

**Request you to submit the bid of Technical & Financial as per Corrigendum.**

**Tender No. 2021 HBC 156928 1**

**Clarification provided during Pre-Bid Meeting**

**Chapter 2 Vendor Selection Criteria, 2.1 ERP Implementation on Page No. 14,** it is clarified that business processes and SOP are ready and will be shared on finalisation of vendor before implementation

**Chapter 2 Vendor Selection Criteria, 2.1 ERP Implementation on Page No. 14,** it is clarified that WMS will be provided by IT vendor and TMS will be provided by logistic vendor. IT vendor will assist in integrating TMS with WMS and ERP

**Chapter 2 Vendor Selection Criteria, 2.1 ERP Implementation on Page No. 14,** it is clarified that no centralised cash management agency is involved for cash collection. This refers to Financial Management between Franchisee and HAICL

**Chapter 2 Vendor Selection Criteria, 2.1 ERP Implementation on Page No. 14,** it is clarified that Demand and Material Planning Module, that is related to Replenishment Planning and Store fulfilment will only be required for Head Office & Warehouse use

**Chapter 2 Vendor Selection Criteria, 2.1 ERP Implementation on Page No. 14,** it is clarified that the ERP should include the graphical representation of large amount of data will help management to understand the latest trend of consumption across diff. stores & assist in refining the product assortment mix of franchisee stores

**Chapter 2 Vendor Selection Criteria, 2.1 ERP Implementation on Page No. 14,** it is clarified that the vendor can provide any solution that it feels relevant for the suggested scope of work

**Chapter 2 Vendor Selection Criteria, 2.1 ERP Implementation on Page No. 14,** it is clarified that Marketing & sales module and customer relation management will be part of POS

**Chapter 2 Vendor Selection Criteria, 2.2 Point of Sales Considerations on Page No. 14 & 15,** it is clarified that the details of the final locations will be shared to the final vendor

**Chapter 2 Vendor Selection Criteria, 2.2 Point of Sales Considerations on Page No. 14 & 15,** it is clarified that franchisee onboarding will be dependent on multiple factors and a stipulated timeline cannot be provided at the moment. However, HAICL will try to onboard majority of the franchisee in six months time.

**Chapter 2 Vendor Selection Criteria, 2.2 Point of Sales Considerations on Page No.15,** it is clarified that the vendor needs to provide the mentioned things at the warehouse level and the same will be delivered to the franchisee (on payment) by the warehouse. Franchisee will only provide internet.

**Chapter 2 Vendor Selection Criteria, 2.2 Point of Sales Considerations on Page No.15,** it is clarified that the HO Desktop system shall be provided by the vendor.

**Chapter 2 Vendor Selection Criteria, 2.3 Mobile App on Page No. 16,** It is clarified that the vendor may offer mobile app as Queue buster but POS is mandatory for each outlet.

**Chapter 2 Vendor Selection Criteria, 2.3 Mobile App on Page No. 16,** it is clarified that the procurement will happen centrally through the Head Quarters of HAICL.

**Chapter 2 Vendor Selection Criteria, 2.3 Mobile App on Page No. 16,** it is clarified that the type of POS solutions to be recommended by the IT vendor as per their best understanding of the requirement.

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**Chapter 2 Vendor Selection Criteria, 2.4 Interfacing Requirements Point 1 on Page No. 16,** it is clarified that the Internet will be arranged by franchisee at the outlets.

**Chapter 2 Vendor Selection Criteria, 2.5 Data Conversion Requirements (Pg. No. 16),** it is clarified that no existence data migration will be required and all master files to be shared in soft copy.

**Chapter 2 Vendor Selection Criteria, 2.5 Data Conversion Requirements (Pg. No. 17) & 4 Point Fixed Asset Management,** it is clarified that the module for IT fixed asset management has to be provided by the vendor as a part of financial bid.

**Chapter 2 Vendor Selection Criteria, 2.5.1 Planned Implementation / Training Approach on Page No. 17,** It is further clarified that the IT vendor will be responsible for providing training infrastructure such as projectors, internet, PCs etc.). Venue for group training will be provided by HAICL.

**Chapter 3 Detailed Scope of Requirements, 3.1 ERP Implementation (Pg. No. 18),** it is clarified that all products will come with integrated Bar Code from suppliers except some categories like pulses etc. the bar code for the same will be generate at the warehouse level.

**Chapter 3 Detailed Scope of Requirements, 3.2 POS Application (Pg. No. 19) & 3.7 Operation & Maintenance (Pg. No. 22),** it is clarified that the Barcode Application mentioned under POS indicates the barcode hardware which can be used to read the barcode or QR code & Vendor would be responsible for the same

**Chapter 3 Detailed Scope of Requirements, 3.3 CRM Application (Pg. No. 19),** It is clarified that all discounts to be driven by the backend team at HAICL with the POS application of vendor

**Chapter 3 Detailed Scope of Requirements, 3.3 CRM Application (Pg. No. 19),** It is clarified that CRM will be required in the line of business and will act as franchisee management tool for backend team of HAICL

**Chapter 3 Detailed Scope of Requirements, 3.3 CRM Application (Pg. No. 19),** it is clarified that the promotions and marketing activities will be managed centrally by the HAICL Head Quarters

**Chapter 3 Detailed Scope of Requirements, 3.3 CRM Application (Pg. No. 19),** It is clarified that the IT Chatbot will be in the scope of the vendor

**Chapter 3 Detailed Scope of Requirements, 3.3 CRM Applications (Pg. No. 20)-** It is clarified that the vendor would be responsible for integrating as many no. of 3<sup>rd</sup> party apps. as required.

**Chapter 3 Detailed Scope of Requirements, 3.3 CRM Application (Pg. No. 20),** it is clarified that any third party software or service used by the bidder consortium shall not be considered as a sub-contracting

**Chapter 3 Detailed Scope of Requirements, 3.3 CRM Application (Pg. No. 20),** it is clarified that HAICL prefers to collaborate with Single IT vendor who will be taking care of each responsibility & deliver the work by doing sub-contracting or sub-letting with any other 3rd party for website & e-commerce app. development and social media handling . However, the final responsibility of sub-contracting of Website and Social Media services will reside with the IT Vendor itself.

**Chapter 3 Detailed Scope of Requirements, 3.3 CRM Application (Pg. No. 20),** It is clarified that the customer engagement channel may be only be in terms SMS facility for rural areas

**Chapter 3 Detailed Scope of Requirements, 3.4 Solution Architecture (Pg. No. 21),** it is clarified that HAICL will procure the materials at warehouse level & it will further transport to Distribution centre & distribution centres will be responsible for transport the materials to franchisee. Warehouse & Distribution will be handle by single 3rd party logistics & Supply chain vendor

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**Chapter 3 Detailed Scope of Requirements, 3.5 Training on Page No. 21,** it is clarified that the vendor can suggest the best available option as per their understanding for the server hosting solution

**Chapter 3 Detailed Scope of Requirements, 3.5 Training on Page No. 21,** it is clarified that retraining or reimplementing of any module

**Chapter 3 Detailed Scope of Requirements, 3.5 Training (Pg. No. 21) –** It is clarified that the vendor has to train all the 2,000 franchisee along with the HAICL staff.

**Chapter 3 Detailed Scope of Requirements, 3.6 Application Security (Pg. No. 21),** it is clarified that IT SI is fully responsible for all Physical & IT security of all equipment at the suggested Data Centre

**Chapter 3 Detailed Scope of Requirements, 3.7 Operation & Maintenance (Pg. No. 22),** it is clarified that vendor can propose any POS which fulfils the requirement as per scope of the project i.e. importantly invoicing, software compatible, barcode scanning, printer, network compatible. The bidder should ensure e payment by any method. The bidder should also ensure 5 year warranty/AMC of hardware and software/applications

**Chapter 3 Detailed Scope of Requirements, 3.7 Operation & Maintenance (Pg. No. 22),** it is clarified that warranty of the hardware will be the sole responsibility of the vendor

**Chapter 3 Detailed Scope of Requirements, 3.7 Operation & Maintenance (Pg. No. 22),** it is clarified that the cloud hosting liability will be of the vendor and HAICL will not get into any contract with the cloud service provider

**Chapter 3 Detailed Scope of Requirements, 3.7 Operation & Maintenance (Pg. No. 22),** it is clarified that all third party related liabilities and responsibilities will reside with the service provider

**Chapter 3 Detailed Scope of Requirements, 3.7 Operation & Maintenance (Pg. No. 22),** it is clarified that barcode printing will only happen at warehouse and DC level only

**Chapter 3 Detailed Scope of Requirements, 3.7 Operation & Maintenance (Pg. No. 22),** it is clarified that HAICL can pre-define its own barcode/ EAN codes and use the same of provided by the manufacturers

**Chapter 3 Detailed Scope of Requirements, 3.8 Maintenance Support on Page No. 22,** It is clarified that the minimum number of resources that we need to deploy for L1, L2 and L3 support to be suggested by IT vendor based on size and scope of this project.

**Chapter 3 Detailed Scope of Requirements, 3.8 Maintenance Support on Page No. 22,** it is clarified that Vendor needs to quote as per financial bid and inclusive of taxes

**Chapter 3 Detailed Scope of Requirements, 3.9 Service Desk on Page No. 22,** It is clarified that the vendor is responsible for providing helpdesk support infrastructure. However, HAICL will provide seating space and electricity connection for the same

**Chapter 3 Detailed Scope of Requirements, 3.9 Service Desk on Page No. 22,** it is clarified that the vendor needs to suggest solutions regarding the on-site support systems that they deem find appropriate based on their own internal capabilities

**Chapter 3 Detailed Scope of Requirements, 3.9 Service Desk on Page No. 22,** it is clarified to the vendor that language of documentation, user interface of software can be English, whereas oral training can be done in Hindi and English POS user guide can be provided in both English and Hindi.

**Chapter 3 Detailed Scope of Requirements, 3.10 Project Timeline & Payment Schedule on Page No. 23 Other Payment Terms,** it is clarified that HAICL will clear the vendor invoices within 15 days of invoice raise date as per the mutually agreed delivery timelines

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**Chapter 3 Detailed Scope of Requirements, 3.10 Project Timeline & Payment Schedule** on Page No. 22 & 23, it is clarified that 'Build to Design' for ERP is a part of implementation plan & the on-boarding vendor will get intimation for the same

**Chapter 4 Vendor Selection Criteria, 4.1 Key Selection Criteria** on Page No. 24 & 25, It is clarified that the bidder needs to provide a valid certificate of CMMi Level at the time of bidding

**Chapter 4 Vendor Selection Criteria, 4.1 Key Selection Criteria** on Page No. 24 & 25, Clarified that the MSME Policy is valid for Company registered in Haryana and that too for products manufacturing units only and since this project involves both hardware and software applications, No relaxation is advisable and possible.

**Chapter 5 Vendor Information, 5.7.3. Training Strategy** (Pg. No. 38), it is clarified that HAICL will assign team for IT module & will parallelly work with vendor. It's part of implementation plan & the on-boarding vendor will get intimation for the same

**Chapter 5 Vendor Information, 5.7.6 Data Migration** (Pg. No. 39) – It is clarified that no data migration is required.

**Chapter 6- Appendix -Solution Costing, 6.3 Hardware, Item and Database Requirements** on Page No. 42, it is clarified that any cloud hosting solution which fulfil TYPE-III data centre norms. The purposed solution should specify the Cloud infrastructure hosting vendor.

**Chapter 6- Appendix -Solution Costing, 6.3 Hardware, Item and Database Requirements** on Page No. 42, it is clarified that the avg. transaction in urban area would be around ~140-150 & for rural ~80-90 area per day. The data backup/archival/DR will be cloud based & responsibility of IT vendor as per RFP scope For all desktop as part of this scope s data leak prevention (DLP solution) is required with the following features:

- Capable of supporting blacklisting of websites – Listed websites should be blocked, able in providing network activity monitoring via all major browsers like IE, Edge, Firefox, Chrome and able to providing Application Network Connectivity Whitelisting, providing facility for Exception to Application Connectivity Whitelisting should be configurable user-wise/group-wise
- Capable of Whitelisting E-Mail addresses from mail system like Outlook, filtering of mail content for specified words (content filtering), keywords, phrases, patterns via incident mechanism, supporting coverage of outbound emails and email attachments of Outlook For Web Access (OWA & Gmail) or MS Outlook, providing E-Mail and E-Mail Attachments based on specified sender / recipient, Able to provide shadow of the attachment, supporting IM Channels (Hangout) monitored/Blocked as per user/profile-wise. This captures attributes like Running Time Log, Running Screenshots and File
- Capable of capturing of document transfer to USB devices with specification and data transferred can be monitored/blocked as Mass Storage Device, Whitelisting of USB removable devices based on device signatures, Capable of setting rules for each channel - Allow/Deny for external media (MTP devices/ CD-DVD/ USB/Bluetooth Devices), Capable of monitoring/blocking per user-wise/group-wise/policy-wise for Printer Activity, Able to provide shadow copy for printing and copy to USB
- Capable of monitoring, logging and recording activities of Remote support software (such as Team Viewer or any other screen sharing apps), able of reporting user activity through Screenshots of activities for user under surveillance
- Ability to custom define and custom create rules and rule definition which lead to custom incident report for administrator and Capable of supporting violation alerts to be sent, generating granular Report User Wise / Policy Wise / Category Wise /Violation Wise and able to provide Zone / Region wise data leak risk reporting
- Able to enforce policy and generate logs even when system is not connected to corporate network / Offline and Able to control unauthorized activity even if the user boots the operating system in network less safe mode, providing centrally controlled installation and removal facility.

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Supports data at rest scanning and detection of confidential data on endpoint computers (desktops and laptops) and offer employee productivity reports as per retail outlet and provide capability to extract all channel reports in PDF, CSV or syslog's

**Annexure 2- Contract Agreement**, Page No.52 & 53, it is clarified that HAICL will assign team for IT module & will parallelly work with vendor. It's part of implementation plan & the on-boarding vendor will get intimation for the same

**Annexure 3- Declaration for Source Code and Intellectual Property Rights**, Page No.54, it is clarified that Exit plan and data handover should be part of vendor proposal

**Annexure 9- Financial Bid**, Page No.60, Clarified. That the vendor can propose any POS that fulfils the requirement as per scope of the project i.e. importantly invoicing, software compatible, barcode scanning, printer, network compatible. The bidder should ensure e payment by any method. The bidder should also ensure 5 year warranty/AMC of hardware.

**Miscellaneous or General Comments:** Clarified that master data is to be created with approx. 2,000 SKUs and with approx. 200 categories of products

It is clarified in the document that HAICL cannot include any DB by name. Vendors may quote SaaS applications, where the DB Licenses are in the scope of work of the concerned vendor. ALL other parameters such as Backup/Archival/DR are in the scope of IT SI vendor and are clarified above.

**Corrigendum (Amendments)**

**Tender No. 2021 HBC 156928 1**

S.NO.	Particulars	Details
1	Document reference number	19.01.2021
2	Downloading of Tender Document / Online Bid Preparation. Online directly transfer of funds of <b>Rs.2000/-</b> through online directly through Debit Cards & Internet Banking Accounts (Tender document fee Rs.1000/-, Processing Fee Rs.1,000/-) are required. EMD of Rs.2.00 Lac.( through online directly through Debit Cards & Internet Banking Accounts)	19.01.2021 to 23.02.2021 upto 5:00 PM
4	Submission of online Technical & Financial Bid	19.01.2021 to 23.02.2021 upto 5:00 PM
5	Opening of Technical Bid	24.02.2021 at 11:00 AM
6	Manual submission of only additional document, if required.	24.02.2021 upto 5:00 PM
7	Presentation by eligible bidders	25.02.2021 at 11:00 AM
8	Date of opening of Financial bids	25.02.2021 at 3:00 PM
9	HAICL contact details	Haryana Agro Industries Corporation Limited, Bays No. 15-20, Sector 4, Panchkula, Haryana 134109 Email- <a href="mailto:haicpkl@gmail.com">haicpkl@gmail.com</a> Tel- 0172- 2561305

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<b>10</b>	Method of selection	QCBS method (70:30)
<p><b>Note:</b> - In case a Central/ State Holiday are declared on any day, the event will be held on the next working day at the same time and same venue.</p>		

**In chapter 2: Envisaged Solution, 2.1 (Pg. No. 14) ERP Implementation:** Marketing & sales module and customer relationship management module will not be considered as a part of ERP implementation and will be a part of POS Application **(3.2)**

**In chapter 2: Envisaged Solution, 2.3 Mobile App. (Pg. No. 16):** It is clarified that the Mobile app will be a supplement /addition to the POS.

**In chapter 3: Detailed Scope of Requirements, 3.2 (Pg. No. 19).** In addition to the points mentioned in 3.2, the following points have been made a part of the POS application

- Customer and Franchisee Relationship Management
- Provide chat based back-office automation for franchisees and partners.
- Routine task interactions / follow-ups of vendor partners.
- Vendor & Partner Relationship Management
- Account Payable Requests
- Invoice details, status updates
- Vendor Details
- Customer Loyalty Programs development and integration
- Integrate any third-party apps with CRM through APIs, to get real-time notifications
- Franchisee on-boarding and lifecycle management
- Franchisee performance (incentives and programs)
- Mobile / Website led digital marketing support & integration
- B2B (between the organization and franchisees) and relationship management

**In Chapter 3: Detailed Scope of Requirements, 3.3 (Pg. No. 19 & 20).** CRM Application is renamed to “Other Support Applications”. The scope of Conversational AI (3.3 a) is removed from the scope of the RFP. However, a few points falling under the same are incorporated in 3.2 POS Application. The following changes in 3.3 to be noted

	Functionality	Details & Scope as per RFP	Revised Scope as per Corrigendum
(a)	Conversation AI	<ul style="list-style-type: none"> <li>• Customer and Franchisee Relationship Management</li> <li>• Place orders to nearest store based on GPS</li> <li>• Provide chat based back-office automation for franchisees and partners.</li> <li>• Enable live-chat option for customer grievance, routine task interactions / follow-ups of vendor partners.</li> <li>• Understand customer satisfaction by automated surveys.</li> <li>• Vendor &amp; Partner Relationship Management</li> <li>• Account Payable Requests</li> <li>• Invoice details, status updates</li> <li>• Vendor Details etc.</li> <li>• Customer Service Automation</li> </ul>	<p>Removed from Scope of work and the following points are incorporated in POS Application (3.2)</p> <ul style="list-style-type: none"> <li>• Customer and Franchisee Relationship Management</li> <li>• Provide chat based back-office automation for franchisees and partners.</li> <li>• Vendor &amp; Partner Relationship Management</li> <li>• Account Payable Requests</li> <li>• Invoice details, status updates</li> <li>• Vendor Details etc.</li> </ul>

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		<ul style="list-style-type: none"> <li>• 24/7 chat and call support</li> <li>• Omni-Channel support</li> <li>• Multi-lingual support in Hindi, Punjabi and English</li> </ul>	
2	Grievance Redressal System	<ul style="list-style-type: none"> <li>• Integration with Govt of Haryana's Grievance Redressal System/s to receive and allocate complaints</li> <li>• Collation and allocation of complaints from all installed receiving mechanisms within the organization</li> </ul>	<ul style="list-style-type: none"> <li>• Transfer link to Govt of Haryana's Grievance Redressal System/s to receive and allocate complaints</li> <li>• Collation and allocation of complaints from all installed receiving mechanisms within the organization</li> </ul>
3	Customer & Franchisee Relationship Management	<ul style="list-style-type: none"> <li>• Customer Loyalty Programs development and integration</li> <li>• Multichannel support via. phone, live chat or SMS, email and social media</li> <li>• Integrate any third-party apps with CRM through APIs, to get real-time notifications</li> <li>• Mobile / Website led digital marketing support &amp; integration</li> <li>• B2B (between the organization and franchisees) and relationship management</li> <li>• Franchisee on-boarding and lifecycle management</li> <li>• Franchisee performance (incentives and programs)</li> <li>• Targets and program management</li> </ul>	<p>Have been removed from scope of work and have been added to POS Application (3.2) and Service Desk (3.9). The following may be noted:</p> <p>Points to be moved to POS Application are:</p> <ul style="list-style-type: none"> <li>• Customer Loyalty Programs development and integration</li> <li>• Integrate any third-party apps with CRM through APIs, to get real-time notifications</li> <li>• Mobile / Website led digital marketing support &amp; integration</li> <li>• B2B (between the organization and franchisees) and relationship management</li> <li>• Franchisee on-boarding and lifecycle management</li> <li>• Franchisee performance (incentives and programs)</li> </ul> <p>Points added to 3.9 Service Desk are:</p> <ul style="list-style-type: none"> <li>• Multichannel support via. phone, live chat or SMS, email and social</li> </ul>

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			<p>media</p> <ul style="list-style-type: none"> <li>• Targets and program management</li> </ul>
4	Web Site & App	<ul style="list-style-type: none"> <li>• Development &amp; operationalization of the website</li> <li>• Capture data and insights from website and App for analytics</li> <li>• Optionality for website &amp; App</li> <li>• E-commerce</li> <li>• Payment Integration</li> <li>• Mobile device optimization</li> </ul>	Website to be dynamic in nature, customizable to the extent that online forms can be filled over the website- to go on website page)
5	Social Media	<ul style="list-style-type: none"> <li>• To integrate customer feedback collected from social media assets for analysis and response</li> <li>• Query &amp; feedback response mechanism</li> </ul>	No Changes
6	E-Commerce	-	E-Commerce application development and updation
7	Service Desk	-	Mentioned in Detailed Scope of Requirements, 3.9

The vendor partner will have the options to develop the above Inhouse or through sub-contracting. However, the entire responsibility lies with the SI (Pg. No. 20). The following has been deleted in the corrigendum.

The vendor partner will have the option to provide them through: -

- In-house and integrated system offering
- Through sub-contracting that covers these deliverables
- Through assisting the organization to on-board vendor specialists in these areas

In the case of points 2 & 3, the vendor partner will ensure sufficient integration flexibility for third-party software’s /hardware’s to align and integrate with the core systems as the case may be through APIs and other such mechanism

In **Chapter 3: Detailed Scope of Requirements, 3.7** (Pg. No. 22). Operation & Maintenance, the following changes may be noted.

Implementation partner will provide the 5 years warranty Support for both application and hardware with a provision of AMC after 5<sup>th</sup> year (The table provided earlier in RFP has been removed)

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In **Chapter 3: Detailed Scope of Requirements, 3.9** (Pg. No. 22) Service Desk, the following changes may be noted.

The Implementation partner (SI) will provide a Service Desk which will serve as a Single Point of Contact (SPOC) for all incidents, problems, Changes and service requests related to ERP & POS solution

- The SI will have to provide Service Desk function (Physical onsite Helpdesk support) providing support from 10:00 AM to 6.00PM Monday to Saturday.
- HAICL expects the SI to provide on call support in fluent English and Hindi with excellent communication skill.
- Multichannel support via. phone, live chat or SMS, email and social media
- Targets and program management

In **Chapter 3: Detailed Scope of Requirements, 3.10** (Pg. No. 22) Project Timeline & Payment Schedule, the following changes may be noted

HAICL intends to complete the implementation of ERP within three (3) months for the date of the award of the contract.

The SI shall submit a schedule for the below mentioned deliverables (but not limited to) that would be delivered during the project plan. The proposed timeline of submission of the deliverable should also be mentioned in "T+W" format wherein "T" shall specify the day on which Minutes of kick-off meeting would be issued. This activity would be completed within 2 weeks from the date of signing of contract by both parties. 'W' shall specify the number of weeks after the kick-off meeting when the deliverable would be submitted.

Following are the list of key deliverables (but not limited to) and timelines for the proposed project stages as a part of ERP Solution implementation at HAICL:

Project Stages	
Project Initiation	
Requirement Gathering	
Conduct Conference Room Pilot	
Gaps Analysis	
Design & Build	
Training	
System Integration Testing	
Conduct UAT	
GO-LIVE	
Application Warranty Support (5 Year)	

\* The timeline will be mutually agreed between SI & HAICL during SLA.

**Payments**

**2. Other scope of work such as (Pg. No. 23)**

Cost Head	Minimum Users
POS application Cost (Per user per month)	2000 Outlets

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POS Machine including 5 year warranty /AMC (Per Unit)	2000 Machines
Cloud ERP Subscription (Per user per month)	
Cloud ERP Implementation Cost (One Time Cost)	
Social media (Per person per month)	
Website development and updation for 5 years (One Time Cost)	
Support desk (Per person per month)	
Customisation in future (any work that is not included in this document) (per man hour)	
E-Commerce application development and updation (One Time Cost)	

**Other Payment Terms (Pg. No. 23)**

- i. Whenever the penalty is levied on SI for failing to meet the mutually agreed SLA, the payment shall be made the payment shall be made after 15 days and the penalty (if any) will be adjusted in the next invoice.
- ii. Any delay on account of HAICL & stake holders HAICL officials (and not attributable to the SI) shall not be taken into account while computing adherence to service levels for the System Partner. The final authority in deciding the responsibility lies totally with the HAICL only.
- iii. Any monetary figure in decimal shall be rounded off to the nearest whole number.
- iv. All payments would be subject to withholdings, if any, due to SLA and performance criteria besides other statutory withholdings.
- v. Any sub-contracting and / or the requirement to board specialist vendor partner/s to deliver on the scope mentioned in the TOR should be part of the overall bid of the SI.

In **Chapter 4: Vendors Selection Criteria, 4.1** (Pg. No. 24) Key Selection Criteria, the following changes may be noted

For the purpose of your response to this RFP, the key contacts are as follows:

Basic Requirement	Eligibility Criteria As per RFP	Revised Eligibility Criteria	Document Proof
Annual Turnover	Average Annual Turnover of the bidder/consortium is more than 100 Cr. In last 3 consecutive years	Average Annual Turnover of the bidder/consortium is more than 50 Cr. In last 3 consecutive years  In case of consortium, Main bidder should have average annual turnover more than 25 Cr. In last 3 consecutive years	Extracts from the Balance sheet and Profit & Loss and Certificate from the statutory auditor /Chartered Accountant

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Quality Certification	The Organization must have valid ISO/IEC 27001:2013 certificate for Information Security  AND  CMMI level 3 & above certification for Software Design, Development & Testing	Removed from RFP	
Technical Capability - Experience in ERP/similar project as System Integrator/ Agency/ Vendor-implementation	Implemented/on-going at least 2 (Two) similar solutions in India as System Integrator with the following modules  Financial Modules  Supply Chain Modules  Integration	Two Implemented/ ongoing projects at least 75% similar to this RFP in India as System Integrator/ Agency/ Vendor	Work Order issued by the client & Completion Certificate / self-certificate from authorized signatory of the organization.
POS Application Capability – Experience	Implemented/on-going at least 2 (Two) POS application implementation in India as System Integrator  Implemented/on-going at least POS application in 1000+ retail outlets.	Implemented/on-going at least 2 (Two) POS application implementation in India  Implemented/on-going at least POS application in 1000+ retail outlets (cumulative in last 3 years)	Purchase order for POS
CRM/similar customer related module/Application Capability – Experience	Implemented/ on-going at least 2 (Two) CRM application implementation in India as System Integrator.	Implemented/ At least two applications related to customer communications/ feedback, preferably via POS application in India	Work orders
Consortium	Maximum 2 Consortium is allowed. Subletting is only allowed for social media and website development after the approval from HAICL	Maximum 2 Consortium including the main bidder is allowed. Subletting is only allowed for social media and website development after the approval from HAICL	Copy of declaration
Legal Entity	Company, Partnership Firm or Sole Proprietorship Firm.  The Organization should have existence in India for last Ten (10) years at the end of 31st March 2020.  The Organization should be into the business of IT/ITeS	Company, Partnership Firm or Sole Proprietorship Firm.  The Organization should have existence in India for last Seven (7) years at the end of 31st March 2021.  The Organization	Certificate of Company Registration

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	for the last Ten (10) years at the end of 31st March, 2020.	should be into the business of IT/ITeS for the last Seven (7) years at the end of 31st March, 2021.	
Other legal documents	<ul style="list-style-type: none"> <li>- GST Certificate</li> <li>- Income Tax Return ( Latest 10 years )</li> <li>- Copy of PAN</li> <li>- Articles of Association/ Company Registration (depending on company type)</li> </ul> <p>Undertaking for not being blacklisted by any govt. body in india</p> <p>Undertaking that no cases in any court of law will impact the deliverance in HAICL project.</p>		Copy of the valid documents
Submission of authorization from OEM	OEM has to authorize the bidder as an implementation partner mentioning the type/category of partnership with validity period		Valid Documents/ Certification from OEM/ Cloud hosting Partner
Resource Deployment	The core implementation team (Project Manager, Solution Architect, Functional Lead, Technical Lead, Techno- Functional Consultants) has to be in the payroll of the SI		Self-Certification by SI

In **Chapter 4: Vendors Selection Criteria, 4.2** (Pg. No. 25-28) Vendor Selection Process, the following changes may be noted

1. The Technical Evaluation shall be initiated for only those Bids who qualify in the Pre-Qualification stage and will be evaluated as per the evaluation criteria in this clause.
2. Evaluation Committee (EC) may require written clarifications from Bidders to clarify ambiguities / uncertainties arising out of the evaluation of Bid documents.
3. Technical Evaluation of the bids would be carried out on following criteria of the Bidder as given below:

S. No.	Particulars	Weightage in %
A	Past Experiences	40
B	Technical Proposal	20
C	Technical Presentation	20
D	Manpower Deployment	20

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Each category is of 100 marks and total technical evaluation will be done as follows (40% of 100 + 20% of 100+ 20% of 100+ 20% of 100) = Final technical Score out of 100

4. Above mentioned categories' evaluation criteria would be divided into various sub-criteria, mentioned as follows

5. **A. Bidder's Past Experience (100 Marks)** (Pg. No. 26), the following changes may be noted

S. No.	Particulars	Existing as per RFP	Description	Marks (100)
1	Annual Turnover			<b>15</b>
		Average Annual Turnover of the main bidder is more than 100 Cr. In consecutive 3 years	Average Annual Turnover of the bidder/consortium is 50-75 Cr In last 3 consecutive years	10
			Average Annual Turnover of the bidder/consortium is more than 75 Cr In last 3 consecutive years	15
2	Experience in similar project (completed/on-going) in India including Finance & Accounts, HRMS and Procurement & Inventory Management.		Experience in 75% of similar project (completed/on-going) in India	<b>40</b>
		Implementation in 1 or more Govt. Organization &>4 Implementation in Private Organization.	Only ERP Implementation by bidder/ Main Bidder in consortium	10
			ERP+ POS Implementation by bidder/ Main Bidder in consortium	20
			ERP + POS + Customer Interface Application/ Facilities by bidder/ Main Bidder in consortium	30
			ERP + POS + Customer Interface Application/ Facilities by bidder/ Main Bidder in consortium and social media /website/support desk (any2) by consortium	40
3	Experience in POS implementation.		Experience in POS implementation.	<b>40</b>
			Implemented/on-going at least 8-10 (Ten) POS application implementation in India as System Integrator.	10
			Implemented/on-going more	15

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			than 10 (Ten) POS application implementation in India as System Integrator.	
			Implemented/on-going at least POS application in 1000-2000 retail outlets (cumulative in last 3 years).	10
			Implemented/on-going at least POS application in 2000-5000 retail outlets (cumulative in last 3 years).	15
			Implemented/on-going at least POS application in more than 5000 retail outlets (cumulative in last 3 years).	20
			Implemented/on-going at least 2 (Two) POS application in Government organization.	5
4	Quality Certification	The Organization must have valid ISO 9001 and ISO 27001 certifications CMMI level 3 & above certification for Software Design, Development & Testing	The Organization must have valid ISO 9001 and ISO 27001 certifications CMMI level 3 & above certification for Software Design, Development & Testing	5

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**5. B. Bidder’s Technical Proposal (100 Marks), (Pg. No. 26), the following changes may be noted**

S.No.	Tech Evaluation Criteria	Description	Marks (100)
1	Bidder’s Understanding of the Project Requirements	<p>To be evaluated from the technical proposal documentation and technical presentation to the TEC. Following parameters will be examined for evaluation:</p> <ul style="list-style-type: none"> <li>• Clarity and depth of understanding of the project’s objectives, scope and requirements</li> <li>• Bidder’s understanding of business processes of HAICL and strategy for ERP &amp; POS Implementation and how the project components would be delivered to meet the project objectives</li> </ul> <p>-Iterative methodology - Clear deliverables with templates</p> <ul style="list-style-type: none"> <li>• Milestone &amp; timelines for each module</li> </ul>	50
2	Approach Implementation Methodology &	<p>To be evaluated from the technical proposal documentation to the TEC. TEC shall evaluate the Approach and Methodology for the Implementation &amp; Post- Implementation proposed by bidder and evaluate the same on the following parameters:</p> <ul style="list-style-type: none"> <li>• Solution Architecture Solution Design Solution Scalability</li> <li>• Project Management Methodology &amp; plan with detailed timeline</li> <li>• Completeness of the A&amp;M to meet the requirements</li> <li>• Any unique project implementation strategy (ies) proposed, which can impact projects outcomes in positive manner</li> <li>• Risks identification and proposed mitigation plan</li> <li>• Testing Approach Performance Testing (Response time definition on predefined load) Load Testing Integration Testing</li> </ul>	25
3	Compliance to specified functional requirements	<p>Compliance to Functional Requirement Specifications as mentioned in Section 2 &amp; 3. Marks will be awarded for all requirements based on responses of bidder as S/C/TP/NC.</p>	25

**5. C. Technical Presentation (100 Marks) (Pg. No. 28), the following changes may be noted**

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SI vendor will submit the powerpoint presentation highlighting the plan for the implementation of retail project. The presentation will be categorised into:

S. No.	Particular	Marks (100)
1.	Introduction	5
2.	Approach & Methodology	25
3.	Customer interface/ Feedback Facilities	10
4.	Training methodology	10
5.	E-commerce solution	10
6.	Solution for Social Media/Website/Support Desk	10
7.	POS Application/ Hardware	10
8.	Back-end Team	10
9.	ERP	10

**5. D. Resource Deployment (100 Marks) (Pg. No. 28), the following changes may be noted**

A comparative analysis will be done of all the bidders and scoring will be done based on percentile, that is the least committed resource deployment will be given a score of **70 marks** with the increment of **5 marks** each for additional resource committed in the L1 category and 2.5 marks for additional resource deployment in L2 & L3 categories: **not exceeding more than 90 marks**. HAICL will score **10 marks** against the relevant experience/ qualifications of the deployed resources.

Irrespective of committed resource deployment by the bidder, HAICL reserves the right to request the SI to increase the committed number of deployments for successful implementation of project.

S. No.	Role	Name of Person and category (L1/L2/L3)	Summary of Relevant Experience in your proposed ERP Business System	Years working for your company	Location
1					
2					
3					
4					
5					
6					

**6. Bid Evaluation (Pg. No. 28), the mentioned point is added:**

- i. Each category is of 100 marks and total technical evaluation will be done as follows (40% of 100 + 20% of 100+ 20% of 100+ 20% of 100) = Final Technical Score out of 100.

**7. Penalty (Pg. No. 29), the following table is revised:**

HAICL and selected SI vendor will mutually agree on timelines during SLA. Any delay as per the table following penalty will be imposed:

Milestone	Delay by	Penalty

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Cloud ERP Subscription	1 week	1% of corresponding bid per user per month
POS application	1 week	1% of corresponding bid per unit
POS Machine delivery/ non provision of training	48 hours	5000 Rs per incident
Cloud ERP Implementation	1 week	1% of corresponding bid
Website/social media/e commerce etc.	1 week	1% of corresponding bid
Service desk and customer/franchisee interaction center	24-48 hours of delay since customers first contact telephonically	1 % of corresponding bid if deliverance is below 90-95 %

However, no penalty will be imposed if delay is due to unavoidable circumstances that is beyond the control of HAICL/HAFED and decision of MD HAICL will be final.

**In Chapter No. 4 . Vendor Selection Criteria** (Pg. No.30), the following changes may be noted.

- SI will take consent from HAICL before any sub-letting or sub-contracting any of the scope of work allowed in the RFP, after submitting the company profile and work experience and necessity of engaging the said agency/partner.
- The period of contract with vendor will be for 5 yrs. The association may be extended on annual basis. HAICL reserves the right to increase the scope of work during the agreement of 5 years or during extension period post completion of 5 years such as providing hardware at the same cost.

In chapter No. 5 Vendor Information, 5.5.2 Scope of Engagement (**Pg.No.34**), the following changes may be noted.

HAICL expects that the scope of engagement will be agreed to formally at the inception of an engagement and will not be altered without written agreement. Does your company support this view?

Note that the scope of the project is defined in this RFP.

Yes      No <input type="checkbox"/> <input type="checkbox"/>
Comments:

**In Chapter No. 6 Appendix – Solution Costing** (Pg. No. 42)

The content of the chapter has been removed and revised to the following:

- Necessary direction to the bidders is provided not to reveal any costs or financial numbers in the technical bid or any other annexure other than financial bid.
- The pricing in the financial bid should be inclusive of all taxes.

**In chapter No. 7 Award of Contract, 7.4 Contract Finalization and Award** (Pg. No.43), the following changes may be noted.

HAICL will take approval from the competent authority as per procedure before allotment of project to Company/Agency and such award shall be subject to the norms / latest guidelines of Govt. of Haryana.

Earnest Money Deposit (EMD) The Bidders shall submit, along with their Bids, EMD of Rs. 2,00,000/- in the form of Online Mode through Debit Cards & Internet Banking Accounts. EMD (Bid Security) in any other form shall not be entertained.

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**In chapter No. 7 Award of Contract, 7.5 Performance Bank Guarantee (Pg-No.44), the following changes may be noted on point No.2.**

This Performance Bank Guarantee will be for an amount equal to 10% (5% within 10 working days of the date of notice of award of the contract and rest 5% after completion of 365 days of the first deposit of BG) of the value of the contract awarded. The value of the contract will be calculated as the sum of all payments (as stipulated by the contract pertaining to the scope of work) to be made by HAICL to the bidder during the contract period. All charges and expenses whatsoever such as premium; commission etc. with respect to the performance bank guarantee shall be borne by the bidder. The performance bank guarantee shall be valid initially till 6 months after the completion of the contract period. In case, the project will be extended /delayed beyond the timelines, the bidder shall be required to extend the Bank Guarantee till the actual date of completion of project. The performance bank guarantee may be discharged/ returned by HAICL upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the performance bank guarantee.

**In chapter No. 7 Award of contract, the following points have been added (Pg. No.47):**

**7.10 Negotiation** – After opening of financial proposal the H1 vendor will be declared eligible for award of contract. The selected vendor will then be invited for negotiation, if considered necessary.

**7.11 Taxes and Duties** – The rates quoted by the bidder shall be inclusive of prevailing Govt. Duties and Taxes (If any) and other duties and taxes levelled by the state from time to time. Bidder shall be responsible for all statutory and regulatory compliances and for obtaining any permits, licenses or other statutory documents required by Government/HAICL/Authorities in connection with the supply of products and rendering services

**7.12 Period of Contract** – The period of contract with vendor will be for 5 yrs. The association may be extended on annual basis. HAICL reserves the right to increase the scope of work during the agreement of 5 years or during extension period post completion of 5 years such as providing hardware at the same cost.

**In chapter No. 8 Appendix D-Distribution and Release (Pg. No. 48), the point is not required and deleted.**

**In Annexure 1 Format for Performance Bank Guarantee (Pg. No. 49), the following changes may be noted:**

#### **ANNEXURE 1 – FORMAT FOR PERFORMANCE BANK GUARANTEE**

**Request you to submit the bid of Technical & Financial as per Corrigendum.**

**Request you to submit the bid of Technical & Financial as per Corrigendum.**

Date

TOR No.:-

To,

.....

Dear Sir,

PERFORMANCE BANK GUARANTEE – For the Selection of SI for Retail

Expansion HAICL, Haryana. WHEREAS

M/s. (name of Bidder), a company registered under the Companies Act, 1956, having its registered and corporate office at (address of the Operator), (hereinafter referred to as “our constituent”, which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), agreed to enter into a Contract dated (herein after, referred to as “Contract”) with you for Project for Selection of SI for Retail Expansion Plan of HAICL, Haryana, in the said Contract.

We are aware of the fact that as per the terms of the Contract, M/s. (name of Bidder/Tenderer) is required to furnish an unconditional and irrevocable Bank Guarantee in your favour for an amount of 10% of the contract value, (5% within 10 working days of the date of notice of award of the contract and rest 5% after completion of 365 days of the first deposit of BG) and guarantee the due performance by our constituent as per the Contract and do hereby agree and undertake to pay any and all amount due and payable under this bank guarantee, as security against breach/ default of the said Contract by our Constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said Contract with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

In the event of our constituent committing any breach / default of the said Contract, and which has not been rectified by him, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of 10% 5% within 10 working days of the date of notice of award of the contract and rest 5% after completion of 365 days of the contract) of the contract value (in words and figures) without any demur.

**Request you to submit the bid of Technical & Financial as per Corrigendum.**

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**In Annexure 9 Financial Bid (Pg. No. 60), the following changes may be noted:**

Format for Non-variable Cost Heads

<b>Cost Head</b>	<b>Minimum Users (A)</b>	<b>Cost per Unit (inclusive of Taxes) (B)</b>	<b>Total Cost (inclusive of all Taxes) (A*B)</b>
POS application Cost (Per user per month)	2000 Outlets		
POS Machine including 5 year warranty /AMC (Per Unit)	2000 Machines		
Cloud ERP Subscription (Per user per month)	For 60 users		
Cloud ERP Implementation Cost (One Time Cost)	1		
Website development and updation for 5 years (One Time Cost)	1		
E-Commerce application development and updation (One Time Cost)	1		

Format for Variable Cost Heads

<b>Cost Head</b>	<b>Cost (inclusive of all Taxes)</b>
Social media including required infra (Per person per month)	
Support desk including required infra (Per person per month)	
Customisation in future (any work that is not included in this document) (per man hour)	
Printer roll (Per meter)	
Desktop PC Cost for Head Office and Warehouse (Per Unit) Minimum Specification: 4 GB RAM, 500GB Hard Disk, Windows 10, Dual Core Processor	
Please mention any addition cost head and total cost if required to deliver TOR (not covered by any other cost head in financial bid)	

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**In Annexure 10 Declaration/Information of the Consortium (Pg. No. 61) have been added & the bidder needs to submit the relevant consortium details as desired in 4.3.2 (Pg. No.30)**

#### **ANNEXURE 10 – DECELERATION /INFORMATION OF THE CONSORTIUM**

Based on above, draft corrigendum is submitted for approval & uploading on website/e-portal/newspaper.

#### **Points to be Noted:**

- **Necessary direction to the bidders is provided not to reveal any costs or financial numbers in the technical bid or any other annexure other than financial bid.**
- **All the uploads with respect to Technical & Financial bid must be submitted as per corrigendum.**
- **All the costing bid should be of inclusive of all taxes.**

MD HAICL

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