for 3 years**	To be paid in Four Equated Quarterly instalments (every three months) for the respective years.	AMC Cost to be paid at the end of every Quarter as per the price quoted against section D (Hosting, Operation and Maintenance Cost for a period of 3 years (AMC) of Table A (Consolidated Cost Summary), Section 7.2
4.b.	**Application Support and Maintenance for 3 years**	To be paid in 12 Equated Quarterly instalments (every three months) during operation	Operation and maintenance period shall start post 1 Month Stabilization period after Go-

S No	Milestone	Payment	Remarks
		and maintenance period of 3 years.	Live. Payment to be made as per the price quoted against section E (Application Support and Maintenance Cost for 3 years) of Table A (Consolidated Cost Summary), Section 7.2 based on submission of Quarterly Progress Reports at the end of every Quarter.

Annexure-5: Payment Terms

Amended Clause 3.8.6:

"The price quoted by the Bidder shall be fixed during the Bidder's performance of the contract but the relevant taxes, duties, levies etc. would be considered for reimbursement on actuals as per prevailing Government Laws.