

INVITATION FOR BIDS (IFB)

India

CLIMATE-FRIENDLY MODERNISATION OF BUS SERVICES IN MAJOR CITIES OF TAMIL NADU

01/03/2024

KfW Ref. No. BMZ209919234/KFW509641and IRT Reference No.36/ ERP/CP/IRT/2024

*The TamilNadu State Transport Corporation has received financing from KfW toward the cost of the CLIMATE-FRIENDLY MODERNISATION OF BUS SERVICES IN MAJOR CITIES OF TAMIL NADU, and intends to apply part of the proceeds toward payments under the contract(s) for “**Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource planning system for Chennai, Madurai and Coimbatore**”*

The Institute of Road Transport (IRT) on behalf of Metropolitan Transport Corporation (MTC), TNSC-Coimbatore & TNSC -Madurai now invites sealed Bids from eligible Bidders for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource planning system for Chennai, Madurai and Comimbatore

Bidding will be conducted by means of the International Competitive Bidding procedure with qualification as specified in KfW’s Procurement Guidelines (“KfW Guidelines”).

Interested eligible Bidders may obtain further information from Institute of Road Transport (IRT), The Director IRT irttaramani@gmail.com and/or irtcpo@gmail.com].

A complete set of bidding documents is available to interested Bidders at <https://tntenders.gov.in> The bidding documents received from the Purchaser are not transferable.

Bids must be delivered to the address indicated in the clause ITB 22.1 of the bidding document on or before [Insert time and date]. Late Bids will be rejected.

All Bids must be accompanied by a Bid Security.

***German Financial Cooperation with the
Government of Tamil Nadu***

***CLIMATE-FRIENDLY MODERNISATION OF BUS
SERVICES IN MAJOR CITIES OF TAMIL NADU***

Bidding Documents

for

***Design, Development, Supply, Implementation,
Operations and Maintenance of the Enterprise
Resource planning system for Chennai (MTC) ,
Madurai STU and Coimbatore STU***

***Purchaser: Institute of Road Transport,
Govt of Tamil Nadu***

March 24

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PART 1 – Bidding Procedures

Section I. Instructions to Bidders

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Section I. Instructions to Bidders (ITB)

	A. General
1. Scope of Bid	1.1 In connection with the Invitation for Bids, specified in the Bid Data Sheet (BDS), the Purchaser, as specified in the BDS, issues these Bidding Documents for the Procurement of Goods and Related Services incidental thereto as specified in Section VII, Schedule of Requirements. The name, identification and number of lots (contracts) of this International Competitive Bidding (ICB) are specified in the BDS. 1.2 Throughout these Bidding Documents: (a) The term “in writing” means communicated in written form (e.g. by mail, e-mail, fax, telex) with proof of receipt; (b) If the context so requires, “singular” means “plural” and vice versa; and (c) “Day” means calendar day.
2. Source of Funds	2.1 The Purchaser specified in the BDS has applied for or received financing (hereinafter called “funds”) from the KfW Entwicklungsbank (hereinafter called “the KfW”), toward the project named in the BDS. The Purchaser intends to apply a portion of the funds to eligible payments under the contract for which these Bidding Documents are issued.
3. Corrupt and Fraudulent Practices	3.1 KfW requires compliance with its policy in regard to corrupt and fraudulent practices as set forth in Section VI. 3.2 In further pursuance of this policy, Bidders shall permit and shall cause its agents to provide information and permit KfW or an agent appointed by KfW to inspect on site all accounts, records and other documents relating to bid submission and contract performance (in the case of award), and to have them audited by auditors or agents appointed by KfW.
4. Eligible Bidders	4.1 A Bidder may be a firm that is a private entity or a state-owned entity- subject to ITB 4.3 The Bidder shall nominate an authorised representative who shall have the authority to conduct all business of Bidder (Sole Bidder). 4.2 A Bidder shall not have a conflict of interest. Any Bidder found to have a conflict of interest shall be disqualified. A Bidder may be considered to have a conflict of interest for the purpose of this bidding process, if the Bidder: (a) Directly or indirectly controls, is controlled by or is under common control with another Bidder; or

	(b) Receives or has received any direct or indirect subsidy from another Bidder; or (c) Has the same legal representative as another Bidder; or (d) Has a relationship with another Bidder, directly or through common third parties, that puts it in a position to influence the bid of another Bidder, or influence the decisions of the Purchaser regarding this bidding process; or (e) Participates in more than one bid in this bidding process, by a Bidder in more than one Bid will result in the disqualification of all Bids in which such Bidder is involved. However, this does not limit the inclusion of the same subcontractor in more than one bid; or (f) Any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the goods that are the subject of the bid; or (g) Any of its affiliates has been hired (or is proposed to be hired) by the Purchaser for the Contract implementation; or (h) Has a close business or family relationship with a professional staff of the Purchaser (or of the project implementing agency, or of a recipient of a part of the funds) who: (i) are directly or indirectly involved in the preparation of the bidding documents or specifications of the contract, and/or the bid evaluation process of such contract; or (ii) would be involved in the implementation or supervision of such contract unless the conflict stemming from such relationship has been resolved in a manner acceptable to the KfW throughout the procurement process and execution of the contract. 4.3 The KfW's eligibility criteria to bid are described in Section V, Eligibility criteria. 4.4 A Bidder shall not be under suspension from bidding by the Purchaser as the result of the execution of a Bid-Securing Declaration. 4.5 This bidding is open only to eligible Bidders, who will be subject to qualification. 4.6 A Bidder shall provide such evidence of eligibility satisfactory to the Purchaser, as specified in ITB 17.1 or as the Purchaser shall reasonably request.
5. Eligible Goods and Related Services	5.1 All the Goods and Related Services to be supplied under the Contract and financed by the KfW shall have their

	origin in any country in accordance with Section V, Eligibility Criteria. 5.2 For purposes of this Clause, the term “goods” includes commodities, raw material, machinery, equipment, and industrial plants; and “related services” includes services such as insurance, installation, training, and initial maintenance. 5.3 The term “origin” means the country where the goods have been mined, grown, cultivated, produced, manufactured or processed; or, through manufacture, processing, or assembly, another commercially recognized article results that differs substantially in its basic characteristics from its components.
	B. Contents of Bidding Documents
6. Sections of Bidding Documents	6.1 The Bidding Documents consist of Parts 1, 2, and 3, which include all the Sections indicated below, and should be read in conjunction with any Addenda issued in accordance with ITB 8. PART 1 - Bidding Procedures • Section I. Instructions to Bidders (ITB); • Section II. Bid Data Sheet (BDS); • Section III. Qualification and Evaluation Criteria; • Section IV. Bidding Forms; • Section V. Eligibility Criteria; • Section VI. KfW Policy - Corrupt and Fraudulent Practices and Social and Environmental Responsibility; PART 2 - Supply Requirements • Section VII. Schedule of Requirements. PART 3 - Contract • Section VIII. General Conditions of Contract (GC); • Section IX. Particular Conditions of Contract (PC); • Section X. Contract Forms. PART 4 – Technical Requirements • Section XI. Scope of Work • Section XII. Service Level Agreement • Section XIII. Change Control Schedule

	6.2 The Invitation for Bids issued by the Purchaser is not part of the Bidding Documents. 6.3 Unless obtained directly from the Purchaser, the Purchaser is not responsible for the completeness of the Bidding Documents, responses to requests for clarification or Addenda to the Bidding Documents in accordance with ITB 8. In case of any contradiction, documents obtained directly from the Purchaser shall prevail. 6.4 The Bidder is expected to examine all instructions, forms, terms, and specifications in the Bidding Documents and to furnish with its Bid all information or documentation as is required by the Bidding Documents.
7. Clarification of Bidding Documents	7.1 A Bidder requiring any clarification of the Bidding Documents shall contact the Purchaser in writing at the Purchaser's address specified in the BDS. The Purchaser will respond in writing to any request for clarification, provided that such request is received no later than 14 (fourteen) days prior to the deadline for submission of bids. The Purchaser shall forward copies of its response to all Bidders who have acquired the Bidding Documents in accordance with ITB 6.3, including a description of the inquiry but without identifying its source. If so specified in the BDS, the Purchaser shall also promptly publish its response at the web page identified in the BDS. Should the clarification result in changes to the essential elements of the Bidding Documents, the Purchaser shall amend the Bidding Documents following the procedure under ITB 8 and ITB 22.2.
8. Amendment of Bidding Document	8.1 At any time prior to the deadline for submission of bids, the Purchaser may amend the Bidding Documents by issuing addenda. 8.2 Any addendum issued shall be part of the Bidding Documents and shall be communicated in writing to all who have obtained the Bidding Documents from the Purchaser in accordance with ITB 6.3. The Purchaser shall also promptly publish the addendum on the Purchaser's web page in accordance with ITB 7.1. 8.3 To give Bidders reasonable time in which to take an addendum into account in preparing their bids, the Purchaser may, at its discretion, extend the deadline for the submission of bids, pursuant to ITB 22.2.
	C. Preparation of Bids
9. Cost of Bidding	9.1 The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Purchaser shall not be responsible or liable for those costs,

	regardless of the conduct or outcome of the bidding process.
10. Language of Bid	10.1 The Bid, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Purchaser, shall be written in the language specified in the BDS . Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages into the language specified in the BDS , in which case, for purposes of interpretation of the Bid, such translation shall govern.
11. Documents Comprising the Bid	11.1 The Bid shall comprise the following: This RFP follows a single stage, two bids, International Competitive Bidding (ICB) process. (a) Technical Bid (a1) RFP fees and Bid Security/EMD online payment proof (a2) Technical Bid - Quotation Submission Form, in accordance with Section III (1.2) (Table 1); - Declaration of Undertaking duly signed, in accordance with Section (Table 1); - Written confirmation authorising the signatory of the Bid to commit the Bidder, in accordance with ITB 20.2 and Section III (1.2) (Table 1); - Any other forms and supporting documents required in Section III (1.1) (1.2) (Tables 1 to 5). - Bid Submission Form and the Bidding Forms in accordance with ITB 12; - Completed schedules in accordance with ITB 12 and 14; - Alternative bids, if permissible, in accordance with ITB 13; - Documentary evidence in accordance with ITB 17 establishing the Bidder's qualifications to perform the contract if its Bid is accepted; - Documentary evidence in accordance with ITB 17 establishing the Bidder's eligibility to bid; - Documentary evidence in accordance with ITB 16 that the Goods and Related Services to be supplied by the Bidder are of eligible origin; - Documentary evidence in accordance with ITB 16 and 30 that the Goods and Related Services conform to the Bidding Documents; - Any other document required in the BDS (b) Financial Bid - Price Schedule Forms in accordance with ITB 12; 11.2 Deleted.

	11.3 The Bidder shall furnish in the Bid Submission Form information on commissions and gratuities, if any, paid or to be paid to agents or any other party relating to this Bid.
12. Qualification Submission Form, Declaration of Undertaking, Qualification Forms, and Bid Submission Form, Bidding Forms, Price Schedules	12.1 The Qualification Submission Form, the Declaration of Undertaking and the Qualification Forms as listed in ITB 11.1(a) shall be prepared using the relevant forms furnished in Section IV, Bidding Forms. The forms must be completed without any alterations to the text, and no substitutes shall be accepted except as provided under ITB 20.4. All blank spaces shall be filled in with the information requested. 12.2 The Bid Submission Form, the Price Schedules, and the Bidding Forms as listed in ITB 11.1(b) shall be prepared using the relevant forms furnished in Section IV, Bidding Forms. The forms must be completed without any alterations to the text, and no substitutes shall be accepted except as provided under ITB 20.4. All blank spaces shall be filled in with the information requested.
13. Alternative Bids	13.1. Unless otherwise specified in the BDS , alternative bids shall not be considered.
14. Bid Prices and Discounts	14.1 The prices and discounts quoted by the Bidder in the Bid Submission Form and in the Price Schedules shall conform to the requirements specified below. 14.2 All lots (contracts) and items must be listed and priced separately in the Price Schedules. 14.3 The price to be quoted in the Bid Submission Form shall be the total price of the bid, excluding any discounts offered. 14.4 The Bidder shall quote any discounts and indicate the methodology for their application in the Bid Submission Form. 14.5 Prices quoted by the Bidder shall be fixed during the Bidder's performance of the Contract and not subject to variation on any account, unless otherwise specified in the BDS. A bid submitted with an adjustable price quotation shall be treated as nonresponsive and shall be rejected, pursuant to ITB 30. However, if in accordance with the BDS, prices quoted by the Bidder shall be subject to adjustment during the performance of the Contract, a bid submitted with a fixed price quotation shall not be rejected, but the price adjustment shall be treated as zero. 14.6 If so specified in ITB 1.1, bids are being invited for individual lots (contracts) or for any combination of lots (packages). Prices quoted shall correspond to 100 % of the items specified for each lot and to 100% of the quantities specified for each item of a lot. Bidders wishing

	to offer discounts for the award of more than one Contract shall specify in their bid the price reductions applicable to each package, or alternatively, to individual Contracts within the package. Discounts shall be submitted in accordance with ITB 14.4 provided the bids for all lots (contracts) are opened at the same time. 14.7 The term CIP (Carriage and Insurance Paid to), and other similar terms shall be governed by the rules prescribed in the current edition of Incoterms, published by The International Chamber of Commerce, as specified in the BDS. 14.8 Prices shall be quoted as specified in each Price Schedule included in Section IV, Bidding Forms. The disaggregation of price components is required solely for the purpose of facilitating the comparison of bids by the Purchaser. In quoting prices, the Bidder shall be free to use transportation through carriers registered in any eligible country, in accordance with Section V, Eligibility Criteria. Similarly, the Bidder may obtain insurance services from any eligible country in accordance with Section V, Eligibility Criteria. Prices shall be entered in the following manner: (a) <u>For Goods manufactured in the Purchaser's Country:</u> (i) The price of the Goods quoted CIP named place of destination (final destinations), including all customs duties and sales and other taxes already paid or payable on the components and raw material used in the manufacture or assembly of the Goods; (ii) All related services required in these Bidding Documents; and (iii) Any Purchaser's Country sales tax and other taxes which will be payable on the Goods if the contract is awarded to the Bidder. (b) <u>For Goods manufactured outside the Purchaser's Country, to be imported:</u> (i) The price of the Goods, quoted CIP named place of destination (port of entry and/or place of customs clearance), in the Purchaser's Country, as specified in the BDS; and (ii) All related services required in these Bidding Documents. (c) <u>For Goods manufactured outside the Purchaser's Country, already imported:</u> (i) The price of the Goods, quoted CIP named place of destination (final destinations), excluding the custom duties and other import taxes already paid (need to be supported with

	documentary evidence) or to be paid on the Goods already imported; (ii) All related services required in these Bidding Documents; and (iii) All custom duties and other import taxes already paid (need to be supported with documentary evidence) or to be paid on the Goods already imported in the Purchaser's country, payable on the Goods, if the Contract is awarded to the Bidder; (iv) Any Purchaser's Country sales and other taxes which will be payable on the Goods if the contract is awarded to the Bidder; and (d) <u>For Related Services specified in Section VII - Schedule of Requirements:</u> (i) All related services are to be included in the respective Price Schedule [(a), (b), or (c) above] submitted by each Bidder.
15. Currencies of Bid and Payment	15.1 The currency(ies) of the bid and the currency(ies) of payments shall be as specified in the BDS. The Bidder shall quote in the currency of the Purchaser's Country the portion of the bid price that corresponds to expenditures incurred in the currency of the Purchaser's country, unless otherwise specified in the BDS.
16. Documents Establishing the Eligibility and Conformity of the Goods and Related Services	16.1 To establish the eligibility of the Goods and Related Services in accordance with ITB 5, Bidders shall complete the country of origin declarations in the Price Schedule Forms, included in Section IV, Bidding Forms. 16.2 To establish the conformity of the Goods and Related Services to the Bidding Documents, the Bidder shall furnish as part of its Bid the documentary evidence that the Goods conform to the technical specifications and standards specified in Section VII, Schedule of Requirements. 16.3 The documentary evidence may be in the form of literature, drawings or data, and shall consist of a detailed item by item description of the essential technical and performance characteristics of the Goods and Related Services, demonstrating substantial responsiveness of the Goods and Related Services to the technical specification, and if applicable, a statement of deviations and exceptions to the provisions of the Section VII, Schedule of Requirements. 16.4 The Bidder shall also furnish a list giving full particulars, including available sources and current prices of spare parts, special tools, etc., necessary for the proper and continuing functioning of the Goods during the period

	specified in the BDS following commencement of the use of the goods by the Purchaser. 16.5 Standards for workmanship, process, material, and equipment, as well as references to brand names or catalogue numbers specified by the Purchaser in the Schedule of Requirements, are intended to be descriptive only and not restrictive. The Bidder may offer other standards of quality, brand names, and/or catalogue numbers, provided that it demonstrates, to the Purchaser's satisfaction, that the substitutions ensure substantial equivalence or are superior to those specified in the Section VII, Schedule of Requirements.
17. Documents Establishing the Eligibility and Qualifications of the Bidder	17.1 To establish Bidder's their eligibility in accordance with ITB 4, Bidders shall complete the Qualification and Bid Submission Forms, included in Section IV, Bidding Forms. 17.2 The documentary evidence of the Bidder's qualifications to perform the contract if its bid is accepted shall establish to the Purchaser's satisfaction: (a) That, if required in the BDS, a Bidder that does not manufacture or produce the Goods it offers to supply shall submit the Manufacturer's Authorization using the form included in Section IV, Bidding Forms to demonstrate that it has been duly authorized by the manufacturer or producer of the Goods to supply these Goods in the Purchaser's Country; (b) That, if required in the BDS, in case of a Bidder not doing business within the Purchaser's Country, the Bidder is represented by an Agent in the country equipped and able to carry out the Supplier's maintenance, repair and spare parts-stocking obligations prescribed in the Conditions of Contract and/or Technical Specifications; and (c) That the Bidder meets each of the qualification criterion specified in Section III, Qualification and Evaluation and Criteria.
18. Period of Validity of Bids	18.1 Bids shall remain valid for the period specified in the BDS after the bid submission deadline date prescribed by the Purchaser in accordance with ITB 22.1. A bid valid for a shorter period shall be rejected by the Purchaser as nonresponsive. 18.2 In exceptional circumstances, prior to the expiration of the bid validity period, the Purchaser may request bidders to extend the period of validity of their bids. The request and the responses shall be made in writing. If a Bid Security is requested in accordance with ITB Clause 19, it shall also be extended for forty-two (42) days beyond the deadline of the extended validity period. A Bidder may refuse the request without forfeiting its Bid Security. A Bidder granting the request shall not be required or

	permitted to modify its bid, except as provided in ITB 18.3. 18.3 If the award is delayed by a period exceeding fifty-six (56) days beyond the expiry of the initial bid validity, the Contract price shall be determined as follows: (a) In the case of fixed price contracts, the Contract price shall be the bid price adjusted by the factor specified in the BDS; (b) In the case of adjustable price contracts, no adjustment shall be made; (c) In any case, bid evaluation shall be based on the bid price without taking into consideration the applicable correction from those indicated above.
19. Bid Security	19.1 The Bidder shall furnish as part of its Bid a Bid Security as specified in the BDS, and in the amount and currency specified in the BDS. 19.2 The Bid Security shall be a demand guarantee in the form of an unconditional guarantee issued by a bank or financial institution (such as an insurance, bonding or surety company) from a reputable source from an eligible country as specified in Section V, Eligibility Criteria. If the unconditional guarantee is issued by a financial institution located outside the Employer's Country, the issuing financial institution shall have a correspondent financial institution located in the Employer's Country to make it enforceable. The Bid Security shall be submitted either using the Bid Security Form included in Section IV, Bidding Forms, or in another substantially similar format approved by the Employer prior to bid submission. The Bid Security shall be valid for forty-two (42) days beyond the original validity period of the Bid, or beyond any period of extension if requested under ITB 18.2 19.3 Any Bid not accompanied by a substantially responsive Bid Security shall be rejected by the Employer as non-responsive. 19.4 The Bid Security of unsuccessful Bidders shall be returned as promptly as possible upon the successful Bidder's signing the Contract and furnishing the Performance Security pursuant to ITB 42. 19.5 The Bid Security of the successful Bidder shall be returned as promptly as possible once the successful Bidder has signed the Contract and furnished the required Performance Security. 19.6 The Bid Security may be forfeited:

	19.6.1 If a Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Letter of Bid, or any extension thereto provided by the Bidder; or 19.6.2 If the successful Bidder fails to: (i) Sign the Contract in accordance with ITB 41; or (ii) Furnish a Performance Security in accordance with ITB 42.
20. Format and Signing of Bid	20.1 The Bidder shall prepare one original of the documents comprising the bid as described in ITB 11, separated into Qualification Documents and Technical and Financial Bid, and clearly mark "ORIGINAL, QUALIFICATION" and "ORIGINAL, BID". Alternative bids, if permitted in accordance with ITB 13, shall be clearly marked "ALTERNATIVE". In addition, the Bidder shall submit copies of the bid, separated into Qualification Documents and Technical and Financial Bid, in the number specified in the BDS and clearly mark them "COPY, QUALIFICATION" and "COPY, BID". In the event of any discrepancy between the original and the copies, the original shall prevail. 20.2 The original and all copies of the bid shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the Bidder. This authorization shall consist of a written confirmation as specified in the BDS and shall be attached to the bid. The name and position held by each person signing the authorization must be typed or printed below the signature. All pages of the bid where entries or amendments have been made shall be signed or initialed by the person signing the bid. 20.3 Any inter-lineation, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the bid.
	D. Submission and Opening of Bids
21. Sealing and Marking of Bids	21.1 The Qualification Documents and the Bid shall be submitted in two bid formats in the following manner: (a) Technical bid (a1) RFP fee and Bid Security/EMD i. The RFP fee and Bid Security/EMD should be paid online through intenders.gov.in (a2) Technical Bid i. RFP document, Agreement and Addendum, if any, signed and sealed by the authorized representative

	ii. Bidding submission forms and any other documents are required as per the RFP terms. iii. The Price Bid/prices should not be mentioned anywhere in Technical Bid. If the price bid /prices are mentioned in the Technbical bid then the bid will be rejected. (b) Price bid as per price schedule forms i. The term "Bid" includes the Qualification Documents and the Technical and Financial Bid with contents as described in these Bidding Documents. 21.2 The tender, along with the necessary documents of Two bid systems, i.e. (a) Technical bid and (b) Price bid should be submitted online before the Last date and time for submission of the Technical bid and Price bid as per RFP summary ntenders.gov.in. The Electronic bid system would not allow any late submission of bids after the due date and time as per server time. 21.3 If the bids are not sealed and marked as instructed above, the Authority assumes no responsibility for the misplacement or premature opening of the contents of the Bid submitted and consequent losses, if any, suffered by the Bidder. 21.4 Bids submitted by fax, telex, telegram or e-mail shall not be entertained and shall be rejected. 21.5 In view of the nature of tender, the technical bid is opened first, and the technical bid shall be shortlisted to ascertain the eligible tenderers and then the offer containing the Price bid in respect of successful technical bidders shall be opened for further process on the date notified for this purpose. Failure to submit the two bids in online shall result in the rejection of the tender summarily.
22. Deadline for Submission of Bids	22.1 Bids, as defined in ITB 21.1, must be received by the Purchaser at the address and no later than the date and time specified in the BDS. 22.2 The Purchaser may, at its discretion, extend the deadline for the submission of Bids by amending the Bidding Documents in accordance with ITB 8, in which case all rights and obligations of the Purchaser and Bidders previously subject to the deadline shall thereafter be subject to the deadline as extended.
23. Late Bids	23.1. The Purchaser shall not consider any Bid that arrives after the deadline for submission of bids, in accordance with ITB 22. Any Bid received by the Purchaser after the deadline for submission of bids shall be declared late, rejected, and returned unopened to the Bidder.

24. Withdrawal, Substitution, and Modification of Bids	24.1 A Bidder may withdraw, substitute, or modify its bid after it has been submitted by sending a written notice, duly signed by an authorized representative, and shall include a copy of the authorization (the power of attorney) in accordance with ITB 20.2. The corresponding substitution or modification of the bid must accompany the respective written notice. All notices must be: (a) Prepared and submitted in accordance with ITB 20 and 21 (except that withdrawal notices do not require copies), and in addition, the respective envelopes shall be clearly marked "WITHDRAWAL," "SUBSTITUTION," or "MODIFICATION"; and (b) Received by the Purchaser prior to the deadline prescribed for submission of bids, in accordance with ITB 22. 24.2 Bids requested to be withdrawn in accordance with ITB 24.1 shall be returned unopened to the Bidders. 24.3 No Bid may be withdrawn, substituted, or modified in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Bidder on the Bid Submission Form or any extension thereof.
25. Bid Opening	25.1 Bid opening will be conducted in two (2) sessions: (a) Opening of Technical Bid. (b) Opening of Price Bids. 25.2 Opening of Technical bid: (a) The Authority shall open the Technical Bids received to this RFP, at time and date specified in the RFP at the place specified in RFP and in the presence of the Bidders who choose to attend. The Bidders' representatives who are present at such opening shall sign a register evidencing their attendance as a witness to the Bid opening process. (b) The bids for which the price bid is not submitted in a separate bid shall be considered Nonresponsive and shall not be considered for further evaluation. (c) Bids for which a notice of withdrawal has been submitted in accordance with RFP shall not be opened. (d) The Bidders' names, the presence or absence of requisite RFP Fees, Bid Security/EMD and such other details as Authority in its sole discretion may consider appropriate, shall be announced at the opening of Technical Bid.

	(e) The Authority will subsequently examine and evaluate Technical Bid in accordance with the provisions set out hereunder in this RFP. The Authority reserves the right to reject any Bid which is non-responsive and no request for alteration, modification, substitution or withdrawal shall be entertained by the Authority in respect of such Bid. (f) In case the bidder is not able to submit the documents required to demonstrate capability to meet the Pre-Qualification criteria and/or the bidder is not able to satisfy the Authority with regards to clarifications/ information/ confirmations sought from the bidder, the Authority, at its sole discretion, can consider such bids ineligible for next stage of evaluation. Next stage of evaluation of only those Bidders shall be carried out whose Bids are meeting Pre-Qualification Criteria and who have provided copies of all required documents pursuant to RfP conditions. (g) The Bidder must meet Technical Qualification Criteria in order to qualify for Price Bid Opening Stage 25.3 Opening of price bid: After completion of the evaluation of the Qualification Documents, and approval by KfW, the Purchaser shall advise all bidders of the result, and invite the Bidders considered as qualified for the opening of the Price Bids; sufficient time for attendance preparation shall be afforded to the Bidders. (a) After the evaluation of Technical Bid has been completed, Authority shall open the Price Bids of only those Bidders who's Bid determined to be responsive and meeting Pre-qualification criteria. (b) Price Bids shall be opened in the presence of Bidders' representatives who choose to attend the Price Bid opening on such date and time which shall be communicated to the Bidders whose Technical Bid are accepted. The Bidder's representatives who are present at such opening of Price Bids shall sign a register evidencing their attendance as a witness to the Bids opening process. The name of Bidder, Bid rates, etc. will be announced at such opening.
	E. Evaluation and Comparison of Bids
26. Confidentiality	26.1 Information relating to the examination, evaluation, and comparison of the bids, and qualification of the Bidders

	and recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with the bidding process until information on Contract Award is communicated to all Bidders in accordance with ITB 40. 26.2 Any attempt by a Bidder to influence the Purchaser in the examination, evaluation, and comparison of the bids, and qualification of the bidders, or contract award decisions may result in the rejection of its Bid. 26.3 Notwithstanding ITB 26.2, from the time of bid opening to the time of Contract Award, if any Bidder wishes to contact the Purchaser on any matter related to the bidding process, it shall do so in writing.
27. Qualification of the Bidder	27.1 The Purchaser shall determine to its satisfaction whether the Bidder meets the qualifying criteria specified in Section III, Qualification and Evaluation Criteria, Qualification. 27.2 The determination shall be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, pursuant to ITB 17.2 (c), Qualification. 27.3 Only those criteria listed in Section III, Qualification and Evaluation Criteria, 1. Qualification, shall be used during this evaluation step. 27.4 An affirmative determination shall be a prerequisite for successful qualification of the Bidder, and continued evaluation of the Bidder's Bid. A negative determination shall result in disqualification of the bid. 27.5 An evaluation report of the qualification shall be prepared and presented to KfW for no-objection. 27.6 On receipt of KfW's no-objection, all Bidders shall be informed of the evaluation result of the Bidders' qualification, and only those Bidder's passing this evaluation step shall be invited for the opening of the remainder of the Bids, pursuant to ITB 25.3.
28. Clarification of Bids	28.1 To assist in the examination, evaluation, comparison of the qualification and technical and financial bids of the Bidders, the Purchaser may, at its discretion, ask any Bidder for a clarification of its Bid, given a reasonable time for a response. Any clarification submitted by a Bidder that is not in response to a request by the Purchaser shall not be considered. The Purchaser's request for clarification and the response shall be in writing. No change, including any voluntary increase or decrease, in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the correction of

	arithmetic errors discovered by the Purchaser in the Evaluation of the bids, in accordance with ITB 32. 28.2 If a Bidder does not provide clarifications of its Bid by the date and time set in the Purchaser's request for clarification, its Bid may be rejected.
29. Deviations, Reservations, and Omissions	29.1 During the evaluation of bids, the following definitions apply: (a) "Deviation" is a departure from the requirements specified in the Bidding Documents; (b) "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the Bidding Documents; and (c) "Omission" is the failure to submit part or all of the information or documentation required in the Bidding Documents.
30. Determination of Responsiveness	30.1 The Purchaser's determination of a bid's responsiveness is to be based on the contents of the bid itself, as defined in ITB 11. 30.2 A substantially responsive Bid is one that meets the requirements of the Bidding Documents without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that: (a) If accepted, would: (i) Affect in any substantial way the scope, quality, or performance of the Goods and Related Services specified in the Contract; or (ii) Limit in any substantial way, inconsistent with the Bidding Documents, the Purchaser's rights or the Bidder's obligations under the proposed Contract; or (b) If rectified, would unfairly affect the competitive position of other bidders presenting substantially responsive bids. 30.3 The Purchaser shall examine the technical aspects of the bid submitted in accordance with ITB 16, in particular, to confirm that all requirements of Section VII, Schedule of Requirements have been met without any material deviation or reservation, or omission. 30.4 If a bid is not substantially responsive to the requirements of the Bidding Documents, it shall be rejected by the Purchaser and may not subsequently be made responsive by correction of the material deviation, reservation, or omission.

31. Non-conformities, Errors and Omissions	31.1 Provided that a Bid is substantially responsive, the Purchaser may waive any nonmaterial nonconformities in the Bid. 31.2 Provided that a bid is substantially responsive, the Purchaser may request that the Bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities in the bid related to documentation requirements. Requesting information or documentation on such nonconformities shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid. 31.3 Provided that a bid is substantially responsive, the Purchaser shall rectify quantifiable nonmaterial nonconformities related to the Bid Price. To this effect, the Bid Price shall be adjusted as specified in the BDS, for comparison purposes only, to reflect the price of a missing or non-conforming item or component.
32. Correction of Arithmetical Errors	32.1 Provided that the Bid is substantially responsive, the Purchaser shall correct arithmetical errors on the following basis: (a) If there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of the Purchaser there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit price shall be corrected; (b) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and (c) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above. 32.2 Bidders shall be requested to accept correction of arithmetical errors. Failure to accept the correction in accordance with ITB 32.1 shall result in the rejection of the Bid.
33. Conversion to Single Currency	33.1 For evaluation and comparison purposes, the currency(ies) of the Bid shall be converted in a single currency as specified in the BDS.
34. Margin of Preference	34.1 Unless otherwise specified in the BDS, a margin of preference shall not apply.

35. Evaluation of Bids	35.1 The Purchaser shall use the criteria and methodologies listed in this Clause. No other evaluation criteria or methodologies shall be permitted. 35.2 Evaluation of Technical bid: The Authority shall examine and evaluate the Bid as per the evaluation steps specified below: Step 1: Test of Responsiveness for RFP Fee, Timely and proper Submission (a) It is received as per the format specified in RFP; (b) It is received by the Bid Due Date including any extension thereof as specified therein (c) It is signed, sealed, and marked as specified therein; (d) It contains all the information in accordance with Key Submissions as provided in Clause 2.19 comprising the RFP fee and EMD submission (complete in all respects) as requested in this RFP (in formats same as those specified); and it is accompanied by Technical Bid and Price Bid; (e) It does not contain any conditionality in pre-qualification or technical qualification criteria, Price bid, Contract Conditions or any other terms and conditions of this RfP. (f) It is not non-responsive in terms hereof and any other conditions specified elsewhere in RFP. (g) The Authority reserves the right to reject any Bid which is non-responsive and no request for alteration, modification, substitution or withdrawal shall be entertained by the Authority in respect of such Bid. (h) Evaluation of Eligibility Criteria and document checks of only those Bidders shall be carried out who's Bids determined to be responsive. Step 2: Assessment of eligibility Criteria (a) The Bidder must meet Pre-Qualification Criteria specified in the clause 1.3 of Section III. of the RFP and have submitted all documents in order to qualify for next stage of assessment. (b) In case the bidder is not able to submit the documents required to demonstrate capability to meet the Pre-Qualification criteria and/or the bidder is not able to satisfy the Authority with regards to clarifications/ information/ confirmations sought from the bidder, the Authority, at its sole discretion, can consider such bids ineligible for next stage of evaluation. Next stage of evaluation of only those Bidders shall be carried out whose Bids are meeting Pre-Qualification Criteria and who have provided copies of all required documents pursuant to RfP conditions.

Step 3: Assessment of Technical Qualification Criteria

- (a) The Authority shall examine and evaluate the qualification of each Bid as per clause 1.3 of Section III of the RFP.
- (b) The Bidder must meet Technical Qualification Criteria in order to qualify for Price Bid Opening Stage.
- (c) The Technical Bids of the Bidder determined to be responsive, meeting Eligibility and Qualification Criteria shall be declared Eligible and Qualified Bids (the "Eligible and Qualified Bids"/ "Eligible and Qualified Bidder").
- (d) In case the bidder is not able to submit the documents required to demonstrate Qualification as per RFP and/or the bidder is not able to satisfy the Authority with regards to clarifications/ information/ confirmations sought, the Authority, at its sole discretion, can consider such bids ineligible for next stage of opening of price bid.
- (e) Each Technical Bid will be assigned a Technical Score out of a maximum of 100 points. Only the bidders who get Technical Score of more than or equal to 70 points in Technical evaluation will qualify for Price Bid stage.

35.3 Evaluation of price bid

- (a) All the technically qualified bidders will be notified by the Authority to participate in Price Bid opening process on the notified date and time and to determine whether the price bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at Authority's discretion.
- (b) The Price bid shall include all GST and levies and shall be in Indian National Rupees (INR) and mentioned separately.
- (c) Each of the Price bid shall be evaluated on a score of 100 points. The Commercial Score of the bidder shall be calculated with respect the lowest Total Price by any bidder.
- (d) The methodology of Commercial Score shall be as follows.
 - i. Commercial Score of the bidder under consideration = $(\text{Lowest Total Price from all Commercial Bids} / \text{Total Actual Price quoted in Commercial bid by the bidder under consideration}) \times 100$
 - ii. The estimated effect of the price adjustment provisions of the Conditions of Contract,

	applied over the period of execution of the Contract, shall not be taken into account in bid evaluation. (e) The Bidder must submit the Price Bid in the formats specified in Price Schedule Forms. In order to have control on reasonability of the CAPEX and OPEX costing, it has been envisaged to have CAPEX:OPEX ratio i.e. the total cost of CAPEX of the Price BID shall not exceed 70% of the total of CAPEX and OPEX cost. BIDDERS SHALL ENSURE THE QUOTED PRICE BID ABIDES BY THIS RATIO. (f) The envisaged project is a growing solution therefore it is anticipated for vertical and horizontal growth of the solution in the future. Therefore, in order to facilitate the procurement of this upgradation, the line items likely to be upgraded have been identified and their prices are being discovered in the Price Schedule Forms - Price discovery for additional Order of the Price Bid. The prices discovered in this section shall be valid till the end of contract period of Successful Bidder so that the Authority may use it as rate card for procurement as per the actuals demands in future. The cost of such upgradation items is sought against arbitrary quantities which is used only for evaluation purposes. The Authority shall evaluate and may place an order to actual demanded quantity based on unit rates discovered in this section. (g) For the purpose of bid evaluation for the selection of the successful bidder, the figures under Grand Total including taxes i.e. "Value of Price Bid - NPV " shall be used for ascertaining price bid and the successful bidder. Summarised price bid as given in annexure-10 is to be referred for Total CAPEX + Total OPEX for project value for payments and Total CAPEX + T 35.4 Selection of the Successful Bidder (a) The Total Score shall be based on Quality and Cost based Evaluation (QCBS). Technical Score shall have 70 % weightage and Commercial Score shall have 30% weightage. (b) The Total Score of the bidder = $0.7 \times (\text{Technical Score}) + 0.3 \times (\text{Commercial Score})$ (c) The bidder achieving the highest Total Score shall be invited for negotiations for awarding the contract. In case of a tie where two or more bidders achieve the same highest Total Score, the bidder with the higher Technical Score will be invited first for negotiations for awarding the contract.

	(d) The Bidder (i) adjudged as responsive as mentioned above and, (ii) meeting the eligibility and qualification criteria as provided in Clause 2.6; and (iii) whose price quote offered, on evaluation has been determined to be achieving the highest Total Score as provided in Clause above shall be considered as acceptable offer for award of Contract, and shall be considered as the "First Preferred Bidder". (e) The Authority retains right to negotiate with the Preferred bidder(s). Negotiations shall be in line with the Article 2.5.12 of KfW procurement guidelines. The Authority however does not bind itself to accept the preferred bid before or after the negotiations and it reserves the right to accept or reject any bid, in whole or in part. (f) Authority may increase or decrease the order size by maximum 20% after evaluation of the bid and before signing of the contract. It shall be without any change in the unit prices or other terms and conditions of the Bid and the bidding documents. (g) If the Authority does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation except otherwise provided in the bidding document. (h) Repeat orders for extra items or additional quantities may be placed, if it is provided in the bidding document, on the rates and conditions given in the contract if the original order was given after inviting open competitive bids. Delivery or completion period may also be proportionally increased.
36. Comparison of Bids	36.1 The Purchaser shall compare the evaluated prices of all substantially responsive bids established in accordance with ITB 35.2 to determine the lowest evaluated bid.
37. Purchaser's Right to Accept Any Bid, and to Reject Any or All Bids	37.1 The Purchaser reserves the right to accept or reject any Bid, and to annul the bidding process and reject all Bids at any time prior to Contract Award, without thereby incurring any liability to Bidders. In case of annulment, all Bids submitted and specifically, bid securities, shall be promptly returned to the Bidders.
	F. Award of Contract
38. Award Criteria	38.1 Subject to ITB 37.1, the Purchaser shall award the Contract to the qualified, pursuant to ITB 27, Bidder whose bid has been determined to be the Quality & Cost

	based Selection bid as per ITB 35.4 and is substantially responsive to the Bidding Documents.
39. Purchaser's Right to Vary Quantities at Time of Award	39.1 At the time the Contract is awarded, the Purchaser reserves the right to increase or decrease the quantity of Goods and Related Services originally specified in Section VII, Schedule of Requirements, provided this does not exceed the percentages specified in the BDS , and without any change in the unit prices or other terms and conditions of the bid and the Bidding Documents.
40. Notification of Award	40.1 Prior to the expiration of the period of bid validity, the Purchaser shall notify the successful Bidder, in writing, that its Bid has been accepted; for this purpose the Letter of Acceptance Form attached to these Bidding Documents shall be used. The notification letter (hereinafter and in the Conditions of Contract and Contract Forms called the "Letter of Acceptance") shall specify the sum that the Purchaser will pay the Supplier in consideration of the supply of Goods (hereinafter and in the Conditions of Contract and Contract Forms called "the Contract Price"). At the same time, the Purchaser shall also notify all other Bidders of the results of the bidding. 40.2 Until a formal Contract is prepared and executed, the notification of award shall constitute a binding Contract. 40.3 The Purchaser shall promptly respond in writing to any unsuccessful Bidder who, after notification of award in accordance with ITB 40.1, requests in writing the grounds on which its bid was not selected.
41. Signing of Contract	41.1 Promptly after notification, the Purchaser shall send the successful Bidder the Contract Agreement. 41.2 Within twenty-eight (28) days of receipt of the Contract Agreement, the successful Bidder shall sign, date, and return it to the Purchaser. 41.3 Notwithstanding ITB 41.2 above, in case signing of the Contract Agreement is prevented by any export restrictions attributable to the Purchaser, to the country of the Purchaser, or to the use of the products/goods, systems or services to be supplied, where such export restrictions arise from trade regulations from a country supplying those products/goods, systems or services, the Bidder shall not be bound by its bid, always provided however, that the Bidder can demonstrate to the satisfaction of the Purchaser and of the KfW that signing of the Contract Agreement has not been prevented by any lack of diligence on the part of the Bidder in completing any formalities, including applying for permits, authorizations and licenses necessary for the export of the products/goods, systems or services under the terms of the Contract.

42. Performance Security	42.1 Within twenty-eight (28) days of the receipt of notification of award from the Purchaser, the successful Bidder shall furnish the Performance Security¹ in accordance with the GC, using for that purpose the Performance Security Form included in Section X, Contract Forms. Bidders are free to use any reputable bank acceptable to the Purchaser for the purpose of issuing the required performance security, subject to all conditions of ITB 42 and GC are being met without exception. The issuing bank shall have a correspondent bank in the Purchaser's country. 42.2 Failure of the successful Bidder to submit the above-mentioned Performance Security or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security. In that event the Purchaser may award the Contract to the next lowest evaluated Bidder, whose bid is qualified, pursuant to ITB 27, and substantially responsive.

¹ Bonds shall only be permitted with prior approval from KfW.

Section II. Bid Data Sheet (BDS)

The following specific data for the goods to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

ITB Clause Reference	A. General
ITB 1.1	The number of the Invitation for Bids is: KfW Ref No. BMZ209919234/KFW509641 IRT Reference No.36/ERP/CP/IRT/2024
ITB 1.1	The Purchaser is: Institute of Road Transport, Govt of Tamil Nadu
ITB 1.1	The name and identification number of the ICB are: [Insert name and identification number] The number, identification and names of the lots (contracts) comprising this ICB are: [Insert lot number(s), and brief description of each lot]
ITB 2.1	The name of the Project is: Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource planning system for Chennai, Madurai and Coimbatore
ITB 4.1	Consortium / Joint venture for this bid not allowed. Bidder should be sole bidding entity.
	B. Contents of Bidding Documents
ITB 7.1	For <u>clarification of bid purposes</u> only, the Purchaser's address is: Attention: Director, Institute of Road Transport (IRT), Govt. of Tamil Nadu • Address: Institute of Road Transport (IRT)100 Feet Road, Taramani, Chennai 600113, Tamil Nadu, India • City: Chennai • ZIP Code: 600113 • Country: India • Electronic mail address: irttaramani@gmail.com and/or irtcpo@gmail.com The pre-bid meeting for the tender schedule at 20/03/2024, 11:00 at above mentioned address
ITB 7.1	Web page: ntenders.gov.in
	C. Preparation of Bids
ITB 10.1	The language of the bid is: English. All correspondence exchange shall be in the English language. Language for translation of supporting documents and printed literature is English.

ITB 11.1 (k)	The Bidder shall submit the following additional documents in its bid: Not applicable
ITB 13.1	Alternative Bids shall not be considered.
ITB 14.5	The prices quoted by the Bidder shall not be adjustable.
ITB 14.7	The Incoterms edition is Incoterms 2010.
ITB 14.8 (b) (i)	Named Place of Destination: Metropolitan Transport Corporation (MTC) Chennai, TNSTC-Coimbatore & TNSTC-Madurai
ITB 15.1	The prices shall be quoted by the bidder in: Indian National Rupee(s) (INR) only
ITB 16.4	Period of time the Goods and related services are expected to be functioning (for the purpose of spare parts): 5 Years post successful operational acceptance of the systems by the STUs.
ITB 17.2 (a)	Manufacturer's authorization is: Required
ITB 17.2 (b)	After sales service is: Required
ITB 18.1	The bid validity period shall be 180 days from the date of submission
ITB 18.3 (a)	The bid price shall be adjusted by the following factor: Not applicable
ITB 19.1	A Bid Security is required. If a Bid Security shall be required, the amount and currency of the Bid Security shall be: Rs. 85 Lakhs
ITB 19.3 (c)	Other types of acceptable securities: None
ITB 19.9	Not Applicable
ITB 20.2	The written confirmation of authorization to sign on behalf of the Bidder shall consist of: A power of attorney established in the name of the signatory of the bid
	D. Submission and Opening of Bids
ITB 22.1	For bid submission purposes, Follow the below procedures: Mode of Submission (a) Tender document is uploaded in the e-Tender portal https://tntenders.gov.in . The prospective Bidder shall register themselves in the e-Tender Portal (https://tntenders.gov.in) and submit the Bids electronically through the e-Tender portal. (b) It is mandatory for the Bidder to possess a valid Class -3 Signing and Encryption Digital Signature Certificate in the name of the Tender submitting authority to complete the e-

	<i>Tender Bid process as per the provisions of Government of India IT Act 2000 with latest amendments.</i> <i>(c) Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site https://tntenders.gov.in under the link "Information about DSC".</i> <i>(d) The website has user manuals with detailed guidelines on enrolment and participation in the online Bidding process. The user manuals can be downloaded for ready reference.</i> <i>(e) The Bidders are requested to download the e-Tender help manual and user manuals from the Portal for reference.</i> <i>(f) The registered Bidder can log into the e-Tender portal and download the Bid Forms and Tender document /corrigendum as applicable and go through them carefully.</i> <i>(g) Bidder shall go through the Tender documents and get ready with all relevant documents in pdf/xls/rar formats as indicated therein and then have them uploaded against each category. In the Technical Bid, Bidder may attach an index page wherever necessary, in the beginning, which indicates the details of the files/documents that follow the index page against Technical Bid content indicated. This shall also help for easy reference later.</i> <i>(h) While scanning the Bid documents to convert to pdf, Bidder shall scan the page in 65 to 100 dpi mode, to get a readable page after scanning and also the size of the document shall also be lesser. For pages in text, it is advised to use 65 dpi mode and for pages with images, 100 dpi mode.</i> <i>(i) Bidder shall be ready with the Technical Bid and Price Bid in filled form well in advance to avoid last minute submission and once the bids are ready in all aspects, they may choose the freeze option to submit the Bid finally and thereafter they shall get a Bid acknowledgement receipt which is the final end, indicating the Successful submission of the Bid.</i> <i>(j) The Technical and Price Bids shall be submitted separately using the Digital Signature Certificates</i> <i>(k) Bidder can do the resubmission of the Bid any number of times, either Technical Bid or Price Bid or both till the closure of bid.</i> <i>(l) The Bids shall be submitted online not later than the date and time specified in the Tender Schedule or Corrigendum if published. E-Tender portal shall automatically lock the date and time exactly as specified in the tender.</i> <i>(m) Even if the Bid submission is in half way through during the closing date and time, submission would not be possible. Hence the Bidder should be cautious to submit the Bids well in advance to avoid failures in the submission of their bids.</i> <i>(n) IRT shall not be responsible for the failure of the Bidder to submit the Bids due to any reason</i>

	(o) For all Tender processing activities, the server time indicated at the top of the e- Portal, while doing Bid submission/Tender opening activities shall be final. The Local system time shall not be taken into account in such case. (p) The e-Tender system shall issue a Bid acknowledgement receipt which is the final proof for the Successful Bid submission Bidder may contact the Helpdesk at National Informatics Centre for support on the Tender portal For specific queries/ clarifications, please contact NIC Contact person (NIC): <table><tr><td></td></tr><tr><td>Mr. B.Seenivasan, Senior Technical Director - Contact no : 044-2490829 - Mobile : 9345793227 - Whatsapp : 9442153528 - Email id : b.seenivasan@nic.in </td></tr><tr><td>For NIC Technical Support: - Email: support.etender@nic.in - Contact Number : 044-24461505 / 044-24908115 </td></tr><tr><td></td></tr></table>		Mr. B.Seenivasan, Senior Technical Director - Contact no : 044-2490829 - Mobile : 9345793227 - Whatsapp : 9442153528 - Email id : b.seenivasan@nic.in	For NIC Technical Support: - Email: support.etender@nic.in - Contact Number : 044-24461505 / 044-24908115						
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For NIC Technical Support: - Email: support.etender@nic.in - Contact Number : 044-24461505 / 044-24908115										
	(a) The tender along with the necessary documents of Two bid systems i.e., - Pre-Qualification & Technical bid and - Commercial bid should be submitted online before the Last date and time for submission of technical bid and commercial bid as per RFP summary at https://tntenders.gov.in. The electronic bid system would not allow any late submission of bids after due date and time as per server time. (b) The Bidder shall submit their Bid online along with the relevant documents mentioned in the RFP as follows: <table><tr><th>S.No</th><th>Bid and Title</th><th>Document to be attached</th></tr><tr><td>1 (A)</td><td>Earnest Money Deposit (EMD)</td><td> - EMD (as per RFP Summary) - Scanned copy of the Online Payment Receipt for the requisite EMD shall be submitted along with the Technical Bid online. </td></tr><tr><td>1(B)</td><td>Pre-Qualification and</td><td> - RFP document, Agreement and Addendum, if any, signed sealed by the authorized representative. </td></tr></table>	S.No	Bid and Title	Document to be attached	1 (A)	Earnest Money Deposit (EMD)	- EMD (as per RFP Summary) - Scanned copy of the Online Payment Receipt for the requisite EMD shall be submitted along with the Technical Bid online.	1(B)	Pre-Qualification and	RFP document, Agreement and Addendum, if any, signed sealed by the authorized representative.
S.No	Bid and Title	Document to be attached								
1 (A)	Earnest Money Deposit (EMD)	- EMD (as per RFP Summary) - Scanned copy of the Online Payment Receipt for the requisite EMD shall be submitted along with the Technical Bid online.								
1(B)	Pre-Qualification and	RFP document, Agreement and Addendum, if any, signed sealed by the authorized representative.								

	Technical Bid	- Any other documents required as per the RFP terms. The Price Bid / prices should not be mentioned anywhere in Technical Bid. If the price bid /prices are mentioned in the Technical Bid, then the bid will be rejected. - All Annexures mentioned in the RFP related to the Pre-qualification and technical bid.
2	Price Bid	Commercial Bid as per the format mentioned in the RFP

Guidelines for Online Submission of the Bid

Non submission of bids due to any reasons within due date / time following due process prevalent at that time in the portal for which bidder shall be held solely responsible. Neither National Informatics Centre nor IRT will be held responsible for the same in any manner.

The following information helps bidders in overcoming last minute hassles and guide towards successful bid submission.

1. System readiness:

a) Bidders are advised to keep ready well in advance, their computer system in order like Original Operating System having sufficient RAM, high speed internet connectivity like broad band, with network providing static IP (avoid using mobile data/network), right internet browser, right Java Runtime Environment, unrestricted access to the eProcurement portal from the bidder computer system. Bidders are also advised to procure and keep ready well in advance valid Digital Signature Certificate (Signing) of Class III issued by CA under CCA India.

b) To know about prevalent system requirements, portal enrollment and online bidding and other procedures, bidders can avail Help Desk facility. Bidders are also advised to refer FAQs, Bidder Manual Kit, System Malfunction Procedure available on the portal in addition to the instructions provided in the Tender.

2. Portal Enrollment/registration: Bidders are advised to complete well in advance online enrollment / registration in the portal by following due process prevalent at that time.

3. Bid Submission:

a) The server time (which is displayed on the bidders' dashboard) shall be considered as the standard time for

	referencing the deadlines for submission of the document by the bidders. b) Bidder, in advance, should go through the notice inviting tender / advertisement, tender & its related document(s) carefully to understand the requirements of the tender and various documents that are required to be submitted as part of the bid. c) In case of any clarifications pertaining e-submission of the RFP response to the tender, bidders are advised to check with IRT in advance so that they can participate in the tender well within scheduled due date/time. Regarding any clarifications on the technical related matter in using the portal, same may kindly be get clarified from help desk facility or any other established technical support mechanism prevalent at that time. d) Bidder, in advance should get ready with the required bid document(s) having correct file format / acceptable file name / optimal file size that are acceptable for online bid submission. e) Generally, the permitted file format in the portal are pdf / xls / rar/ dwf/ jpg formats. File name should not contain special characters like &, comma etc. File size of the bid documents can be reduced by scanning of bid documents with 100 dpi with black and white option and also some time it may require to increase local Java Runtime Environment memory at bidder end computer, while uploading bid document having huge size. f) Mail/SMSs alerts are in-built in the eProcurement portal as an additional feature to inform IRT as well as bidders on various events that are happening in the portal. However, delivery of such mail/sms to concerned individual will always depends on the configuration of individual account in the portal, receiver's mail / sms server, mailbox / mobile capacity and other factors. Hence, bidders are also advised to visit the website/portal regularly till bid submission due date/time to keep themselves updated and to act upon with respect to changes/modification deemed fit in any manner carried out in the tender by the IRT. g) As bidder have been provided with the facility to submit bid documents at any time and also resubmit any number of times till bid submission due date/time, bidders are advised to submit their bid complete in all respect (free from virus/uncorrupted file/ correct file format/ right file size capable enough to upload from the bidder system) well in advance before the last date/time of the bid submission to avoid the last minute hassles. h) Most importantly bidders are advised to get an acknowledgement containing Bid ID along with other vital information indicating successful submission of bids from the portal by following due process (like Freezing of Bid). i) If a bidder withdraws their already submitted bid against a tender in the portal, then the bidder will not be allowed to participate in the same tender once again. j) The bid documents submitted by the bidders are encrypted using PKI Technology involving digital signature certificates

	of pre-designated bid openers of the IRT and concerned authority to ensure the secrecy of the data. The encrypted bids are stored safely and securely in the server. Only designated bid openers shall be able to decrypt and open the bid on or after the pre-defined bid opening date/time. These assure bidders that their bids are kept confidential, safe and secure. k) Bidders are advised to complete the online payment (if applicable) for EMD and other fees well in advance at least one day in advance prior to the bid submission due date/time. l) In case exemption is claimed on account of EMD/others, then the bidders are advised to doubly check all entries and ensure exemption details are correctly entered. The exemption details cannot be changed once it is confirmed by clicking on "Confirm" button or any process prevalent at that time and leaving that page. m) As the banker of the bidder will take their own time for payment processing / clearing, the bidder can use the "Payment Verification" button or any other process prevalent at that time to check the completion of the online payment process from the bank to the eProcurement portal. Only upon successful receipt of online payment, bidder can be able to freeze / finally submit their bid to the IRT and get bid acknowledgment regarding successful bid submission. n) All users have to note that after logging into the portal, if the user is not doing anything in the portal i.e., idle for more than 20 minutes continuously then the system will automatically logout the user and they will have to login again to carry out any activity in the portal.
ITB 22.2	Last date and time for closing of online e-tender for submission of Technical bid and Commercial bid: 15/05/2024 15 : 00 hrs (IST) Submission at: https://ntenders.gov.in Submission of the Technical Bid and Price Bid in Physical Format shall be treated as non-responsive and shall be summarily rejected
ITB 25.2	Date & Time of opening of Technical Bid: 17/05/2024 15: 00 hrs (IST) Date and Time of Opening of Price Bid: To be intimated later to the Bidders meeting the eligibility and technical qualification criteria. No minimum number of bids is required in order to proceed to bid opening. .
	E. Evaluation and Comparison of Bids
ITB 31.1	The provisions in ITB 31.1 do not apply to items classified as major items in Section VII. For items other than major items, for which no bid price is provided in the respective price schedule(s), the bid price of the most expensive

	<i>qualified and substantially responsive bidder for such items shall be used in the comparison of otherwise qualified and substantially responsive bids. In the absence of another bidder pricing these items, the Project Consultant may estimate the market value of such items if delivered to the Purchaser's country. This correction procedure is limited to a max. of five (5) per cent of the total bid price in any given lot.</i>
ITB 33.1	<i>The currency that shall be used for bid evaluation and comparison purposes to convert all bid prices expressed in different currencies into a single currency is: Indian National Rupee(s) (INR)</i> <i>The source of exchange rate is: State Bank of India's Bills Selling Exchange Rate, and, the date of exchange rate determination as the date of bid submission.</i>
ITB 34.1	<i>A margin of domestic preference shall not apply.</i>
	F. Award of Contract
ITB 39.1	<i>The maximum percentage by which quantities may be increased is: 20%</i> <i>The maximum percentage by which quantities may be decreased is: 20%</i>

Section III. Qualification and Evaluation Criteria

Contents

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<i>3. Domestic Preference (ITB 34).....</i>	<i>Error! Bookmark not defined.</i>

1. Qualification (ITB 27)

All qualification documents listed here (including attached forms and required support documents) shall be submitted in a separate envelope/packing in accordance with ITB 25 and ITB 27, and will be evaluated before opening the remainder of the bid (second envelope/packing).

1.1 The Qualification Document submission shall consist of:**(1) Qualification Submission Form, Declaration of Undertaking, and Eligibility (Table 1)**

Bidder shall meet the requirements as per Table 1 and submit the required forms and supporting documents; forms provided in this bidding document may not be amended but only completed following the instructions in this bidding document.

Mandatory or Optional (when required) + power of attorney

(2) Historical Contract Non-Performance (Table 2)

Both forms must be submitted duly filled and signed; any non-performance during the required period stated in Form CON-2 will lead to disqualification of the Bidder's bid.

(3) Financial Situation and Performance (Table 3)

Bidders shall meet the requirements as per Table 3 and submit the required forms and supporting documents; forms provided in this bidding document may not be amended but only completed following the instructions in this bidding document.

(4) Experience (Table 4)

Submission of the required number of references (similar experience / contracts).

(5) Technical Capacity, Spare Parts and Local Agent (if applicable) (Table 5)

Submission of the required information, in response the requirements stated in Section VII, Schedule of Requirements. [These requirements shall only be included if applicable, and those not required may be deleted from Section VII].

1.2. Requirements and Criteria

The following tables describe qualification requirements and criteria, in accordance with ITB 27 and Section III (Qualification), which must be satisfied by each Bidder. Only specified requirements and criteria shall be used, and requirements and criteria not included in the tables below shall not be used in the evaluation of the Bidder's Qualification.

Table 1							
Qualification Criteria			Compliance Requirements				Documentation
No.	Subject	Requirement	Single Entity	Consortium (N/A)			Submission Requirements
				All Parties Combined	Each Member	One Member	
1. Qualification Submission Form, Declaration of Undertaking, and Eligibility							
1.1	Qualification Submission Form	Submission, in accordance with Section III, Qualification	Must meet requirement	N/A	N/A	N/A	Qualification Submission Form
1.2	Declaration of Undertaking	Submission, in accordance with ITB 12	Must meet requirement	N/A	N/A	N/A	Declaration of Undertaking
1.3	Power of Attorney	Submission, in accordance with ITB 20.2	Must meet requirement	N/A	N/A	N/A	Power of Attorney for authorized signatory
1.4	Nationality	Nationality in accordance with ITB 4.3	Must meet requirement	N/A	N/A	N/A	Forms ELI – 1.1 and ELI - 1.2 (in case of Consortium), with attachments
1.5	Conflict of Interest	No conflicts of interest in accordance with ITB 4.2	Must meet requirement	N/A	N/A	N/A	Qualification Submission Form
1.6	KfW Eligibility	Not being ineligible for KfW financing, as described in ITB 4.3	Must meet requirement	N/A	N/A	N/A	Qualification Submission Form
1.7	State-owned Entity	Meets conditions of ITB 4.3	Must meet requirement	N/A	N/A	N/A	Forms ELI – 1.1 and ELI - 1.2 (in case of Consortium), with attachments

Table 2							
Qualification Criteria			Compliance Requirements				Documentation
No.	Subject	Requirement	Bidder	Consortium (N/A)			Submission Requirements
				All Parties Combined	Each Member	One Member	
2. Historical Contract Non-Performance							
2.1	History of Non-Performing Contracts	Termination of a contract ¹ did not occur as a result of Supplier default in the past 5 years.	Must meet requirement ²	N/A	N/A	N/A	Form CON – 2.1
2.2	Suspension Based on Execution of Bid Securing Declaration by the Purchaser or withdrawal of the Bid within Bid validity	Not under suspension based on execution of a Bid Securing Declaration pursuant to ITB 4.4 or withdrawal of a Bid pursuant ITB .24	Must meet requirement	N/A	N/A	N/A	Qualification Submission Form
2.3	Pending Litigation	All pending litigation shall in total not represent more than one hundred percent (100%) of the Bidder’s net worth and shall be treated as resolved against the Bidder.	Must meet requirement	N/A	N/A	N/A	Form CON – 2.1
2.4	Blacklisting	The Bidder shall not have been blacklisted or barred due to fraud or any other criminal actions from carrying out its business by any Regulator	Must meet requirement	N/A	N/A	N/A	Blacklisting Certificate Form CON – 2.2

¹ Non-performance shall include all terminations of contracts where (a) non-performance was not challenged by the supplier, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the supplier. Non-performance shall not include contracts where Purchaser's decision was overruled by the dispute resolution mechanism.

² This requirement also applies to contracts executed by the Bidder as a consortium member.

Table 2							
Qualification Criteria			Compliance Requirements				Documentation
No.	Subject	Requirement	Bidder	Consortium (N/A)			Submission Requirements
				All Parties Combined	Each Member	One Member	
		/Government Authority/Court of Law, or proved to have indulged in serious fraudulent practices by a Court of Law or an independent Commission of Inquiry in India or abroad at the time of Due Date of Submission.					
2.5	Legal Entity	The bidder shall either submit the bid as Sole Bidder. The Bidder: - The Bidder should be an Indian company incorporated under the Companies Act, 1956 / 2013, and subsequent amendments thereto. - The bidder should be registered with Income tax & GST Authorities in India - The Bidder should be in business for at least five years (5) in India from the date of RFP issuance.	Must meet requirement	N/A	N/A	N/A	- Copy of Company Registration Certificate. - Copy of PAN Card - Copy of GST Certificate - Copy of Work Order showcase the establishment of the firm at least from the 5 Years. - Copy of Power of Attorney for Signing of bid. - In case of international bidder, bidder shall be required to submit an undertaking on a stamp paper to establish service center in India and register with all the required authorities including Income Tax & GST.

Table 2

Table 2							
Qualification Criteria			Compliance Requirements				Documentation
No.	Subject	Requirement	Bidder	Consortium (N/A)			Submission Requirements
				All Parties Combined	Each Member	One Member	
		In case of international bidder, bidder will need to establish the service center in India and register with all the relevant authorities including Income tax & GST authorities in India within 60 days of signing of work order.					
2.6	Certification	The Bidder should possess below Certifications (valid on the date of bid submission) - CMMI III or above – for IT maturity - ISO 9001:2015 or above for Quality Process - ISO 27001:2005 or above for Information Security Management System	Must meet requirement	N.A	N/A	N/A	Copies of valid certificates in the name of the bidder

Table 3							
Qualification Criteria			Compliance Requirements				Documentation
No.	Subject	Requirement	Bidder	Consortium (N/A)			Submission Requirements
				All Parties Combined	Each Member	One Member	
3. Financial Situation and Performance							
3.1	Financial Capabilities	Submission of audited balance sheets for the last 5 years to demonstrate the current soundness of the Bidder's financial position based on the following criteria: a) Liquidity ratio ≥ 1.1 ((Current Assets) / (Current Liabilities) ≥ 1.1) b) Indebtedness ratio $\leq 80\%$ ((Total Liabilities) x 100 / (Total Assets) $\leq 80\%$)]	Must meet requirement	N/A	N/A	N/A	1. Form FIN – 3.1, with attachments 2. Audited financial statements for last five financial years 3. Certificate from the Chartered Accountant / Statutory Auditor on turnover details over the last Five (5) audited financial years
3.2	Average Annual Supplier Turnover	The Bidder shall have Average Annual Turnover of minimum of INR 65 (Sixty five) Crores in each of the the last 5 (five) audited Financial Years.	Must meet requirement	N/A	N/A	N/A	Form FIN – 3.2 & Certificate from the Chartered Accountant / Statutory Auditor on turnover details for each of the last Five (5) audited financial years
3.3	Average Supplier net worth	The Bidder shall have net worth of minimum of INR 1 (One) Crore in each of the last 5 (Five) audited Financial Years.	Must meet requirement	N/A	N/A	N/A	Form FIN – 3.2 & Certificate from the Chartered Accountant / Statutory Auditor on net worth details over the last Five (5) audited financial years
3.4	Access to Liquidity	The Bidder shall demonstrate that it has access to, or has available, liquid assets, unencumbered real assets,	Must meet requirement	N/A	N/A	N/A	Form FIN – 3.3

Table 3

Table 3							
Qualification Criteria			Compliance Requirements				Documentation
No.	Subject	Requirement	Bidder	Consortium (N/A)			Submission Requirements
				All Parties Combined	Each Member	One Member	
3. Financial Situation and Performance							
		lines of credit, and other financial means (independent of any contractual advance payment) sufficient to meet the cash flow requirements estimated as INR 32.50 (Thirty Two Crores and fifty Lakhs) Crores for the subject Contract(s) net of the Bidder's other commitments.					
		The Bidder shall also demonstrate, to the satisfaction of the authority, that it has adequate sources of finance to meet the cash flow requirements on works currently in progress and for future contract commitments.	Must meet requirement	N/A	N/A	N/A	Form FIN – 3.3 and Form FIN – 3.4

Table 4							
Qualification Criteria			Compliance Requirements				Documentation
No.	Subject	Requirement	Bidder	Consortium (N/A)			Submission Requirements
				All Parties Combined	Each Member	One Member	
4. Similar Nature Experience - A minimum number of similar ³ contracts specified below that have been satisfactorily and substantially completed ⁴ as Supplier, during the past ⁵							
4.1	Relevant Experience	The Bidder should have satisfactorily designed, implemented, deployed and maintained at least One(1) qualifying ERP Projects / E-Governance Projects in last 7 years from date of issuance of RFP across the globe for Government / Public Undertakings. A qualifying ERP Project/ E-Governance is defined as "An ERP project/E-Governance Project with project value of more than INR 65 Crores wherein bidder has implemented the end-to-end ERP/E-Governance system for an organization with more	Must meet requirement	N/A	N/A	N/A	• Form EXP - 4.1 (one per contract) • Work Order / Copy of Contract for the project highlighting the scope of work undertaken AND • Authority Certificate for Completion/Go Live/ • Certificate from the bidding entity's statutory auditor on received payment of the submitted contract.

³ The similarity shall be based on the physical size, complexity, methods/technology and/or other characteristics described in Section VII, Scope of Works. Summation of number of small value contracts (less than the value specified under requirement) to meet the overall requirement will not be accepted

⁴ Substantial completion shall be based on 80% or more works completed under the contract

⁵ For contracts under which the Bidder participated as a Consortium member, only the Bidder's share, by value, shall be considered to meet this requirement

Table 4

Table 4							
Qualification Criteria			Compliance Requirements				Documentation
No.	Subject	Requirement	Bidder	Consortium (N/A)			Submission Requirements
				All Parties Combined	Each Member	One Member	
		than 5000 employees with more than 1 location for the same ERP/E-Governance project.. Bidder must have received the 100% Total Contract Value in at least one project and at least 50% Total Contract Value in the other project submitted in this criteria.					

Table 5							
Qualification Criteria			Compliance Requirements				Documentation
No.	Subject	Requirement	Bidder	Consortium (N/A)			Submission Requirements
				All Parties Combined	Each Member	One Member	
5. Technical Capacity, Spare Parts and Local Agent (if applicable)							
5.1	Technical Capacity	Bidder must have following qualified resources: <u>Project Manager – 1 Expert</u> Education: BE / B.Tech with M.Tech / MBA from a recognized educational institution Experience: Minimum 15 years of overall experience and 7 years of experience with ERP project in Government & Public Sector (development & implementation) (To be deployed full time till system go-live.) <u>Solution Architect – 1 Expert</u> Education: BE/B Tech in Computer Science / IT / Electronics or MCA/MSc(IT) equivalent from a recognized educational institution Experience: Minimum 10 years' experience in IT sector and experience of more than 5 years as a Solution Architect in projects of ERP Implementation in Government & Public Sector	Must meet requirement	N/A	N/A	N/A	CV as specified format in the Form SPA - 5.2

		(To be deployed full time till system go-live. Post that to be available for on a need basis) <u>ERP Expert – 6 Experts</u> Education: BE/ B.Tech in Computer Science/ IT/ Electronics or MCA / MSc(IT) equivalent from a recognized educational institution Experience: Minimum 10 years and experience of more than 5 years in ERP Implementation in Government & Public Sector t (To be deployed full time till system go-live. Post that to be available for on a need basis) Note: All 6 proposed expert must have to meet the minimum criteria for full compliance.					
5.2	Full Time Technical Resources	Bidder should have minimum 400 nos. of full time qualified resources on the pay roll with experience in IT/ICT projects	Must meet requirement	N/A	N/A	N/A	Self-Certification from the Authorization Signatory OR HR Department of Firm.
5.3	Local Agent	If so required in Section VII, Schedule of Requirements, the Bidder's must have a local agent including qualified personnel for the purpose of after sales services.	Must meet requirement	N/A	N/A	N/A	Support documents as required in Section VII, Schedule of Requirements
5.4	Proposed Solution & Approach	Understanding of the project and TNSTC's requirements	Must meet requirement	N/A	N/A	N/A	Bidder's Detailed Technical Solution, Approach & Methodology as a part of Technical Bid.

		• <i>Approach for addressing scalability, integration and interoperability and infrastructure management</i> • <i>Automated Tools proposed for SLA monitoring and helpdesk management etc.</i> • <i>Project Risk Identification and Mitigation Strategies</i> • <i>Project Management Plan, Work Plan, Quality assurance Plan (with Gantt chart depicting project activities and resource loading on weekly basis)</i> • <i>Innovation in Technology, Design..</i>					

1.3 Technical Qualification Criteria

The Bidder's qualification and capability will be established by the evaluation of the qualification submissions on the following parameters:

A) Technical Qualification Parameters Summary

Category	Evaluation Framework	Maximum Marks
TQ. 1	Company Profile	10
TQ. 2	Relevant experience	40
TQ. 3	Key Personnel	20
TQ. 4	Approach & Methodology	30
Technical Score		100

The Bidder needs to score at least total 70 marks out of 100 in technical qualification and minimum 50% marks in each category (TQ 1,2,3,4) as specified above in order to qualify for next stage of assessment.

S.No	Criteria	Basis for Evaluation	Max marks	Supporting Documents
TQ 1 COMPANY PROFILE			10	
TQ 1.1	Bidder shall have an average turnover from System Integration / Application Development and Implementation Work in last 5 years (Turnover in INR Crores)	> 65 Crores: 2 marks >=130 Crores: 3 marks >=260 Crores: 5 marks	5	- Extracts from the audited Balance sheet and Profit & Loss; AND - Certificate from the statutory auditor OR Chartered Account
TQ 1.2	Bidder shall have a total full time technical employee on roll of the Bidder.	> 400 employees: 2 marks >=700 employees: 3 marks >=1000 employee: 5 marks	5	Self-Certification from the Authorization Signatory

				OR HR Department of Firm
TQ 2 RELEVANT EXPERIENCE			40	
TQ 2.1	Bidder shall have project experience of for ERP or E-Governance implementaion of value more than INR 65 Crore in each project. The work order should have been issued within the last 7 years, from the date of issuance of RFP. .	Marks shall be award as per below; • ≥ 3 Qualifying Projects: 7 Marks • 2 Qualifying Projects : 5 Marks • 1 Qualifying Project : 3 Marks Additional marks shall be given to the bidder for the One (1) Qualifying Project with any public transport bodies in India or global - 3 Marks.	10	To be comply by the Sole Bidder • Form EXP - 4.1 (one per contract) • Work Order / Copy of Contract for the project highlighting the scope of work undertaken AND • Go-Live Certificate/Project Operational Acceptance Certificate issued & signed by the competent authority of the client entity on the entity's letterhead with Date of Go-Live/ commercial operations AND • Certificiate from Statutory Auditor highlighting the work undertaken with Go-Live /Project Operational Dates

				along with the number of years of maintainance completion.
TQ 2.2	Bidder shall have project experience of ERP / E-Governance project with minimum 2 years of completed maintenance services of value more than 65 Crores with organization with more than 5000 Employees with more than 1 location in each project within the last 7 years from date of issuance of RFP.	Marks shall be award as per below; • ≥ 3 Qualifying Projects: 25 Marks • 2 Qualifying Projects : 20 Marks • 1 Qualifying Project : 10 Marks Additional marks shall be given to the bidder for the One (1) Qualifying Project ERP/E-Governance project implementation in government/Public Sector undertaking/ Public Transport Organization - 5 Marks.	30	To be comply by the Sole Bidder • Form EXP - 4.1 (one per contract) • Work Order / Copy of Contract for the project highlighting the scope of work undertaken AND • Go-Live Certificate/Project Operational Acceptance Certificate issued & signed by the competent authority of the client entity on the entity's letterhead with Date of Go-Live/ commercial operations AND Certificiate from Statutory Auditor highlighting the work undertaken with Go-Live /Project Operational Dates along with the

				<i>number of years of maintainance completion.</i>
TQ 3 Key Personnel			20	
TQ 3.1	Project Manager (To be deployed full time for the duration of project)	Mandatory Conditions: BE / B.Tech with M.Tech / MBA along with minimum 15 years of overall experience and 7 years of experience with ERP relevant project (development & implementation) (To be deployed full time till system go-live.) Marks shall be allotted as per below. Experience of the ERP System implementation in Government Organization in India or Global • >= 3 Projects – 4 Marks • 2 Projects- 2 Marks • Or else – 0 Marks Experience of the ERP System implementation in public transport Organization in India or Global – 1 Mark Project Management Certifications PMP/Prince 2 Certification – 1 Mark	6	CV as specified format in the Form SPA - 5.35.2
TQ 3.2	Solution Architect (To be deployed full time till system go-live. Post that to be available for on a need basis)	Mandatory Conditions: BE/B Tech in Computer Science / IT / Electronics or MCA/MSc(IT) equivalent from a recognized educational institution along with Minimum 10 years' experience in IT/ICT sector. Experience of more than 5	4	CV as specified format in the Form SPA - 5.2

		years as a Solution Architect in in projects of ERP Implementation Marks shall be allotted as per below: Experience of designing & deployment of solution encompasses business, system, information, security, application and technology architecture in multitenant turnkey IT/ICT solution in the public transport organization in India or global • ≥ 3 Projects – 3 Marks • 2 Projects- 2 Marks • Or else – 0 Marks Relevant Certifications TOGAF or cloud architect or solution architect Certification– 1 Mark		
TQ 3.3	Business Process Re-engineering Expert – 6 Experts. Note: All 6 experts will be evaluated on the stated criteria and average marks shall be considered for final evaluation. (To be deployed full time till system go-live. Post that to be available for on a need basis)	Mandatory Conditions: BE/B Tech in Computer Science / IT / Electronics or MCA/MSc(IT) equivalent from a recognized educational institution along with Minimum 10 years' experience in IT/ICT sector. Experience of more than 5 years as a Business Process Reengineering in software development. Marks shall be allotted as per below:	3	CV as specified format in the Form SPA - 5.2

		<i>Experience of process reengineering solution in ERP / E-governance in India or global</i> • <i>>= 3 Projects – 3 Marks</i> • <i>2 Projects- 2 Marks</i> • <i>Or else – 0 Marks</i>		
TQ 3.4	<i>ERP Expert – 6 Experts</i> <i>Note: All 6 experts will be evaluated on the stated criteria and average marks shall be considered for final evaluation.</i> <i>(To be deployed full time till system go-live. Post that to be available for on a need basis)</i>	Mandatory Conditions: <i>BE/B Tech in Computer Science / IT / Electronics or MCA/MSc(IT) equivalent from a recognized educational institution along with minimum 10 years' experience in IT/ICT sector. Experience of more than 5 years as an ERP Expert in ERP projects</i> <i>Marks shall be allotted as per below</i> <i>Experience of designing & deployment of ERP System</i> • <i>>= 3 Projects – 2 Mark</i> • <i>2 Projects- 1 Marks</i> <i>Or else – 0 Marks</i> <i>ERP certification – 1 Marks</i>	3	<i>CV as specified format in the Form SPA - 5.2</i>
TQ 3.5	<i>Change Management / Capacity Building Expert – 3 Experts</i> <i>Note: All 3 experts will be evaluated on the stated criteria and average marks shall be considered for final evaluation.</i>	Mandatory Conditions: <i>Post Graduation in Business Development / Business Administration or MBA or equivalent from a recognized educational institution along with minimum 10 years' experience in IT/ICT sector.</i> <i>Marks shall be allotted as per below</i>	2	<i>CV as specified format in the Form SPA - 5.2</i>

	(To be deployed full time till system go-live. Post that to be available for on a need basis)	Experience of managing the change request / capacity building management • ≥ 2 Projects – 1 Mark • 1 Projects- 0.5 Marks Or else – 0 Marks Certification in change management / capacity building exercise – 1 Mark		
TQ 3.6	Security and Quality Assurance Expert – 3 Experts Note: All 3 experts will be evaluated on the stated criteria and average marks shall be considered for final evaluation. (To be deployed full time till system go-live. Post that to be available for on a need basis)	Mandatory Conditions: BE/B Tech in Computer Science / IT / Electronics or MCA/MSc(IT) equivalent from a recognized educational institution along with minimum 10 years and experience of more than 5 years in software security and quality assurance. Marks shall be allotted as per below Experience of designing the security measures / cyber security for the application in Government • ≥ 2 Projects – 1 Mark • 1 Projects- 0.5 Marks Or else – 0 Marks Cyber Security Certificate – 1 Marks	2	CV as specified format in the Form SPA - 5.2
TQ .4 APPROACH & METHODOLOGY			30	
TQ 4.1	Approach and methodology and understanding of project requirements	The Approach and Methodology would be evaluated based on the following: • Understanding of the project and TNSTC's requirements – 3 Mark	30	Approach and Methodology write-up as part of technical proposal

		• <i>Bidder's completeness of solution – 2 Mark</i> • <i>Approach for addressing scalability, and design consideration listed in the RFP document and infrastructure management – 5 Mark</i> • <i>Design Consideration Compliances – 5 Mark</i> • <i>Project Management Plan including Risk mitigation plan, Work Plan, Quality assurance Plan (with Gantt chart depicting project activities and resource loading on weekly basis) – 5 Mark</i> • <i>Flexibility in integration of third-party systems, number of supported interfaces and APIs, Design – 5 Mark</i> • <i>USP in proposed solution – 5 Marks</i>		
			100	

2. Evaluation (ITB 35)

2.1 Evaluation Criteria (ITB 35.6)

The Purchaser's evaluation of Bids for Goods shall take into account, in addition to the Bid Price quoted in accordance with ITB Clause 14.8, following criteria and methodologies. The methodologies applied may take into account factors to foster environmental friendly Goods, especially under d) or take into account noise or pollution levels of Goods. The application requires specialised expertise and care should be taken to include only such factors or criteria which are a) easy to demonstrate and control and b) to integrate the parameters offered by Bidders adequately in the contract.

- (a) All the bidders must meet eligibility criteria mentioned in the section 1.2 above to qualify for subsequent evaluation stages.*
- (b) All qualified bidders from section 1.2 will be evaluated for technical qualification as per 1.3 Technical Qualification Criteria. Technical score will be considered as evaluated in Technical Evaluation as per section 1.3 above.*
- (c) After the evaluation of Technical Bid has been completed, Authority shall open the Price Bids of only those Bidders who are qualified as per evaluation of criteria of section 1.2 and section 1.3.*
- (d) The methodology of Commercial Score shall be as follows: Commercial Score of the bidder under consideration = (Lowest Total Price from all Commercial Bids / Total Actual Price quoted in Commercial bid by the bidder under consideration) X 100.*
- (e) The Total Score shall be based on Quality and Cost based Evaluation (QCBS). Technical Score shall have 70 % weightage and Commercial Score shall have 30% weightage.*
- (f) The Total Score of the bidder = 0.7*(Technical Score) + 0.3*(Commercial Score).*
- (g) The bidder achieving the highest Total Score shall be invited for negotiations for awarding the contract. In case of a tie where two or more bidders achieve the same highest Total Score, the bidder with the higher Technical Score will be invited first for negotiations for awarding the contract*

Section IV. Bidding Forms

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Qualification Submission Form

[The Bidder shall prepare his Qualification Submission Form on a Letterhead paper specifying the Bidder's complete name, address and communication details].

Date: [Insert date]

ICB No.: [Insert ICB No.]

To
The Director,
Institute of Road Transport (IRT),
Govt. of Tamil Nadu
100 Feet Road, Taramani,
Chennai 600113, Tamil Nadu, India

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the Bidding Documents, including Addenda [Insert Addenda No./Nos., if any] issued in accordance with Instructions to Bidders (ITB 8);*
- (b) We meet the eligibility requirements and have no conflict of interest in accordance with ITB 4;*
- (c) We have not been suspended nor declared ineligible by the Purchaser based on execution of a Bid Securing Declaration in the Purchaser's country in accordance with ITB 4.4;*
- (d) We have submitted our Bid in two (2) files of which files 1 contains these qualification documents, and files 2 contains the remainder of our bid.*
- (e) We are not participating, as a Bidder, in more than one bid in this bidding process in accordance with ITB 4.2(e), other than alternative bids submitted in accordance with ITB 13;*
- (f) We, along with any of our subcontractors, suppliers, manufacturers, OEM or service providers for any part of the contract, are not subject to, and not controlled by an entity or individual that is subject to, a temporary suspension or a debarment imposed by a member of the World Bank Group or a debarment imposed by the KfW, the World Bank in accordance with the Agreement of Mutual Enforcement of Debarment Decisions between the World Bank and other development banks, or any other any other similar funding agency;*
- (g) We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in any type of fraud and corruption.*

Name of the Bidder [Insert the complete name of the bidder; in the case of a Bid submitted by a Consortium insert the name of the Consortium as Bidder]

Name of the person duly authorized to sign the Bid on behalf of the Bidder [Insert complete name of the person duly authorised to sign the Bid; the person signing the Bid shall have the power of attorney given by the Bidder to be attached with the Bid Schedules] Title of the person signing the Bid [Insert complete title of the person signing the Bid]

Signature of the person named above [Signature of the person named above]

Date signed [Insert date of signing] day of [Insert month] [Insert year]

Declaration of Undertaking

Reference name of the Application/Offer/Contract: ("Contract")¹

To: ("Project Executing Agency")

1. We recognise and accept that KfW only finances projects of the Project Executing Agency ("PEA")² subject to its own conditions which are set out in the Funding Agreement it has entered into with the PEA. As a matter of consequence, no legal relationship exists between KfW and our company, our Consortium or our Subcontractors under the Contract. The PEA retains exclusive responsibility for the preparation and implementation of the Tender Process and the performance of the Contract.
2. We hereby certify that neither we nor any of our board members or legal representatives nor any other member of our Consortium including Subcontractors under the Contract are in any of the following situations:
 - 2.1) being bankrupt, wound up or ceasing our activities, having our activities administered by courts, having entered into receivership, reorganisation or being in any analogous situation;
 - 2.2) convicted by a final judgement or a final administrative decision or subject to financial sanctions by the United Nations, the European Union or Germany for involvement in a criminal organisation, money laundering, terrorist-related offences, child labour or trafficking in human beings; this criterion of exclusion is also applicable to legal Persons, whose majority of shares are held or factually controlled by natural or legal Persons which themselves are subject to such convictions or sanctions;
 - 2.3) having been convicted by a final court decision or a final administrative decision by a court, the European Union, national authorities in the Partner Country or in Germany for Sanctionable Practice in connection with a Tender Process or the performance of a Contract or for an irregularity affecting the EU's financial interests (in the event of such a conviction, the Applicant or Bidder shall attach to this Declaration of Undertaking supporting information showing that this conviction is not relevant in the context of this Contract and that adequate compliance measures have been taken in reaction);
 - 2.4) having been subject, within the past five years to a contract termination fully settled against us for significant or persistent failure to comply with our contractual obligations during such Contract performance, unless this termination was challenged and dispute resolution is still pending or has not confirmed a full settlement against us;
 - 2.5) not having fulfilled the applicable fiscal obligations with regard to the payment of taxes at the respective tax residence and in the country of origin of the PEA (contractors based in Annex 1 countries (<https://www.consilium.europa.eu/de/policies/eu-list-of-non-cooperative-jurisdictions/>) must submit a fully completed and legally countersigned declaration of tax conformity (Appendix 1 to the Declaration of Undertaking) in addition to the Declaration of Undertaking at the time of award of the

¹ Capitalised terms used, but not otherwise defined in this Declaration of Undertaking have the meaning given to such term in KfW's "Guidelines for the Procurement of Consulting Services, Works, Goods, Plant and Non-Consulting Services in Financial Cooperation with Partner Countries".

² The PEA means the purchaser, the employer, the client, as the case may be, for the procurement of Consulting Services, Works, Plant, Goods or Non-Consulting Services.

contract/contract review. This shall become an integral part of the contract. Failure to submit may result in exclusion from the awarding procedure. For contractors based in countries not listed as Annex I countries, only the Declaration of Undertaking must be submitted, and not the declaration of tax conformity; ;

2.6) being subject to an exclusion decision of the World Bank or any other multilateral development bank and being listed on the website <http://www.worldbank.org/debarr> or respectively on the relevant list of any other multilateral development bank (in the event of such exclusion, the Applicant or Bidder shall attach to this Declaration of Undertaking supporting information showing that this exclusion is not relevant in the context of this Contract and that adequate compliance measures have been taken in reaction); or

2.7) being guilty of misrepresentation in supplying the information required as condition to participation in this Tender Procedure.

- 3. We hereby certify that neither we, nor any of the members of our Consortium or any of our Subcontractors under the Contract are in any of the following situations of conflict of interest:*

3.1) being an affiliate controlled by the PEA or a shareholder controlling the PEA, unless the stemming conflict of interest has been brought to the attention of KfW and resolved to its satisfaction;

3.2) having a business or family relationship with a PEA's staff involved in the Tender Process or the supervision of the resulting Contract, unless the stemming conflict of interest has been brought to the attention of KfW and resolved to its satisfaction;

3.3) being controlled by or controlling another Applicant or Bidder, or being under common control with another Applicant or Bidder, or receiving from or granting subsidies directly or indirectly to another Applicant or Bidder, having the same legal representative as another Applicant or Bidder, maintaining direct or indirect contacts with another Applicant or Bidder which allows us to have or give access to information contained in the respective Applications or Offers, influencing them or influencing decisions of the PEA;

3.4) being engaged in a Consulting Services activity, which, by its nature, may be in conflict with the assignments that we would carry out for the PEA;

3.5) in the case of procurement of Works, Plant or Goods:

i. having prepared or having been associated with a Person who prepared specifications, drawings, calculations and other documentation to be used in the Tender Process of this Contract;

ii. having been recruited (or being proposed to be recruited) ourselves or any of our affiliates, to carry out works supervision or inspection for this Contract;

- 4. If we are a state-owned entity, and compete in a Tender Process, we certify that we have legal and financial autonomy and that we operate under commercial laws and regulations.*
- 5. We undertake to bring to the attention of the PEA, which will inform KfW, any change in situation with regard to points 2 to 4 here above.*
- 6. In the context of the Tender Process and performance of the corresponding*

Contract:

- 6.1) *neither we nor any of the members of our Consortium nor any of our Subcontractors under the Contract have engaged or will engage in any Sanctionable Practice during the Tender Process and in the case of being awarded a Contract will engage in any Sanctionable Practice during the performance of the Contract;*
- 6.2) *neither we nor any of the members of our Consortium or any of our Subcontractors under the Contract shall acquire or supply any equipment nor operate in any sectors under an embargo of the United Nations, the European Union or Germany; and*
- 6.3) *we commit ourselves to complying with and ensuring that our Subcontractors and major suppliers under the Contract comply with international environmental and labour standards, consistent with laws and regulations applicable in the country of implementation of the Contract and the fundamental conventions of the International Labour Organisation³ (ILO) and international environmental treaties. Moreover, we shall implement environmental and social risks mitigation measures when specified in the relevant environmental and social management plans or other similar documents provided by the PEA and, in any case, implement measures to prevent sexual exploitation and abuse and gender based violence.*
7. *In the case of being awarded a Contract, we, as well as all members of our Consortium partners and Subcontractors under the Contract will, (i) upon request, provide information relating to the Tender Process and the performance of the Contract and (ii) permit the PEA and KfW or an auditor appointed by either of them, and in the case of financing by the European Union also to European institutions having competence under European Union law, to inspect the respective accounts, records and documents, to permit on the spot checks and to ensure access to sites and the respective project.*
8. *In the case of being awarded a Contract, we, as well as all our Consortium partners and Subcontractors under the Contract undertake to preserve above mentioned records and documents in accordance with applicable law, but in any case for at least six years from the date of fulfillment or termination of the Contract. Our financial transactions and financial statements shall be subject to auditing procedures in accordance with applicable law. Furthermore, we accept that our data (including personal data) generated in connection with the preparation and implementation of the Tender Process and the performance of the Contract are stored and processed according to the applicable law by the PEA and KfW.*

Name: _____ In the capacity of: _____

Duly empowered to sign in the name and on behalf of⁴: _____

Signature: _____ Dated: _____

³ In case ILO conventions have not been fully ratified or implemented in the Employer's country the Applicant/Bidder/Contractor shall, to the satisfaction of the Employer and KfW, propose and implement appropriate measures in the spirit of the said ILO conventions with respect to a) workers grievances on working conditions and terms of employment, b) child labour, c) forced labour, d) worker's organisations and e) non-discrimination.

⁴ In the case of a Consortium, insert the name of the Consortium. The person who will sign the application, bid or proposal on behalf of the Applicant/Bidder shall attach a power of attorney from the Applicant/Bidder.

Declaration of tax conformity – binding confirmation for legal persons

Name of company

I hereby confirm with my signature that:

- 1. I am authorised to make this declaration on behalf of the above company;*
- 2. the company properly pays all taxes in accordance with the tax laws of the country in which the company is domiciled;*
- 3. the company is not currently nor has been in the past involved in any legal proceedings concerning the taxation of the company;*
- 4. the company will duly pay taxes that may arise from the provision of contracted services as a service provider (short-term expert) for KfW Group;*
- 5. all information and statements provided in advance are complete, accurate in terms of content and currently correct.*

.....
(Place) (Date)

(Name of the Bidder)

..... (Signature(s))

Declaration of tax conformity – binding confirmation for natural persons

I hereby confirm with my signature that:

- 1. I make this declaration in my name/on my own account;*
- 2. I duly pay taxes that I am obliged to pay under the tax law of my country of residence;*
- 3. I am not currently involved in tax law court proceedings, nor have I been in the past;*
- 4. I will duly pay taxes that may arise from the provision of contracted services as a short-term expert for KfW Group;*
- 5. I have filled in all the information and statements of this confirmation in full, accurately in terms of content and that they are up to date at this time.*

.....
(Place) (Date)

(Name of the Bidder)
..... **(Signature(s))**

Form ELI - 1.1: Bidder Information Form

[The Bidder shall fill in this Form in accordance with the instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted.]

Date: *[Insert]*

ICB No.: *[Insert]*

Page *[Insert]* of *Insert* pages

Bidder's name: <i>[Insert Bidder's legal name]</i>
In case of Consortium, legal name of each member: <i>[Insert legal name of each member in Consortium]</i>
Bidder's actual or intended country of registration: <i>[Insert actual or intended country of registration]</i>
Bidder's year of registration: <i>[Insert Bidder's year of registration]</i>
Bidder's address in country of registration: <i>[Insert Bidder's legal address in country of registration]</i>
Bidder's Authorized Representative Information Name: <i>[Insert Authorized Representative's name]</i> Address: <i>[Insert Authorized Representative's address]</i> Telephone/Fax numbers: <i>[Insert Authorized Representative's telephone/fax numbers]</i> E-mail address: <i>[Insert Authorized Representative's email address]</i>
1. Attached are copies of original documents of <i>[Check the box(es) of the attached original documents]</i> .. Articles of Incorporation (or equivalent documents of constitution or association) and/or documents of registration of the legal entity named above, in accordance with ITB 4.5; .. In case of Consortium, letter of intent to form Consortium or Consortium agreement, in accordance with ITB 4.1; .. In case of a state-owned enterprise or institution, in accordance with ITB 4.3 documents establishing: a) Legal and financial autonomy; b) Operation under commercial law; c) Establishing that the Bidder is not dependent agency of the Purchaser. 2. Included are the organizational chart, a list of Board of Directors, and the beneficial ownership.

Title of the person signing the Bid *[Insert complete title of the person signing the Bid]*

Signature of the person named above *[Signature of the person named above]*

Date signed *[Insert date of signing]* day of *[Insert month]* *[Insert year]*

Form CON – 2.1: Historical Contract Non-Performance, Pending Litigation and Litigation History

[To be completed by the Bidder]

Bidder's Name: [Insert]

Date: [Insert]

ICB No.: [Insert]

Page [Insert] of [Insert] pages

Non-Performed Contracts in accordance with Section III, Qualification and Evaluation Criteria			
“ Contract non-performance did not occur since 1st January [insert current year number less 5] specified in Section III, Qualification and Evaluation Criteria, Qualification, subclause 2.1. Or [Tick as appropriate] “ Contract(s) not performed since 1st January [insert current year number less 5] specified in Section III, Qualification and Evaluation Criteria, Qualification, subclause 2.1 are as follows:			
Year	Non- performed Portion of Contract	Contract Identification	Total Contract Amount (current value, currency, exchange rate and Rs.-equivalent)
[Insert year]	[Insert amount and percentage]	Contract Identification: [Indicate complete contract name/ number, and any other identification] Name of Purchaser: [Insert full name] Address of Purchaser: [Insert street/city/country] Reason(s) for non-performance: [Indicate main reason(s)]	[Insert amount and values]

<i>Pending Litigation, in accordance with Section III, Qualification and Evaluation Criteria and Requirements</i>			
“ No pending litigation in accordance with Section III, Qualification and Evaluation Criteria and Requirements, Qualification, subclause 2.3. Or [Tick as appropriate] “ Pending litigation in accordance with Section III, Qualification and Evaluation n Criteria, Qualification, subclause 2.3 as indicated below:			
<i>Year of dispute</i>	<i>Amount in dispute (currency)</i>	<i>Contract Identification</i>	<i>Total Contract Amount (currency), Rs.-equivalent (exchange rate)</i>
[Insert year]	[Insert amount]	Contract Identification: Name of Purchaser: Address of Purchaser: Matter in dispute: Party who initiated the dispute: Status of dispute:	[Insert amount and values]

Title of the person signing the Bid [Insert complete title of the person signing the Bid]

Signature of the person named above [Signature of the person named above]

Date signed [Insert date of signing] day of [Insert month] [Insert year]

Form CON – 2.2 Blacklisting Certificate

{Notarization is required}

Format of self-certificate stating that the Entity/Promoter/s / Director/s of Entity are not blacklisted

Anti-Blacklisting Certificate

M/s. (Name of the Bidder), (the names and addresses of the registered office) hereby certify and confirm that we or any of our promoter/s / director/s are not barred by State Government / any other Government entity or blacklisted by any state government or central government / department / Local Government / agency in India or from abroad from participating in Project/s, as on the _____-(Last date of submission of Bid).

We further confirm that we are aware that our Application for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered with regard to the requirements of this RFP at any stage of the Bidding Process or thereafter during the agreement period. Dated this Day of, 20__

Name of the Bidder

Signature of the Authorized person

Name of the Authorized Person

Form FIN - 3.1: Financial Situation and Performance

[To be completed by the Bidder and by each member of the Bidder's Consortium]

Bidder's Name: *[Insert]*

Date: *[Insert]*

ConsortiumMember's Name: *[Insert or state "None" if the Bidder is not a Consortium]*

ICB No.: *[Insert]*

Page *[Insert]* of *[Insert]* pages

1. Financial Data

Type of Financial Information in <i>[Insert Bidder's home currency]</i>	Historic information for last available Five (5) years ¹ (amount in Bidder's home-currency, exchange rate, Rs.-equivalent)				
	<i>[Insert Year 1]</i>	<i>[Insert Year 2]</i>	<i>[Insert Year 3]</i>	<i>[Insert Year 4]</i>	<i>[Insert Year 5]</i>
Statement of Financial Position (Information from Balance Sheet)					
Total Assets (TA)	<i>[Insert value in Bidder's home currency]</i>	<i>[Insert value in Bidder's home currency]</i>	<i>[Insert value in Bidder's home currency]</i>	<i>[Insert value in Bidder's home currency]</i>	<i>[Insert value in Bidder's home currency]</i>
	<i>[Insert exchange rate]</i>	<i>[Insert exchange rate]</i>	<i>[Insert exchange rate]</i>	<i>[Insert exchange rate]</i>	<i>[Insert exchange rate]</i>
	<i>[Insert Rs.-equivalent]</i>	<i>[Insert Rs.-equivalent]</i>	<i>[Insert Rs.-equivalent]</i>	<i>[Insert Rs.-equivalent]</i>	<i>[Insert Rs.-equivalent]</i>
Total Liabilities (TL)					
Total Equity/Net Worth (NW)					
Current Assets (CA)					
Current Liabilities (CL)					
Working Capital (WC)					
Information from Income Statement					
Total Revenue (TR)					

¹ *[In circumstances where it is of utmost importance that Bidders have a longer company history, this requirement may be increased to up to five (5) years; if such a longer period is chosen, please amend the revised number of years throughout this table].*

Type of Financial Information in [Insert Bidder's home currency]	Historic information for last available Five (5) years¹ (amount in Bidder's home-currency, exchange rate, Rs.-equivalent)				
	[Insert Year 1]	[Insert Year 2]	[Insert Year 3]	[Insert Year 4]	[Insert Year 5]
Profits Before Taxes (PBT)					
Cash Flow Information					
Cash Flow from Operating Activities					

2. Financial Documents

The Bidder and its parties shall provide copies of financial statements for **the last available Five (5) years** pursuant Section III, Qualification and Evaluation Criteria, Qualification, Sub-factor 3.1.

The financial statements shall:

- (a) Reflect the financial situation of the Bidder or in case of Consortiummember, and not an affiliated entity (such as parent company or group member);
 - (b) Be independently audited or certified in accordance with local legislation;
 - (c) Be complete, including all notes to the financial statements;
 - (d) Correspond to accounting periods already completed and audited.
- .. Attached are copies of financial statements² for the **last available Five (5) years** required above and complying with the requirements.

Title of the person signing the Bid [Insert complete title of the person signing the Bid]

Signature of the person named above [Signature of the person named above]

Date signed [Insert date of signing] day of [Insert month] [Insert year]

² If the most recent set of financial statements is for a period earlier than 12 months from the date of bid, the reason for this should be justified.

Form FIN - 3.2: Average Annual Turnover and annual net worth

[To be completed by the Bidder and by each member of the Bidder's Consortium]

Bidder's Name: [Insert]

Date: [Insert]

ConsortiumMember's Name: [Insert or state "None" if the Bidder is not a Consortium]

ICB No.: [Insert]

Page [Insert] of Insert] pages

Annual Turnover Data			
Year	Currency & Amount	Exchange Rate	Rs.-equivalent
<i>Average Annual Turnover¹</i>			

Annual Networth Data			
Year	Currency & Amount	Exchange Rate	Rs.-equivalent

Title of the person signing the Bid [Insert complete title of the person signing the Bid]

Signature of the person named above [Signature of the person named above]

Date signed [Insert date of signing] day of [Insert month] [Insert year]

¹ See Section III, Qualification and Evaluation Criteria, Qualification, Sub-Factor 3.2

Form FIN - 3.3: Financial Resources

[To be completed by the Bidder]

Bidder's Name: [Insert]

Date: [Insert]

ICB No.: [Insert]

Page [Insert] of [Insert] pages

[Specify proposed sources of financing, such as liquid assets, unencumbered real assets, lines of credit, and other financial means, net of current commitments, available to meet the total construction cash flow demands of the subject Contract or Contracts as indicated in Evaluation and Qualification Criteria.]

Financial Resources		
S.No.	Source of Financing	Amount (Rs.equivalent)
1		
2		
3		
4		
5		

Title of the person signing the Bid [Insert complete title of the person signing the Bid]

Signature of the person named above [Signature of the person named above]

Date signed [Insert date of signing] day of [Insert month] [Insert year]

Form FIN - 3.4: Current Contract Commitments

[To be completed by the Bidder]

Bidder's Name: [Insert]

Date: [Insert]

ICB No.: [Insert]

Page [Insert] of [Insert] pages

[Bidders and each member of a Consortium should provide information on their current commitments on all Contracts that have been awarded, or for which a letter of intent or acceptance has been received, or for Contracts approaching completion, but for which an unqualified, full completion certificate has yet to be issued, in accordance with Evaluation and Qualification Criteria.]

Current Contract Commitments					
No.	Name of Contract	Employer's Contact Address, Tel, Fax	Value of Outstanding Work [Current Rs. Equivalent]	Estimated Completion Date	Average Monthly Invoicing Over Last Six Months [Rs./month]
1					
2					
3					
4					
5					

Title of the person signing the Bid [Insert complete title of the person signing the Bid]

Signature of the person named above [Signature of the person named above]

Date signed [Insert date of signing] day of [Insert month] [Insert year]

Form EXP - 4.1: Experience

[To be completed by the Bidder and by each member of the Bidder's Consortium]

Bidder's Legal Name: *[Insert]*

Date: *[Insert]*

Consortium Member's Legal Name: *[Insert]*

ICB No.: *[Insert]*

Page *[Insert]* of *[Insert]* pages

Similar Contract No. <i>[Insert specific number]</i> of <i>[Total number of contracts]</i> required	Information	
Contract Identification:		
Award date:		
Completion date:		
Role in Contract:		
Total contract amount:		Rs. equivalent: <i>[Insert]</i>
Received Contract Amount in Words and % of Total Contract Amount as on date of RFP Submission.		%
If member in a Consortium, specify participation in total contract amount:	<i>[Insert]</i> %	Rs. equivalent: <i>[Insert]</i>
Purchaser's Name:		
Address:		
Telephone/fax number:		
E-mail:		
Description of the similarity in accordance with Sub-Factor 4.1 or 4.2 of Section III:		
Amount		
Physical size		
Complexity		
Methods/Technology		
Other Characteristics		

Title of the person signing the Bid <i>[Insert complete title of the person signing the Bid]</i>	Title of the person signing the Bid from Bidding Entity's Statutory Auditor <i>[Insert complete title of the person signing the Bid]</i>
Signature of the person named above <i>[Signature of the person named above]</i>	Signature of the person named above (Bidding Entity's Statutory Auditor) <i>[Signature of the person named above]</i>
Date signed <i>[Insert date of signing]</i> day of <i>[Insert month]</i> <i>[Insert year]</i>	Date signed <i>[Insert date of signing]</i> day of <i>[Insert month]</i> <i>[Insert year]</i>

Form SPA – 5.1 Power of Attorney for Authorized Signatory

KNOW ALL MEN by these presents that we, ...[name of the Company/partnership firm], a company incorporated under the Companies Act 1956,/ Firm having partnership deed as per partnership act and having its Registered Office/ office at[Address of the Company/partnership firm] (hereinafter referred to as "Company/firm"):

WHEREAS in response to the RFP for Purchase of Buses {Title of the RFP}, ("Project"), the Company/ firm is submitting Bid Comprising Technical and Price Bids for the project in _____to {Name of the Purchase} and is desirous of appointing an attorney for the purpose thereof.

WHEREAS the Company deems it expedient to appoint Mr. _____ son of _____ resident of _____, holding the post of _____ as the Attorney of the Company/firm.

NOW KNOW WE ALL BY THESE PRESENTS, THAT _____[name of the company/firm] do hereby nominate, constitute and appoint.....[name & designation of the person].....as its true and lawful Attorney of the Company/ firm to do and execute all or any of the following acts, deeds and things for the Company/ firm in its name and on its behalf, that is to say :

To act as the Company's/firm's official representative for submitting the Bid comprising Technical Bid and Price Bid for the said project and other relevant documents in connection therewith;

To sign all the necessary documents, papers, testimonials, applications, representations and correspondence necessary and proper for the purpose aforesaid;

To tender/bid documents, receive and make inquiries, make the necessary corrections and clarifications to the Bid and other documents, as may be necessary;

To do all such acts, deeds and things in the name and on behalf of the Company as necessary for the purpose aforesaid.

<i>The common seal of [name of the company/firm] was here unto affixed pursuant to a resolution passed at the meeting of Committee of Directors/ Partners held on --- Day of -----, 20__ in the presence of [name & designation of the person] and countersigned by [name & designation of the person] of the Company/firm of [name of the company]</i>	<i>----- [name & designation of the person]</i> <i>----- [name & designation of the person]</i>

Form SPA – 5.2 Curriculum Vitae (CV) of Team Members

1. Name
2. Proposed position or role (Only one candidate shall be nominated for each position)
3. Date of Birth
4. Nationality
5. Education

Qualification	Name of School / College / University	Degree Obtained	Year of Passing

6. Total years of experience
7. Areas of Expertise and no. of years of experience in this area
(As required for the Profile)
8. Certifications and Trainings attended
9. Employment Record
(Start with the recent position and in reverse chronological order)
10. Details of Tasks Assigned (List all tasks to be performed under this project)
11. Relevant Work Undertaken that Best Illustrates the experience as required for the Role)

Project 1 –

Name of assignment	
Year	
Location	
Employer	
Main project features	
Position held	
Activities performed	

Project 2 –

Name of assignment	
Year	
Location	
Employer	
Main project features	
Position held	
Activities performed	

Project N –

Name of assignment	
Year	
Location	
Employer	
Main project features	
Position held	
Activities performed	

12. Expert's contact information

- Email:
- Phone:

13. Certification

I, the undersigned, certify that to the best of my knowledge and belief that this CV correctly describes my qualifications and my experience. I understand that any suppression of fact or misleading description herein may lead to my disqualification or dismissal, if engaged

Signature

Form SPA – 5.3 Template for Pre-Bid Queries

Bidder shall submit all pre-bid queries in **excel** in the following format to
irttaramani@gmail.com and/or irtcpo@gmail.com

Name of Company:

Contact Person Name:

Mobile No:

Email ID:

#	Part . No	Clause No	Page No	Content in the RFP	Clarification sought
1.					
2.					
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10.					

Bid Submission Form

[The Bidder shall prepare his Bid Submission Form on a Letterhead paper specifying the Bidder's complete name, address and communication details].

Date: [Insert date]

ICB No.: [Insert ICB No.]

To: [Insert complete name of Purchaser]

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the Bidding Documents, including Addenda [Insert Addenda No./Nos., if any] issued in accordance with Instructions to Bidders (ITB 8);*
- (b) We meet the eligibility requirements and have no conflict of interest in accordance with ITB 4;*
- (c) We have not been suspended nor declared ineligible by the Purchaser based on execution of a Bid Securing Declaration in the Purchaser's country in accordance with ITB 4.4;*
- (d) We offer to supply in conformity with the Bidding Documents and in accordance with the Delivery Schedule(s) specified in the Schedule of Requirements the following Goods: [Insert a brief description of the Goods and Related Services];*
- (e) The total price of our Bid, offered in item (f) below is:*
 - i) In case of only one lot, total price of the Bid is: [Insert total price and currency in words and figures]*
- (f) Our bid shall be valid for a period of 180 days from the date fixed for the bid submission deadline in accordance with the Bidding Documents, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;*
- (g) If our bid is accepted, we commit to obtain and submit a performance security in accordance with ITB 42 of the Bidding Documents;*
- (h) We are not participating, as a Bidder, in more than one bid in this bidding process in accordance with ITB 4.2(e), other than alternative bids submitted in accordance with ITB 13;*
- (i) We, along with any of our subcontractors, suppliers, manufacturers, OEM or service providers for any part of the contract, are not subject to, and not controlled by an entity or individual that is subject to, a temporary suspension or a debarment imposed by a member of the World Bank Group or a debarment imposed by the KfW, the World Bank in accordance with the Agreement of Mutual Enforcement of Debarment Decisions between the World Bank and other development banks, or any other any other similar funding agency;*
- (j) We have paid, fees with respect to the bidding process: [Insert complete name of each recipient, its full address, the reason for which each commission, gratuity or fee was or will be paid and the amount and currency of each such commission, gratuity or fee]*

Name of Recipient	Address	Reason	Amount

[If none has been paid or is to be paid, insert "none"].

- (k) We understand that this bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal contract is prepared and executed;*
- (l) We understand and accept that (i) the Purchaser is not bound to accept the lowest evaluated bid or any other bid that the Purchaser may receive, and (ii) the Purchaser reserves the right to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to Bidders; and*
- (m) We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in any type of fraud and corruption.*

Name of the Bidder [Insert the complete name of the bidder; in the case of a Bid submitted by a Consortium insert the name of the Consortium as Bidder]

Name of the person duly authorized to sign the Bid on behalf of the Bidder [Insert complete name of the person duly authorised to sign the Bid; the person signing the Bid shall have the power of attorney given by the Bidder to be attached with the Bid Schedules]

Title of the person signing the Bid [Insert complete title of the person signing the Bid]

Signature of the person named above [Signature of the person named above]

Date signed [Insert date of signing] day of [Insert month] [Insert year]

Price Schedule Forms

[The Bidder shall fill in these Price Schedule Forms in accordance with the instructions indicated. The list of line items in column 1 of the Price Schedules shall coincide with the List of Goods and Related Services specified by the Purchaser in the Schedule of Requirements]

Price bid Format

#	Particulars	Total Amount with Taxes	Total Amount with Taxes (In words)
1.	Total-CAPEX (A)		
2.	Total OPEX (B)		
	Total CAPEX + OPEX (T)		
	CAPEX: OPEX Ratio [capped to 70% i.e. is $[(A / T) \times 100]$		

Price Bid CAPEX (A)

Sr.	Particular Item	Quantity	Unit of Material	Unit Price in INR	Unit Price Tax in INR	Total Price in INR
A	B	C	D	E	F	G = C X (E + F)
Software Components						
1.	Design, Development, Supply, Implementation, Integration, Deployment, and testing of Enterprise Resource Planning as per RfP requirements, for MTC Chennai	1	Lumpsum			
2.	Design, Development, Supply, Implementation, Integration, Deployment, and Testing of Enterprise Resource Planning as per RfP requirements, for Coimbatore TNSTC	1	Lumpsum			
3.	Design, Development, Supply, Implementation, Integration, Deployment and Testing of Enterprise Resource Planning as per RfP requirements, for Madurai TNSTC	1	Lumpsum			
Manpower						
4.	Project Manager (1 No) as per qualification & experience specified in the TQ 3.1 (Common for all 3 STUs) (1 Resource X 21 Month of Implementation Period)	21	Man-month			
5.	Solution Architect (1 No) as per qualification & experience specified in the TQ 3.2 (Common for all 3 STUs) (1 Resource X 21 Month of Implementation Period)	21	Man-month			
6.	Business Process Reengineering Expert as per qualification & experience specified in the TQ 3.3 (2 for	48	Man-Months			

Sr.	Particular Item	Quantity	Unit of Material	Unit Price in INR	Unit Price Tax in INR	Total Price in INR
A	B	C	D	E	F	G = C X (E + F)
	each STUs) - (6 Resource X 8 Month of Implementation Period)					
7.	ERP Expert (6 Nos) as per qualification & experience specified in the TQ 3.4 (2 for each STUs) (6 Resource X 21 Month of Implementation Period)	126	Man-month			
8.	Change Management / Capacity Building Expert (3 Nos) as per qualification & experience specified in the TQ 3.5 (1 for each STUs) (3 Resource X 10 Month of Implementation Period)	30	Man-Months			
9.	Security and Quality Assurance Expert (3 Nos) as per qualification & experience specified in the TQ 3.6 (1 for each STUs) (3 Resource X 10 Month of Implementation Period)	30	Man-Months			
Training						
10.	Training and Capacity Building program for MTC Chennai for period specified in the RFP	1	Lumpsum			
11.	Training and Capacity Building program for TNSTC-Coimbatore for period specified in the RFP	1	Lumpsum			
12.	Training and Capacity Building program for TNSTC-Madurai for period specified in the RFP	1	Lumpsum			
Integration & Data Digitization						
13.	Integration of the developed ERP solution with AFCS, Backend ICT and Other Similar Software Solutions Available at MTC Chennai	1	Lumpsum			

Sr.	Particular Item	Quantity	Unit of Material	Unit Price in INR	Unit Price Tax in INR	Total Price in INR
A	B	C	D	E	F	G= C X (E + F)
14.	Integration of the developed ERP solution with AFCS, Backend ICT and Other Similar Software Solutions Available at TNSTC-Coimbatore	1	Lumpsum			
15.	Integration of the developed ERP solution with AFCS, Backend ICT and Other Similar Software Solutions Available at TNSTC-Madurai	1	Lumpsum			
16.	Effort Estimations for Data Digitalization for MTC Chennai under ERP solution	1	Lumpsum			
17.	Effort Estimations for Data Digitalization for TNSTC-Coimbatore under ERP solution	1	Lumpsum			
18.	Effort Estimations for Data Digitalization for TNSTC-Madurai under ERP solution	1	Lumpsum			
Total CAPEX (A)						

Price Bid OPEX (B)

Sr.	Particular Item	Quantity	UoM	AMC-Y1 ¹	AMC-Y2	AMC-Y3	AMC-Y4	AMC-Y5	Total (In INR)	Total Tax (In INR)	Total Opex Cost in NPV Incl. Taxes (INR)
A	B	C	D	E	F	G	H	I	J=E+F+G+H+I		
1.	Annual Maintenance Contract (AMC) for Enterprise Resource Planning as per RfP requirements for MTC Chennai	12	Months/Year	0							
2.	Annual Maintenance Contract (AMC) for Enterprise Resource Planning as per RfP requirements for TNSTC Coimbatore	12	Months/Year	0							
3.	Annual Maintenance Contract (AMC) for Enterprise Resource Planning as per RfP requirements for TNSTC Madurai	12	Months/Year	0							
4.	MeitY Empanelled Enterprise Cloud DC for the Deployment of the proposed Enterprise Resource Planning applications for MTC Chennai	12	Months / Year								
5.	MeitY Empanelled Enterprise Cloud DC for the Deployment of the proposed	12	Months / Year								

¹ AMC to start from second year, first year under warranty. Bidder to fill amount from second year.

Sr.	Particular Item	Quantity	UoM	AMC-Y1 ¹	AMC-Y2	AMC-Y3	AMC-Y4	AMC-Y5	Total (In INR)	Total Tax (In INR)	Total Opex Cost in NPV Incl. Taxes (INR)
	Enterprise Resource Planning applications for TNSTC Coimbatore										
6.	MeitY Empanelled Enterprise Cloud DC for the Deployment of the proposed Enterprise Resource Planning applications for TNSTC Madurai	12	Months / Year								
7.	MeitY Empanelled Enterprise Cloud DRC for the Deployment of the proposed Enterprise Resource Planning applications for MTC Chennai	12	Months / Year								
8.	MeitY Empanelled Enterprise Cloud DRC for the Deployment of the proposed Enterprise Resource Planning applications for TNSTC Coimbatore	12	Months / Year								
9.	MeitY Empanelled Enterprise Cloud DRC for the Deployment of the proposed Enterprise Resource Planning applications for TNSTC Madurai	12	Months / Year								
10.	Project Manager for MTC, Chennai	12	Months / Year								
11.	Project Manager for TNSTC Coimbatore	12	Months / Year								

Sr.	Particular Item	Quant ity	UoM	AMC- Y1 ¹	AMC -Y2	AMC- Y3	AMC- Y4	AMC- Y5	Total (In INR)	Total Tax (In INR)	Total Opex Cost in NPV Incl. Taxes (INR)
12.	Project Manager for TNSTC Madurai	12	Months / Year								
13.	ERP Expert 1 for MTC, Chennai	12	Months / Year								
14.	ERP Expert 2 for MTC, Chennai	12	Months / Year								
15.	ERP Expert 1 for TNSTC Coimbatore	12	Months / Year								
16.	ERP Expert 2 for TNSTC Coimbatore	12	Months / Year								
17.	ERP Expert 1 for TNSTC Madurai	12	Months / Year								
18.	ERP Expert 2 for TNSTC Madurai	12	Months / Year								
19.	Total Annual Maintenance Contract and Operational Expenditure Cost OPEX Cost (B)										

Price Discovery for Additional Order

#	Particulars	Unit	Amount INR without Taxes	Amount INR with Taxes
1.	Monthly resource rate for any change request or additional developments after successful operational acceptance at client location	Per month per resource		

Note:

- Bidder should provide all prices as per the prescribed format as per the RfP. Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate "0" (Zero) in all such fields.
 - All the prices are to be entered in Indian Rupees ONLY
 - All unit rates indicated in the schedules shall be inclusive of all taxes, GST levies, duties etc. The prices should also be inclusive of all costs till end of the contract period.
 - Authority reserves the right to ask the Bidder to submit proof of payment against any of the GST/taxes, duties, levies indicated.
 - The Bidder needs to account for all Out of Pocket expenses due to Boarding, Lodging and other related items.
 - The Unit Rate as mentioned in the above table shall be used for the purpose of 'Change Order' for respective items.
 - For the purpose of evaluation of Commercial Bids, the Authority, shall make appropriate assumptions to arrive at a common bid price for all the Bidders. This however may not direct co-relation with the Contract value or actual payment to be made to the Bidder.
 - Detailed Price bid template given is only for illustrative purpose.
 - The above table total cost summaries the actual project cost & contract value for the bidder. The payments to the successful bidder would be made as per this value only.
 - The bidders shall ensure that the CAPEX:OPEX ratio does not exceed 70%:30% for each STU as well as Overall Project cost. The bidders shall ensure that the CAPEX cost does not exceed 70% for total cost for each STU as well for overall project cost. It is to be noted that OPEX price bid will be calculated on the NPV – Net Present Value basis which is already formulated in the online price-bid format uploaded on eprocurement portal.
 - In case bidder have bided more than 70% of the project cost in a CAPEX part then Authority reserve rights to restrict the CAPEX cost at 70% of the Total Project Cost and remaining part shall be considered in a OPEX payment as per the standard NPVs – Net Present Value of the Project under the OPEX for finalization of the price-bid.
 - The Price quoted should be inclusive of all expenses (including all incidental, travel, etc.) and inclusive of all taxes.
-

- *In case of any revision of statutory taxes the difference in Contract Amount would be modified as per prevailing tax structure. The same shall be made effect from applicable date given by the Authority, during the contract period.*
 - *This total cost “Value of Price Bid” would be considered for Evaluation of Bid for this RfP.*
 - *Price dicoverly rates will be not be evaluated as part of financial evaluation and are just for refreence purpose for future requirement.Rates should be valid for entire contract period.*
-

Section V. Eligibility Criteria

Eligibility in KfW-Financed Procurement

1. *Consulting Services, Works, Goods, Plant and Non-Consulting Services are eligible for KfW financing regardless of the country of origin of the Contractors (including Subcontractors and suppliers for the execution of the Contract), except where an international embargo or sanction by the United Nations, the European Union or the German Government applies.*
 2. *Applicants/Bidders (including all members of a Consortium and proposed or engaged Subcontractors) shall not be awarded a KfW-financed Contract if, on the date of submission of their Application/Offer or on the intended date of Award of a Contract, they:*
 - 2.1 *are bankrupt or being wound up or ceasing their activities, are having their activities administered by courts, have entered into receivership, or are in any analogous situation;*
 - 2.2 *have been*
 - (a) *convicted by a final judgement or a final administrative decision or subject to financial sanctions by the United Nations, the European Union and/or the German Government for involvement in a criminal organisation, money laundering, terrorist-related offences, child labour or trafficking in human beings; this criterion of exclusion is also applicable to legal Persons, whose majority of shares are held or factually controlled by natural or legal Persons which themselves are subject to such convictions or sanctions;*
 - (b) *convicted by a final court decision or a final administrative decision by a court, the European Union or national authorities in the Partner Country or in Germany for Sanctionable Practice during any Tender Process or the performance of a Contract or for an irregularity affecting the EU's financial interests, unless they provide supporting information together with their Declaration of Undertaking (Form available as Appendix to the Application/Offer which shows that this conviction is not relevant in the context of this Contract and that adequate compliance measures have been taken in reaction;*
 - 2.3 *have been subject within the past five years to a Contract termination fully settled against them for significant or persistent failure to comply with their contractual obligations during Contract performance, unless this termination was challenged and the dispute resolution is still pending or has not confirmed a full settlement against them;*
 - 2.4 *have not fulfilled applicable fiscal obligations regarding payments of taxes either in the country where they are constituted or the PEA's country;*
 - 2.5 *are subject to an exclusion decision of the World Bank or any other multilateral development bank and are listed in the respective table with debarred and cross-debarred firms and individual available on the World Bank's website or any other multilateral development bank unless they provide supporting information together with their Declaration of Undertaking which shows that this exclusion is not relevant in the context of this Contract or*
 - 2.6 *have given misrepresentation in documentation requested by the PEA as part of the Tender Process of the relevant Contract.*
-

3. *State-owned entities may compete only if they can establish that they (i) are legally and financially autonomous, and (ii) operate under commercial law. To be eligible, a state-owned entity shall establish to KfW's satisfaction, through all relevant documents, including its charter and other information KfW may request, that it: (i) is a legal entity*
 4. *separate from their state (ii) does not currently receive substantial subsidies or budget support; (iii) operates like any commercial enterprise, and, inter alia, is not obliged to pass on its surplus to their state, can acquire rights and liabilities, borrow funds and be liable for repayment of its debts, and can be declared bankrupt.*
-

Section VI. KfW Policy – Sanctionable Practice – Social and Environmental Responsibility

1) Sanctionable Practice

The PEA and the Contractors (including all members of a Consortium and proposed or engaged Subcontractors) must observe the highest standard of ethics during the Tender Process and performance of the Contract.

By signing the Declaration of Undertaking the Contractors declare that (i) they did not and will not engage in any Sanctionable Practice likely to influence the Tender Process and the corresponding Award of Contract to the PEA's detriment, and that (ii) in case of being awarded a Contract they will not engage in any Sanctionable Practice.

Moreover, KfW requires to include in the Contracts a provision pursuant to which Contractors must permit KfW and in case of financing by the European Union also to European institutions having competence under European law to inspect the respective accounts, records and documents relating to the Tender Process and the performance of the Contract, and to have them audited by auditors appointed by KfW.

KfW reserves the right to take any action it deems appropriate to check that these ethics rules are observed and reserves, in particular, the rights to:

- (a) reject an Offer for Award of Contract if during the Tender Process the Bidder who is recommended for the Award of Contract has engaged in Sanctionable Practice, directly or by means of an agent in view of being awarded the Contract;*
- (b) declare misprocurement and exercise its rights on the ground of the Funding Agreement with the PEA relating to suspension of disbursements, early repayment and termination if, at any time, the PEA, Contractors or their legal representatives or Subcontractors have engaged in Sanctionable Practice during the Tender Process or performance of the Contract without the PEA having taken appropriate action in due time satisfactory to KfW to remedy the situation, including by failing to inform KfW at the time they knew of such practices.*

KfW defines, for the purposes of this provision, the terms set forth below as follows:

Coercive Practice	<i>The impairing or harming, or threatening to impair or harm, directly or indirectly, any person or the property of the person with a view to influencing improperly the actions of a person.</i>
Collusive Practice	<i>An arrangement between two or more persons designed to achieve an improper purpose, including influencing improperly the actions of another person.</i>
Corrupt Practice	<i>The promising, offering, giving, making, insisting on, receiving, accepting or soliciting, directly or indirectly, of any illegal payment or undue advantage of any nature, to or by any person, with the intention of influencing the actions of any person or causing any person to refrain from any action.</i>
Fraudulent Practice	<i>Any action or omission, including misrepresentation that knowingly or recklessly misleads, or attempts to mislead, a person to obtain a financial benefit or to avoid an obligation.</i>

Obstructive Practice	<i>Means (i) deliberately destroying, falsifying, altering or concealing evidence material to the investigation or the making of false statements to investigators, in order to materially impede an official investigation into allegations of a Corrupt Practice, Fraudulent Practice, Coercive Practice or Collusive Practice, or threatening, harassing or intimidating any Person to prevent them from disclosing their knowledge of matters relevant to the investigation or from pursuing the investigation, or (ii) any act intended to materially impede the exercise of KfW's access to contractually required information in connection with an official investigation into allegations of a Corrupt Practice, Fraudulent Practice, Coercive Practice or Collusive Practice.</i>
Sanctionable Practice	<i>Any Coercive Practice, Collusive Practice, Corrupt Practice, Fraudulent Practice or Obstructive Practice (as such terms are defined herein) which is unlawful under the Financing Agreement.</i>

2) Social and Environmental Responsibility

Projects financed in whole or partly in the framework of Financial Cooperation have to ensure compliance with international Environmental, Social, Health and Safety (ESHS) standards (including issues of sexual exploitation and abuse and gender based violence) Contractors in KfW-financed projects shall consequently undertake in the respective Contracts to:

- a) comply with and ensure that all their Subcontractors and major suppliers, i.e. for major supply items comply with international environmental and labour standards, consistent with applicable law and regulations in the country of implementation of the respective Contract and the fundamental conventions of the International Labour Organisation¹ (ILO) and international environmental treaties and;*
- b) implement any environmental and social risks mitigation measures, as identified in the environmental and social impact assessment (ESIA) and further detailed in the environmental and social management plan (ESMP) as far as these measures are relevant to the Contract and implement measures for the prevention of sexual exploitation and abuse and gender-based violence.*

¹ In case ILO conventions have not been fully ratified or implemented in the Employer's country the Applicant/Bidder/Contractor shall, to the satisfaction of the Employer and KfW, propose and implement appropriate measures in the spirit of the said ILO conventions with respect to a) workers grievances on working conditions and terms of employment, b) child labour, c) forced labour, d) worker's organisations and e) non-discrimination.

PART 2 – Supply Requirements

Section VII. Schedule of Requirements**Contents**

- 1. List of Goods and Delivery Schedule Error! Bookmark not defined.**
 - 2. List of Related Services and Completion Schedule... Error! Bookmark not defined.**
 - 3. Technical Specifications.....102**
 - 4. Drawings..... Error! Bookmark not defined.**
 - 5. Inspections and Tests..... Error! Bookmark not defined.**
 - 6. Distribution of Goods Error! Bookmark not defined.**
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Guide for Preparing the Delivery and Completion Schedule

The purpose of the Delivery and Completion Schedule (DCS) is to specify the delivery dates and places for the Goods, and the delivery places and completion dates for each of the Related Services, as listed in the List of Goods and Related Services. The DCS is a part of the Contract. The Purchaser must therefore prepare the DCS and include it as a part of the Requirements.

In preparing the DCS, the Purchaser should take into account the following:

- (a) *The delivery and completion dates should be realistic. Unrealistically short delivery or completion expectations may result in restricted competition or may prompt complaints from prospective bidders;*
- (b) *The date or period for delivery should be carefully specified, taking into account that the delivery terms stipulated must be consistent:*
 - (i) *With the specificities of the Incoterms stipulated;*
 - (ii) *With the date specified in the Contract for the start of the Purchaser's obligations (i.e., notice of award, Contract signature);*
 - (iii) *Please also refer to the price schedules (Section IV); for Goods to be imported, the term CIP is linked to the point-of-entry into the Purchaser's country and any domestic transport costs are to be shown in a separate column (local services); for Goods already imported and/or for locally manufactured Goods the term CIP is linked to the final destination.*

Guide for Preparing Technical Specifications

The purpose of the Technical Specifications (TS) is to define the technical characteristics of the Goods and Related Services required by the Purchaser. The TS, as a part of the Requirements, are a part of the Contract. The Purchaser must prepare the TS and include them as a part of the Bidding Documents, as applicable to each Contract.

In preparing the TS, the Purchaser should consider the following:

- (a) *Well-prepared TS will facilitate the examination, evaluation, and comparison of the Bids by the Purchaser, as the TS constitute the benchmarks against which the Purchaser will verify the technical responsiveness of bids and subsequently evaluate the bids;*
 - (b) *The TS should require that all Goods and materials to be incorporated in the Goods be new, unused, and of the most recent or current models, and that they incorporate all recent improvements in design and materials, unless provided for otherwise in the contract;*
 - (c) *The TS should make use of best practices. Samples of specifications from successful similar procurements in the same country or sector may provide a sound basis for drafting the TS;*
 - (d) *Standardizing technical specifications under General Technical Specifications may be advantageous, depending on the complexity of the Goods and the repetitiveness of the type of procurement. Technical Specifications should be broad enough to avoid restrictions on workmanship, materials, and equipment commonly involved in manufacturing similar kinds of Goods, even if these may not necessarily apply to a particular procurement. Technical requirements for a particular procurement would be in each case specified through deletions or addenda to the Technical Specifications;*
-

- (e) *The specification of standards for equipment, materials, and workmanship shall not be restrictive. Recognized international standards should be specified as much as possible. When other standards or codes of practice are referred to in the TS, whether from the Purchaser's or from other countries, a statement should follow other authoritative standards that ensure at least a substantially equal quality, then the standards mentioned in the TS will also be acceptable;*
- (f) *Reference to brand names and catalogue numbers should be avoided as far as possible. But, where unavoidable, the words "or at least equivalent" shall always follow such references.*

Technical Specifications shall be fully descriptive of the requirements in respect of, but not limited to, the following:

- (a) *Standards of materials and workmanship required for the production and manufacturing of the Goods;*
- (b) *Detailed tests required (type and number);*
- (c) *Other additional work and/or Related Services required to achieve full delivery/completion;*
- (d) *Detailed activities to be performed by the Supplier, and participation of the Purchaser thereon;*
- (e) *List of detailed functional guarantees covered by the Warranty and the specification of the liquidated damages to be applied in the event that such guarantees are not met.*

The TS shall specify all essential technical and performance characteristics and requirements, including guaranteed or acceptable maximum or minimum values, as appropriate. Whenever necessary, the Purchaser shall include an additional ad-hoc bidding form (to be an Attachment to the Bid Submission Form), where the Bidder shall provide detailed information on such technical performance characteristics in respect to the corresponding acceptable or guaranteed values.

When the Purchaser requests that the Bidder provides in its Bid a part or all of the Technical Specifications, technical schedules, or other technical information, the Purchaser shall specify in detail the nature and extent of the required information and the manner in which it has to be presented by the Bidder in its Bid.

Guide on Drawings

The purpose of Drawings is to specify locations, dimensions, materials to be used, stages of manufacturing, and other characteristics of the Goods and Related Services. The Purchaser should prepare appropriate Drawings, as needed, and include them in the Bidding Documents. Such Drawings, as part of the Requirements, are part of the Contract. Similarly, the Purchaser may request the Supplier to provide Drawings either with its Bid, or for approval during Contract execution.

*It is essential that the Purchaser prepare a **List of Drawings** showing all drawings it supplied and issued as part of the Bidding Documents.*

Guide on Inspections and Test

The purpose of Inspections and Tests is to ensure that Goods produced and supplied conform to the Purchaser's requirements; Inspections and Tests are typically used for complex Goods, which are custom-made (e.g. transformers, etc.), and are for off-the-shelf Goods only required in specific circumstances (e.g. a new supplier, unknown to the Purchaser, where the Purchaser wants to ensure quality products to be delivered).

*It is essential that the Purchaser prepares a **List of Required Inspections and Tests** (if applicable) describing all tests required for the Goods to be supplied.*

Guide on Distribution of Goods

It is important that Bidders are fully aware of the final destinations of the Goods (and Related Services) in order to calculate the various bid prices and costs of related services; providing this distribution list only at the stage of contract award/contract negotiations may lead to additional costs.

*It therefore is essential that the Purchaser prepares a **Distribution List** clearly showing the final destination of every Lot and/or Item.*

3. Technical Specifications

[For each item or related services, a detailed technical specification shall be provided here. It shall specify whether installation, commissioning, initial training, user's manual, warranty period, servicing, maintenance, spare parts, consumables should be included or not in the Price.]

Bidder shall note that specifications, standards for workmanship, material and equipment, and open or hidden references to brand names or catalogue numbers, designated by the Purchaser in the Specifications, are intended to be descriptive only and not restrictive. The bidder may substitute other specifications, authoritative standards, brand names and/or catalogue numbers in its Bid, provided that it demonstrates to the Purchaser's satisfaction that the substitutions are equivalent or superior to those designated in the Specifications.

All Goods offered by Bidders and supplied by the successful Bidders must be new and unused, be of the most recent or current models, and must incorporate all recent improvements in design and materials, unless provided otherwise in the Contract.

List of Bid Packages

Lot No.	Description	No. of Line Items	Page No.

Bidders shall provide a clause-by-clause commentary (see attached table) on the Purchaser's specifications, demonstrating the Goods' and related Services' responsiveness to those specifications or a statement of deviation and exceptions to the provisions of the Purchaser's specifications. General replies to the Purchaser's specifications, such as 'acceptable', 'comply', 'yes', etc., or simply copying the Purchaser's specifications word-by-word, will be treated without exception as non-responsive during the technical evaluation; bidders are also requested to strictly refrain from self-classification of their replies to the Purchaser's specifications (such as 'better', 'compliant', 'acceptable', etc.); any statement made by the Bidder(s) must be verifiable in the provided catalogues/leaflets/literature ('custom-made' catalogues/leaflets/literature, i.e. literature specifically manufactured for this tender, and e.g. only consisting of a picture and some text, and generally appearing unprofessional, will not be accepted).

Technical Evaluation

The technical evaluation shall be conducted based on a thorough comparison of the Bidder's offered specifications against the Purchaser's required specifications, using the following four (4) evaluation terms: comply (an item complies with, or exceeds, the Purchaser's specifications; the classification 'exceeds specification' shall be used rational and an excessive overspecification, e.g. in terms of capacity, size, power, shall not be considered and accepted), acceptable (an item does not fully comply with the Purchaser's specifications, has minor deviations, but fulfills perfectly well the intended purpose), borderline (an item deviates considerably from the Purchaser's specifications, but may just be considered for the purpose intended; this classification is not permitted for major items), and not comply (an item deviates to an extent not suitable for the intended purpose).

Bidder's Technical Capacity

Bidder's must have at least ≥ 400 FTEs to be proven with CVs along with Certificate from the Head of HR Department (with company seal) on bidding entity's letter head (stating the number of professionally qualified resources on their rolls) qualified equipment technicians or engineers, certified by the manufacturer(s) where appropriate, for the purpose of installation and training, and available to support the local agent for after sales services on short notice.

Standards and Certifications

- IT Infrastructure management - ITIL / EITM specifications
- Service Management - ISO 20000 specifications
- Project Documentation - IEEE/ISO specifications for documentation
- Internet Protocol - IPv6 ready system
- Data sharing /naming standards As per National Data Sharing and Accessibility Policy (<https://data.gov.in/>)
- Metadata and Data Standards for Person Identification- MDDS Ver 1.0)
- Business Continuity Management System - ISO 22301:2019 in 6 months of ISO/IEC 20000:2018
- Baseline Security Controls for High Impact Information Systems- eSAFE – GD203
- Security Protection of Personally Identifiable Information- ISO/IEC 27018:2019
- Reasonable security practices and procedures and sensitive personal data or information Information Technology Act 2000, Information Technology ACT 2008 & Information Technology
- ISO 27017:2015 - Information security relevant to cloud computing
- ISO 27018 - Personal data protection in cloud computing
- Information Technology Act, 2000 (IT Act)
- Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011
- ISO/IEC 27001:2013 - Information security management systems (ISMS)
- The Personal Data Protection Bill - 2022
- Reserve Bank of India (RBI) Guidelines for Cloud Computing
- PCI DSS - Payment Card Industry Data Security Standard (PCI DSS) rules

Common Specifications & Requirements

[Please detail any common specifications, such as electrical data based on the Purchaser's country and/or Project Sites; these common details are not required to be repeated in the detailed technical specifications unless the requirement(s) for some items is/are different; also detail common requirements, such as climate conditions in the Purchaser's country, under which the items will have to operate; if these common specifications and requirements differ between lots – list the common specifications and requirements separately for each lot or group of lots.]

Purchaser's and Supplier's Responsibilities for Installation and Work on Site

[The Bidding Document must include a clear separation of responsibilities for installation services and general work on site, and where required must be defined for each lot separately; the below table is an example only, and shall be adapted case by case.]

#	Assignment	Responsibility
1	Act as principal system integrator for the design, developments implementation, integration of	Successful Bidder/Supplier

#	Assignment	Responsibility
	<i>backend Software applications for ERP and associated applications for meeting the objective</i>	
2	<i>Detailed requirement gathering for all in-scope components and finalization of the business rules, operations rules, and system rules as per discussions with Authority. This has to be done for each of user/STUs which directed by the purchaser during the contract tenure. (All the documentary deliverables should be separate for the each STU while requirement gathering and design document)</i>	<i>Successful Bidder/Supplier</i>
3	<i>SOP for handling and communicating with OEM for ERP, who will undertake the regular maintenance activities such as but not limited to firmware up-dation. With the use of bidder's technical platform (Software applications as asked under this RfP), bidder should share all diagnostic alerts such as breakdown, failure or issues of ERP software with OEM for their corrective action.</i>	<i>Successful Bidder/Supplier</i>
4	<i>Define Project Implementation Plan - Software implementation plan for each of the STUs.</i>	<i>Successful Bidder/Supplier</i>
5	<i>Obtain the requirements from Authority for executing the implementation plan.</i>	<i>Successful Bidder/Supplier</i>
6	<i>Planning of software implementation in MTC-Chennai , TNSTC-Madurai and TNSTC-Coimbatore</i>	<i>Successful Bidder/Supplier</i>
7	<i>Obtain the approvals from the authority once achieve the milestone in each of the STUs.</i>	<i>Successful Bidder/Supplier</i>
8	<i>Define the integration and formats for reporting for the planning and execution by Authority for AFCS, Backend PIS, Telematics AVLS and VPSD which is ongoing/proposed at TNSTC.</i>	<i>Successful Bidder/Supplier</i>
9	<i>Bidder has to ensure that there should be no conflict at any later stage during Project in data sharing in desired/standard format (preferably GTFS or any other data formats) from this project to any other ongoing/planned projects of TNSTC.</i>	<i>Successful Bidder/Supplier</i>
10	<i>Adhere to defined SLAs and timelines for each individual STU tenants separately.</i>	<i>Successful Bidder/Supplier</i>
11	<i>Successful completion of unit testing, System Testing, Application Testing Information Security testing and integration testing. Submit the test cases & successful test completion report for each of the STUs. Getting third party Audit of the complete system by cert-in empanelled agency.</i>	<i>Successful Bidder/Supplier</i>
12	<i>Develop maintenance and user manual and SOP document for maintenance period</i>	<i>Successful Bidder/Supplier</i>
13	<i>Deploy efficient and qualified manpower on field for installation and commissioning at central place</i>	<i>Successful Bidder/Supplier</i>

#	Assignment	Responsibility
14	Deploy technically skilled manpower separately for each of the STUs.	Successful Bidder/Supplier
15	Sharing the application and server logs for all 3 STUs	Successful Bidder/Supplier
16	Security Administration and monitoring Security Incidents	Successful Bidder/Supplier
17	Backup and Business Continuity policies for all 3 STUs	Successful Bidder/Supplier
18	Develop a Risk Management Plan enlisting the risks to the project and mitigation plan and ensure compliance to the same.	Successful Bidder/Supplier
19	Preparation and sharing of all protocols and technical literature with ERP software under consultation of Authority for them to also understand the necessary requirement to fulfill for execution of smooth and better integration approach. Under no scenario there should be any limitation from Bidder because of which it poses any challenge in integration of software backend with separately procured on-bus ITS hardware components.	Successful Bidder/Supplier
20	To undertake integration with other AFCS system which Authority is proposing to deploy in future as part of Bus Modernization programme.	Successful Bidder/Supplier
21	Provide Training to the Authority staff on time to time basis.	Successful Bidder/Supplier
22	Integration with any Authority internal application/web portal /external application in future as per requirements of Authority.	Successful Bidder/Supplier
23	Deployment of resources for implementation and O&M period as per the clauses specified in this RFP.	Successful Bidder/Supplier
24	Capacity Building for STUs as specified in the RFP:	Successful Bidder/Supplier
25	Support during execution of acceptance testing	Successful Bidder/Supplier
26	Preparation of system documents, operation manuals, user manuals, performance manuals, etc.	Successful Bidder/Supplier
27	Annual Maintenance for all software for a period of 5 years and conducting periodic audits of the project from a third party, if required or as instructed by Authority.	Successful Bidder/Supplier
28	Provisioning and deployment of technical manpower for maintenance and issue resolution of all software for the period of 5 years	Successful Bidder/Supplier
29	Adherence to latest Industry Standards, guidelines as specified by government authorities	Successful Bidder/Supplier
30	Provide existing followed processed by STUs	Purchaser

#	Assignment	Responsibility
31	Approval of system design documents. (Inception, As-Is , BPR, SRS, FRS and design document)	Purchaser
32	Coordination between different departments of STUs.	Purchaser
33	Carry out user acceptance tests of the system as per contract.	Purchaser
34	Any other data from the existing application required for integration and development any specific module and for passenger mobile application if any.	Purchaser
35	To coordinate between the bidder and third-party system integrator at STUs and other service providers for successful exchange of data output for integration with their system.	Purchaser

Environmental, Social, Health and Safety (ESHS) Requirements

Labour & Safety

Suppliers shall comply with and ensure that all their staff, local agents, subcontractors and subconsultants comply during installation/commissioning with core labour standards, consistent with applicable laws and regulations in the Purchaser's country, including the fundamental conventions of the International Labour Organisation (ILO).

During installation/commissioning the Supplier must ensure that all involved staff is wearing protective gear (hard hats, protective shoes, protective clothing, protective gloves, etc.).

Environment & Health

Suppliers shall comply with and ensure that all their staff, local agents, subcontractors and subconsultants comply during installation/commissioning with international environmental standards, consistent with applicable laws and regulations in the Purchaser's country, including international environmental treaties. [If applicable]

Specifications

[If specific environmental standards apply to tendered items – e.g. vehicles – these should be stated in the specifications for each applicable item; below is an example for vehicles]

Example: Offered vehicles must comply with the following Emission Standards: EURO [Insert] – [careful considering, if e.g. required fuels are readily available in the Purchaser's country and/or the vehicles can be serviced/repaired in the Purchaser's country.]

PART 3 - Contract

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Section VIII. General Conditions of Contract

1. Definitions

1.1 The following words and expressions shall have the meanings hereby assigned to them:

(a) "KfW" means the KfW Entwicklungsbank;

(b) "Authority" means Officer in charge of Tamil Nadu State Transport Corporation and sub-State Transport Undertakings or Institute of Road Transport, Chennai, or PEA, or PIU constituted by GoTN for the Project or authorized representatives appointed by any of the above Government department, units and institutes.

Sr. No.	Responsibilities and Obligations as per the RFP	Authority
1	Finalization and submission of Final draft RfP, Obtaining No-Objection approval from KfW, Issuance of the RFP, Conducting Prebid meeting, carryout the bid evaluation, selection of Successful Bidder, Conducting Pre-award Discussion (if any) Issuance of LOA and Coordination and contract management.	Institute of Road Transport (IRT)
2	Signing of Contract, issuance of Purchase Order and management and enforcement of contract.	Managing Director of the respective STUs.
3	a) Payment to the Contractor against supply of items of the tender for capex part during implementation stage. b) Payment to the Contractor for opex/O&M part – post implementation stage.	a) Joint Managing Director, Tamilnadu Transport Development Finance Corporation Ltd. (TDFC) b) Managing Director of the respective STUs
4	Dispute Resolution	Managing Director of the respective STUs and Institute of Road Transport (IRT)

	<i>Apart from the above committees and its roles and responsibilities, Each STU forms project steering committee consisting of heads in each of the five schedules (Inventory / HR / Accounting / Technical & Operations/any other modules) and monitoring of the project deliverable and quality check activities. In addition to this, TPA (Third Party audit) will be engaged from TNeGA and/or Audit parties to audit the SLAs in the operation & maintenance phase on behalf of the STUs.</i> <i>(a) "Contract" means the Contract Agreement entered into between the Purchaser and the Supplier, together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference therein;</i> <i>(b) "Contract Documents" means the documents listed in the Contract Agreement, including any amendments thereto;</i> <i>(c) "Contract Price" means the price payable to the Supplier as specified in the Contract Agreement, subject to such additions and adjustments thereto or deductions therefrom, as may be made pursuant to the Contract;</i> <i>(d) "Day" means calendar day;</i> <i>(e) "Completion" means the fulfillment of the Related Services by the Supplier in accordance with the terms and conditions set forth in the Contract;</i> <i>(f) "GC" means the General Conditions of Contract;</i> <i>(g) "Goods" means all of the commodities, raw material, machinery and equipment, and/or other materials along with the related services, maintenance and operation that the Supplier is required to supply to the Purchaser under the Contract;</i> <i>(h) "Intellectual Property Rights" means all rights pertaining to patent, trademarks, copyrights, trade secrets, service marks, logos, brands, trade names, internet domain names, formulae, designs, software (COTS or Bespoke applications), know-how, processes, techniques, methods, technical data, databases, proprietary information, utility models, rights in know- how, source code and other intellectual property rights, whether existing as of the Effective Date or arising thereafter, and all of the goodwill associated with the use of, and symbolized by, any of the foregoing, all rights of indemnification with respect to any of the foregoing, the right to prosecute and sue for past, present and future infringements, dilutions, violations or misappropriations with</i>

	respect to any of the foregoing, all rights corresponding to any of the foregoing throughout the world, and all proceeds of any the foregoing, including licenses, royalties and proceeds of suit, and any right to any of the foregoing granted under any License. (i) “Purchaser’s Country” is the country specified in the Particular Conditions of Contract (PC); (j) “Purchaser” means the entity purchasing the Goods and Related Services, as specified in the PC; (k) “Related Services” means the services incidental to the supply of the goods, such as insurance, installation, training and initial maintenance and other such obligations of the Supplier under the Contract; (l) “PC” means the Particular Conditions of Contract; (m) “Subcontractor” means any natural person, private or state entity, or a combination of the above, to whom any part of the Goods to be supplied or execution of any part of the Related Services is subcontracted by the Supplier; (n) “Supplier” means the natural person, private or state entity, or a combination of the above, whose bid to perform the Contract has been accepted by the Purchaser and is named as such in the Contract Agreement; (o) “The Named Place of Destination”/“Project Site,” where applicable, means the place(s) named in the PC. (p) “ERP” or enterprise resource planning system shall mean an integrated information technology system to automate & optimize major administrative functions at STUs level - like Finance, Technical, Purchase / Inventory, Operations , HR etc. (As specified in the Part-4 Technical Requirements)
2. Contract Documents	2.1 Subject to the order of precedence set forth in the Contract Agreement, all documents forming the Contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory. The Contract Agreement shall be read as a whole.
3. Fraud and Corruption	3.1 The KfW requires compliance with its policy in regard to corrupt and fraudulent practices as set forth in Appendix 1 to the PC.
4. Interpretation	4.1 If the context so requires it, singular means plural and vice versa.

	4.2 Incoterms (a) <i>Unless inconsistent with any provision of the Contract, the meaning of any trade term and the rights and obligations of parties thereunder shall be as prescribed by Incoterms;</i> (b) <i>The terms CIP and other similar terms, when used, shall be governed by the rules prescribed in the current edition of Incoterms specified in the PC and published by the International Chamber of Commerce in Paris, France.</i> 4.3 Entire Agreement <i>The Contract constitutes the entire agreement between the Purchaser and the Supplier and supersedes all communications, negotiations and agreements (whether written or oral) of the parties with respect thereto made prior to the date of Contract.</i> 4.4 Amendment <i>No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party thereto.</i> 4.5 Non-waiver (a) <i>Subject to GC Sub-Clause 4.5(b) below, no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract or the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, neither shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract;</i> (b) <i>Any waiver of a party's rights, powers, or remedies under the Contract must be in writing, dated, and signed by an authorized representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.</i> 4.6 Severability <i>If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.</i>
5. Language	5.1 <i>The Contract as well as all correspondence and documents relating to the Contract exchanged by the Supplier and the Purchaser, shall be written in the language specified in the PC. Supporting documents and printed literature that are part of the Contract may</i>

	<i>be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified, in which case, for purposes of interpretation of the Contract, this translation shall govern.</i> 5.2 <i>The Supplier shall bear all costs of translation to the governing language and all risks of the accuracy of such translation, for documents provided by the Supplier.</i>
6. Consortium	6.1 <i>If the Supplier is a consortium, , all of the parties shall be jointly and severally liable to the Purchaser for the fulfillment of the provisions of the Contract and shall designate one party to act as a leader with authority to bind the, consortium. The composition or the constitution of the consortium shall not be altered without the prior consent of the Purchaser. The designated party to act as lead firm with full authority shall be specified in the PC.</i>
7. Eligibility	7.1 <i>All Goods and Related Services to be supplied under the Contract and financed by the KfW shall have their origin in any eligible source as specified in the PC. For the purpose of this Clause, origin means the country where the goods have been grown, mined, cultivated, produced, manufactured, or processed; or through manufacture, processing, or assembly, another commercially recognized article results that differs substantially in its basic characteristics from its components.</i>
8. Notices	8.1 <i>Any notice given by one party to the other pursuant to the Contract shall be in writing to the address specified in the PC. The term "in writing" means communicated in written form with proof of receipt.</i> 8.2 <i>A notice shall be effective when delivered or on the notice's effective date, whichever is later.</i>
9. Governing Law	9.1 <i>The Contract shall be governed by and interpreted in accordance with the laws of the Purchaser's Country, unless otherwise specified in the PC.</i>
10. Settlement of Disputes	10.1 <i>The Purchaser and the Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.</i> 10.2 <i>If, after twenty-eight (28) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the Purchaser or the Supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given. Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in</i>

	accordance with this Clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the Goods under the Contract. Arbitration proceedings shall be conducted in accordance with the rules of procedure specified in the PC. 10.3 Notwithstanding any reference to arbitration herein, (a) The parties shall continue to perform their respective obligations under the Contract unless they otherwise agree; and (b) The Purchaser shall pay the Supplier any monies due the Supplier.
11. Inspections and Audit by the KfW	11.1 The Supplier shall keep, and shall make all reasonable efforts to cause its Subcontractors to keep accurate and systematic accounts and records, in respect of the Goods in such form and details as will clearly identify relevant time changes and costs.
	11.2 The Supplier shall permit, and shall cause its Subcontractors and consultants to permit, the KfW and/or persons appointed by the KfW to inspect the Supplier's offices and all accounts and records relating to the performance of the Contract and the submission of the bid, and to have such accounts and records audited by auditors appointed by the KfW if requested by the KfW.
12. Scope of Supply	12.1 The Goods and Related Services to be supplied shall be as specified in the Schedule of Requirements.
13. Delivery and Documents	13.1 Subject to GC Sub-Clause 33.1, the Delivery of the Goods and Completion of the Related Services shall be in accordance with the Delivery and Completion Schedule specified in the Schedule of Requirements. The details of shipping and other documents to be furnished by the Supplier are specified in the PC.
14. Supplier's Responsibilities	14.1 The Supplier shall supply all the Goods and Related Services included in the Scope of Supply in accordance with GC Clause 12, and the Delivery and Completion Schedule, as per GC Clause 13.
15. Contract Price	15.1 Prices charged by the Supplier for the Goods supplied and the Related Services performed under the Contract shall not vary from the prices quoted by the Supplier in its bid, with the exception of any price adjustments authorized in the PC.
16. Terms of Payment and Reimbursement	16.1 The Contract Price, including any Advance Payments, if applicable, shall be paid as specified in the PC. 16.2 The Supplier's request for payment shall be made to the Purchaser in writing, accompanied by invoices describing, as appropriate, the Goods delivered and

	<i>Related Services performed, and by the documents submitted pursuant to GC Clause 13 and upon fulfillment of all other obligations stipulated in the Contract.</i> 16.3 <i>Payments shall be made promptly by the Purchaser, but in no case later than sixty (60) days after submission of an invoice or request for payment by the Supplier, and after the Purchaser has accepted it.</i> 16.4 <i>The currencies in which payments shall be made to the Supplier under this Contract shall be those in which the bid price is expressed.</i> 16.5 <i>In the event that the Purchaser fails to pay the Supplier any payment by its due date or within the period set forth in the PC, the Purchaser shall pay to the Supplier interest on the amount of such delayed payment at the rate shown in the PC, for the period of delay until payment has been made in full, whether before or after judgment or arbitrage award.</i> 16.6 <i>In the event of any reimbursement, guarantee or similar claimable payments and any insurance payments under this Contract, payment shall be effected as specified in the PC.</i> 16.7 <i>Payment to Supplier shall be subject to deduction of penalties computed based on noncompliance with the Service Level Metrics.</i> 16.8 <i>The authority shall be entitled to claim for delay or withhold payment of any invoice or part of it delivered by the Successful Bidder where (a) The authority disputes such invoice or part of it provided that such dispute is bona fide. (b) The authoirty disputes any previous invoice or part of it that it had not previously disputed under Clause 10 provided that such dispute is bona fide. The withheld amount in both the above cases shall be limited to that which is in dispute. The disputed amount in both the above cases shall be referred to the procedure as set out in Clause 10.</i>
17. Taxes and Duties	17.1 <i>For goods manufactured outside the Purchaser's Country, the Supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the Purchaser's Country.</i> 17.2 <i>For goods manufactured within the Purchaser's country, the Supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods to the Purchaser.</i> 17.3 <i>If any tax exemptions, reductions, allowances or privileges may be available to the Supplier in the Purchaser's Country as specified in the PC, the Purchaser shall use its best</i>

	<i>efforts to enable the Supplier to benefit from any such tax savings to the maximum allowable extent.</i>
18. Performance Security	18.1 <i>The Supplier shall, within twenty-eight (28) days of the notification of contract award, provide a performance security for the performance of the Contract in the amount specified in the PC.</i> 18.2 <i>The proceeds of the Performance Security shall be payable to the Purchaser pursuant to GC 16.6 (reimbursement) as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.</i> 18.3 <i>The Performance Security shall be denominated in the currency(ies) of the Contract, and shall be in one of the format stipulated by the Purchaser in the PC, or in another format acceptable to the Purchaser.</i> 18.4 <i>The Performance Security shall be discharged by the Purchaser and returned to the Supplier not later than twenty-eight (28) days following the date of Completion of the Supplier's performance obligations under the Contract, including any warranty obligations, unless specified otherwise in the PC.</i>
19. Copyright	19.1 <i>The copyright in all drawings, documents, and other materials containing data and information furnished to the Purchaser by the Supplier herein shall remain vested in the Supplier, or, if they are furnished to the Purchaser directly or through the Supplier by any third party, including suppliers of materials, the copyright in such materials shall remain vested in such third party.</i>
20. Confidential Information	20.1 <i>The Purchaser and the Supplier shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract. Notwithstanding the above, the Supplier may furnish to its Subcontractor such documents, data, and other information it receives from the Purchaser to the extent required for the Subcontractor to perform its work under the Contract, in which event the Supplier shall obtain from such Subcontractor an undertaking of confidentiality similar to that imposed on the Supplier under GC Clause 20.</i> 20.2 <i>The Purchaser shall not use such documents, data, and other information received from the Supplier for any purposes unrelated to the contract. Similarly, the Supplier shall not use such documents, data, and other</i>

	<i>information received from the Purchaser for any purpose other than the performance of the Contract.</i> <i>20.3 The obligation of a party under GC Sub-Clauses 20.1 and 20.2 above, however, shall not apply to information that:</i> <i>(a) The Purchaser or Supplier need to share with the AFD or other institutions participating in the financing of the Contract;</i> <i>(b) Now or hereafter enters the public domain through no fault of that party;</i> <i>(c) Can be proven to have been possessed by that party at the time of disclosure and which was not previously obtained, directly or indirectly, from the other party; or</i> <i>(d) Otherwise lawfully becomes available to that party from a third party that has no obligation of confidentiality.</i> <i>20.4 The above provisions of GC Clause 20 shall not in any way modify any undertaking of confidentiality given by either of the parties hereto prior to the date of the Contract in respect of the Supply or any part thereof.</i> <i>20.5 The provisions of GC Clause 20 shall survive completion or termination, for whatever reason, of the Contract.</i> <i>20.6 The supplier shall be fully responsible to protect all the employer data (data sets/data items) including personal data in its system. Supplier shall be fully responsible and liable without any limitation for Compensation for failure to protect data –while possessing, dealing or handling any sensitive personal data or information in a computer resource which it owns, controls or operates, is negligent in implementing and maintaining reasonable security practices and procedures and thereby causes wrongful loss or wrongful gain to any person, to pay damages by way of compensation to the person so affected. The STUs are not responsible if there is failure as mentioned above.</i>
21. Subcontracting	<i>21.1 The Supplier shall notify the Purchaser in writing of all subcontracts awarded under the Contract if not already specified in the bid. Such notification, in the original bid or later shall not relieve the Supplier from any of its obligations, duties, responsibilities, or liability under the Contract.</i> <i>21.2 Subcontracts shall comply with the provisions of GC Clauses 3 and 7.</i>

22. Specifications, Standards and Spare Parts	22.1 Technical Specifications and Drawings (a) <i>The Goods and Related Services supplied under this Contract shall conform to the technical specifications and standards mentioned in Section VII, Schedule of Requirements and, when no applicable standard is mentioned, the standard shall be equivalent or superior to the official standards whose application is appropriate to the Goods' country of origin.</i> (b) <i>The Supplier shall be entitled to disclaim responsibility for any design, data, drawing, specification or other document, or any modification thereof provided or designed by or on behalf of the Purchaser, by giving a notice of such disclaimer to the Purchaser.</i> (c) <i>Wherever references are made in the Contract to codes and standards in accordance with which it shall be executed, the edition or the revised version of such codes and standards shall be those specified in the Schedule of Requirements. During Contract execution, any changes in any such codes and standards shall be applied only after approval by the Purchaser and shall be treated in accordance with GC Clause 33.</i> 22.2 Spare Parts (a) <i>The Supplier shall carry sufficient inventories to assure ex-stock supply of consumables and consumable spares. Other spare parts and components shall be supplied as promptly as possible but in any case within the number of days specified in the PC of placement of order.</i> (b) <i>The Supplier shall be for a period of years specified in the PC from the date of delivery and commissioning under obligation to supply spare parts. However, the Supplier shall, in the event of termination of production of the spare parts:</i> (i) <i>Send an advance notification to the Purchaser of the pending termination, in sufficient time to permit the Purchaser to procure needed requirements; and</i> (ii) <i>Furnish, following such termination, at no cost to the Purchaser, the blueprints, drawings and specifications of the spare parts, if and when requested.</i>
23. Packing and Documents	23.1 <i>The Supplier shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their named place of destination, as indicated in the Contract. During transit, the packing shall be sufficient to withstand, without limitation, rough</i>

	<i>handling and exposure to extreme temperatures, salt and precipitation, and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the goods' named place of destination and the absence of heavy handling facilities at all points in transit.</i> 23.2 <i>The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the Contract, including additional requirements, if any, specified in the PC, and in any other instructions ordered by the Purchaser.</i>
24. Insurance	24.1 <i>Unless otherwise specified in the PC, the Goods supplied under the Contract shall be fully insured - in the currency(ies) of the Contract from an eligible country - against loss or damage incidental to manufacture or acquisition, transportation, storage, and delivery, in accordance with the applicable Incoterms or in the manner specified in the PC.</i> 24.2 <i>The supplier should take a specific insurance policy from a Third party for the Project providing insurance coverage till Go-live against loss of or damage to</i> <i>a) equipment or Assets procured or developed in whole or in part for fulfillment of obligations under this contract,</i> <i>b) the supplier's Assets and property used in the performance of the services, and</i> <i>c) any documents prepared by the supplier in the performance of the services.</i> <i>d) purchaser's liability and workers' compensation insurance in respect of the staff of the Supplier's team, in accordance with the relevant provisions of the applicable law, as well as, with respect to such staff, any such life, health, accident, travel or other insurance as may be appropriate; and</i> 24.3 <i>The supplier should also take an insurance policy of the project (source code, data, services, cloud data center and DRC) for the complete project tenure to provide coverage for all risks including the following:</i> <i>a) Fire and Theft Policy</i> <i>b) Policy for loss or damage to assets due to Force Majeure events like earthquake, rioting, etc. of value equal to the cost of replacement of assets.</i> <i>c) Policy of insurance in respect of claims for personnel injury to or death of any person employed by the selected supplier and arising out of such employment.</i> 24.4 <i>The supplier during the Term of this Contract:</i>

	a) shall take out and maintain, at his own cost but on terms and conditions approved by the purchaser, insurance with financially sound and reputable insurers against the risks, and for the coverage, as specified above where purchaser shall be designated as the 'loss payee' in such insurance policies; b) shall pay all premium in relation thereto and shall ensure that nothing is done to make such insurance policies void or voidable c) At the purchaser's request, shall provide evidence to the STUs showing that such insurance has been taken and maintained and that the current premiums therefore have been paid.
25. Transportation	25.1 Unless otherwise specified in the PC, responsibility for arranging transportation of the Goods shall be in accordance with the specified Incoterms. 25.2 The Supplier may be required to provide any or all of the following services, including additional services, if any, specified in PC: (a) Performance or supervision of on-site assembly and/or start-up of the supplied Goods; (b) Furnishing of tools required for assembly and/or maintenance of the supplied Goods; (c) Furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied Goods; (d) Performance or supervision or maintenance and/or repair of the supplied Goods, for a period of time agreed by the parties, provided that this service shall not relieve the Supplier of any warranty obligations under this Contract; and (e) Training of the Purchaser's personnel, at the Supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied Goods. 25.3 Prices charged by the Supplier for incidental services, if not included in the Contract Price for the Goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the Supplier for similar services.
26. Inspections and Tests	26.1 The Supplier shall at its own expense and at no cost to the Purchaser carry out all such tests and/or inspections of the Goods and Related Services as are specified in the PC. 26.2 The inspections and tests may be conducted on the premises of the Supplier or its Subcontractor, and/or at the Goods' named place of destination, or in another place in the Purchaser's Country as specified in the PC.

	<i>Subject to GC Sub-Clause 26.3, if conducted on the premises of the Supplier or its Subcontractor, all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Purchaser.</i> <i>26.3 The Purchaser or its designated representative shall be entitled to attend the tests and/or inspections referred to in GC Sub-Clause 26.2, provided that the Purchaser bear all of its own costs and expenses incurred in connection with such attendance including, but not limited to, all traveling and board and lodging expenses.</i> <i>26.4 Whenever the Supplier is ready to carry out any such test and inspection, it shall give a reasonable advance notice, including the place and time, to the Purchaser. The Supplier shall obtain from any relevant third party or manufacturer any necessary permission or consent to enable the Purchaser or its designated representative to attend the test and/or inspection.</i> <i>26.5 The Purchaser may require the Supplier to carry out any test and/or inspection not required by the Contract but deemed necessary to verify that the characteristics and performance of the Goods comply with the technical specifications, codes and standards under the Contract, provided that the Supplier's reasonable costs and expenses incurred in the carrying out of such test and/or inspection shall be added to the Contract Price. Further, if such test and/or inspection impedes the progress of manufacturing and/or the Supplier's performance of its other obligations under the Contract, due allowance will be made in respect of the Delivery Dates and Completion Dates and the other obligations so affected.</i> <i>26.6 The Supplier shall provide the Purchaser with a report of the results of any such test and/or inspection.</i> <i>26.7 The Purchaser may reject any Goods or any part thereof that fail to pass any test and/or inspection or do not conform to the specifications. The Supplier shall either rectify or replace such rejected Goods or parts thereof or make alterations necessary to meet the specifications at no cost to the Purchaser, and shall repeat the test and/or inspection, at no cost to the Purchaser, upon giving a notice pursuant to GC Sub-Clause 26.4.</i> <i>26.8 The Supplier agrees that neither the execution of a test and/or inspection of the Goods or any part thereof, nor the attendance by the Purchaser or its representative, nor the issue of any report pursuant to GC Sub-Clause 26.6, shall release the Supplier from any warranties or other obligations under the Contract.</i>

27. Liquidated Damages	27.1 Except as provided under GC Clause 32, if the Supplier fails to deliver any or all of the Goods by the Date(s) of delivery or perform the Related Services within the period specified in the Contract, the Purchaser may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in the PC of the delivered price of the delayed Goods or unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in those PC. Once the maximum is reached, the Purchaser may terminate the Contract pursuant to GC Clause 35.
28. Warranty	28.1 The Supplier warrants that all the Goods are 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. 28.2 Subject to GC Sub-Clause 22.1(b), the Supplier further warrants that the Goods shall be free from defects arising from any act or omission of the Supplier or arising from design, materials, and workmanship, under normal use in the conditions prevailing in the country of named place of destination. 28.3 Unless otherwise specified in the PC, the warranty shall remain valid for twelve (12) months after the Goods, or any portion thereof as the case may be, have been delivered to and accepted at the named place of destination indicated in the PC, or for eighteen (18) months after the date of shipment from the port or place of loading in the country of origin, whichever period concludes earlier. 28.4 The Purchaser shall give notice to the Supplier stating the nature of any such defects together with all available evidence thereof, promptly following the discovery thereof. The Purchaser shall afford all reasonable opportunity for the Supplier to inspect such defects. 28.5 Upon receipt of such notice, the Supplier shall, within the period specified in the PC, expeditiously repair or replace the defective Goods or parts thereof, at no cost to the Purchaser. 28.6 If having been notified, the Supplier fails to remedy the defect within the period specified in the PC, the Purchaser may proceed to take within a reasonable period such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights which the Purchaser may have against the Supplier under the Contract.

29. Patent Indemnity	29.1 <i>The Supplier shall, subject to the Purchaser's compliance with GC Sub-Clause 29.2, indemnify and hold harmless the Purchaser and its employees and officers from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Purchaser may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract by reason of:</i> (a) <i>The installation of the Goods by the Supplier or the use of the Goods in the country where the Site is located; and</i> (b) <i>The sale in any country of the products produced by the Goods.</i> <i>Such indemnity shall not cover any use of the Goods or any part thereof other than for the purpose indicated by or to be reasonably inferred from the Contract, neither any infringement resulting from the use of the Goods or any part thereof, or any products produced thereby in association or combination with any other equipment, plant, or materials not supplied by the Supplier, pursuant to the Contract.</i> 29.2 <i>If any proceedings are brought or any claim is made against the Purchaser arising out of the matters referred to in GC Sub-Clause 29.1, the Purchaser shall promptly give the Supplier a notice thereof, and the Supplier may at its own expense and in the Purchaser's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.</i> 29.3 <i>If the Supplier fails to notify the Purchaser within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Purchaser shall be free to conduct the same on its own behalf.</i> 29.4 <i>The Purchaser shall, at the Supplier's request, afford all available assistance to the Supplier in conducting such proceedings or claim, and shall be reimbursed by the Supplier for all reasonable expenses incurred in so doing.</i> 29.5 <i>The Purchaser shall indemnify and hold harmless the Supplier and its employees, officers, and Subcontractors from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Supplier may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered</i>

	<i>design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided or designed by or on behalf of the Purchaser.</i>
30. Limitation of Liability	30.1 <i>Except in cases of criminal negligence or willful misconduct,</i> (a) <i>The Supplier shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser; and</i> (b) <i>The aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the supplier to indemnify the purchaser with respect to patent infringement</i>
31. Change in Laws and Regulations	31.1 <i>Unless otherwise specified in the Contract, if after the date of twenty-eight (28) days prior to date of Bid submission, any law, regulation, ordinance, order or bylaw having the force of law is enacted, promulgated, abrogated, or changed in the place of the Purchaser's country where the Site is located (which shall be deemed to include any change in interpretation or application by the competent authorities) that subsequently affects the Delivery Date and/or the Contract Price, then such Delivery Date and/or Contract Price shall be correspondingly increased or decreased, to the extent that the Supplier has thereby been affected in the performance of any of its obligations under the Contract. Notwithstanding the foregoing, such additional or reduced cost shall not be separately paid or credited if the same has already been accounted for in the price adjustment provisions where applicable, in accordance with GC Clause 15.</i>
32. Force Majeure	32.1 <i>The Supplier shall not be liable for forfeiture of its Performance Security, liquidated damages, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.</i> 32.2 <i>A Force Majeure Event shall mean the occurrence of any event (after the Effective Date) which is beyond the reasonable control and influence of a party and which</i>

	<i>causes a delay and/or inability for that party (the Affected Party) to fulfill its obligations under this Contract including:</i> <i>i an act of hostilities, or warlike operations (whether declared or undeclared), invasion, armed conflict, or act of foreign enemy, and civil war occurring within India;</i> <i>ii lockout, embargo, import restriction, port congestion, lack of usual means of public transportation and communication, industrial dispute, shipwreck, shortage or restriction of power supply, epidemics, quarantine, and plague;</i> <i>iii earthquake, landslide, volcanic activity, fire, tidal wave, typhoon or cyclone, hurricane, storm, lightning, or other inclement weather condition, nuclear and pressure waves, or other natural or physical disaster;</i> <i>iv a revolution, riot, insurrection, civil commotion, sabotage, or terrorism within India, by persons other than the personnel of the selected Successful Bidder, its partners or subcontractors;</i> <i>v any strike or industrial action that is not solely restricted to personnel of the selected Successful Bidder and/or the employees of any partner or subcontractor (of any tier) of the supplier; storm, tempest, flood or nuclear, chemical or biological contamination of the Site unless the source or cause of such cases is the result of actions and/or omissions of the supplier and / or any partner or subcontractor (of any tier) of the supplier at or near the Site;</i> <i>32.3 If a Force Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.</i> <i>32.4 But regardless of the extent to which the above conditions in the first paragraph of this Section are satisfied, Force Majeure shall not include:</i> <i>i a mechanical breakdown; or</i> <i>ii weather conditions which should reasonable have been foreseen by the Affected Party claiming a Force Majeure Event and which were not unusually adverse; or</i> <i>iii non-availability of or increase in the cost (including as a result of currency exchange rate fluctuations) of suitably qualified and experienced manpower, equipment or other resources, other than the non-availability of</i>

	<i>equipment due to an event that affected a Partner or subcontractor (of any tier) of the supplier and that, if it had happened to the supplier hereunder, would have come within the definition of Force Majeure event; or</i> <i>iv economic hardship or lack of money, credit or markets. Or</i> <i>v events of physical loss, damage or delay to any items during marine, air or inland transit to the Site unless the loss, damage or delay was directly caused by an event that affected a partner of subcontractor (of any tier) of the supplier and that, if it had happened to the supplier hereunder, would have come within the definition of Force Majeure Event under GC Clause 32 or</i> <i>vi late performance or other breach or default by the Successful Bidder (including the consequences of any breach or default) caused by the acts, omissions or defaults of any partner or subcontractor (of any tier) of the supplier unless the event that affected the subcontract a caused the act, omission or default would have come within the definition of Force Majeure Event under this Section if it had happened to the SI hereunder; or</i> <i>vii a breach or default of this Contract (including the consequences of any breach or default) unless it is caused by an event that comes within the definition of Force Majeure event under this Section; or</i> <i>viii the occurrence of a risk that has been assumed by a Party to this Contract; or</i> <i>ix any strike or industrial action that is solely restricted to the supplier Personnel, personnel of any partner or sub-contractor of supplier or which is directed at the supplier; or</i> <i>x the negligence or willful recklessness of the supplier, the supplier's partner or sub-contractors or other persons under the control and supervision of the SI.</i>
33. Change Orders and Contract Amendments	33.1 <i>The Purchaser may at any time order the Supplier through notice in accordance GC Clause 8, to make changes within the general scope of the Contract in any one or more of the following:</i> <i>i Drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for the Purchaser;</i> <i>ii The method of shipment or packing;</i> <i>iii The place of delivery; and</i> <i>iv The Related Services to be provided by the Supplier.</i>

	33.2 <i>If any such change causes an increase or decrease in the cost of, or the time required for, the Supplier's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery/Completion Schedule, or both, and the Contract shall accordingly be amended. Any claims by the Supplier for adjustment under this Clause must be asserted within twenty-eight (28) days from the date of the Supplier's receipt of the Purchaser's change order.</i> 33.3 <i>Prices to be charged by the Supplier for any Related Services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the Supplier for similar services.</i> 33.4 <i>Subject to the above, no variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.</i>
34. Extensions of Time	34.1 <i>If at any time during performance of the Contract, the Supplier or its subcontractors should encounter conditions impeding timely delivery of the Goods or completion of Related Services pursuant to GC Clause 13, the Supplier shall promptly notify the Purchaser in writing of the delay, its likely duration, and its cause. As soon as practicable after receipt of the Supplier's notice, the Purchaser shall evaluate the situation and may at its discretion extend the Supplier's time for performance, in which case the extension shall be ratified by the parties by amendment of the Contract.</i> 34.2 <i>Except in case of Force Majeure, as provided under GC Clause 32, a delay by the Supplier in the performance of its Delivery and Completion obligations shall render the Supplier liable to the imposition of liquidated damages pursuant to GC Clause 27, unless an extension of time is agreed upon, pursuant to GC Sub-Clause 34.1.</i>
35. Termination	35.1 <i>Termination for Default</i> (a) <i>The Purchaser, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Supplier, may terminate the Contract in whole or in part:</i> (i) <i>If the Supplier fails to deliver any or all of the Goods within the period specified in the Contract, or within any extension thereof granted by the Purchaser pursuant to GC Clause 34;</i> (ii) <i>If the Supplier fails to perform any other obligation under the Contract; or</i>

	(iii) <i>If the Supplier, in the judgment of the Purchaser has engaged in fraud and corruption, as defined in GC Clause 3, in competing for or in executing the Contract.</i> (b) <i>In the event the Purchaser terminates the Contract in whole or in part, pursuant to GC Clause 35.1(a), the Purchaser may procure, upon such terms and in such manner as it deems appropriate, Goods or Related Services similar to those undelivered or not performed, and the Supplier shall be liable to the Purchaser for any additional costs for such similar Goods or Related Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.</i> 35.2 Termination for Insolvency (a) <i>The Purchaser may at any time terminate the Contract by giving notice to the Supplier if the Supplier becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to the Purchaser.</i> 35.3 Termination for Convenience (a) <i>The Purchaser, by notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective;</i> (b) <i>The Goods that are complete and ready for shipment within twenty-eight (28) days after the Supplier's receipt of notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:</i> (i) <i>To have any portion completed and delivered at the Contract terms and prices; and/or</i> (ii) <i>To cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods and Related Services and for materials and parts previously procured by the Supplier.</i>

36. Assignment	36.1 Neither the Purchaser nor the Supplier shall assign, in whole or in part, their obligations under this Contract, except with prior written consent of the other party.
37. Export Restriction	37.1 Notwithstanding any obligation under the Contract to complete all export formalities, any export restrictions attributable to the Purchaser, to the country of the Purchaser, or to the use of the products/goods, systems or services to be supplied, which arise from trade regulations from a country supplying those products/goods, systems or services, and which substantially impede the Supplier from meeting its obligations under the Contract, shall release the Supplier from the obligation to provide deliveries or services, always provided, however, that the Supplier can demonstrate to the satisfaction of the Purchaser and of the KfW that it has completed all formalities in a timely manner, including applying for permits, authorizations and licenses necessary for the export of the products/goods, systems or services under the terms of the Contract. Termination of the Contract on this basis shall be for the Purchaser's convenience pursuant to Sub-Clause 35.3.
38. Intellectual Property Rights	38.1. Except for any ownership rights in any intellectual property that have been expressly granted to the Supplier under the SC, the Authority shall exclusively retain all rights, title and interest in and to any third-party licensed technology, including all worldwide technology and Intellectual Property Rights which has been used for the Project. 38.2. Preservation of notice: Supplier shall not remove, efface or obscure any copyright notices or other proprietary notices or legends from any licensed technology or materials provided under the Contract, and shall reproduce all such notices and legends when incorporating licensed technology or materials into any integrated products. 38.3. All Commercially off the Shelf (COTS) products/ Open Source Solutions/Bespoke solution and related solutions and fixes provided pursuant to this Agreement shall be licensed according to the terms of the license agreement packaged with or otherwise applicable to such products. Such licenses shall be brought on behalf of and in the name of the Authority or mentioning the Authority as the end user of such licenses. 38.4. Supplier must ensure that while using any software, hardware, processes, data, document, deliverables or material in the course of performing the Services, it does not infringe the Intellectual Property Rights of any person/Company.

	38.5. <i>Authority shall exclusively own and have a right in perpetuity to use all newly created Intellectual Property Rights which have been developed solely during execution of this Contract, including but not limited to all processes, products, specifications, reports and other documents which have been newly created and developed by Supplier solely during the performance of Services and for the purposes of inter-alia use or sub-license of such Services under this Contract. Supplier undertakes to disclose all such Intellectual Property Rights arising in performance of the Services to the Authority, execute all such agreements/documents and obtain all permits and approvals that may be necessary in regard to the Intellectual Property Rights of the Authority.</i> 38.6. <i>If Authority desires, Supplier shall be obliged to ensure that all approvals, registrations, licenses, permits and rights etc. which are inter-alia necessary for use of the goods supplied/installed by Supplier, the same shall be acquired in the name of the Authority, prior to termination of this Contract and which may be assigned by the Authority to Supplier for the purpose of execution of any of its obligations under the terms of the Bid, Tender or this Contract. However, subsequent to the term of this Contract, such approvals, registrations, licenses, permits and rights etc. shall endure to the exclusive benefit of the Authority.</i> 38.7. <i>Supplier shall not copy, reproduce, translate, adapt, vary, modify, disassemble, decompile or reverse engineer or otherwise deal with or cause to reduce the value of the Materials except as expressly authorized by Authority in writing.</i>

Section IX. Particular Conditions of Contract

The following Particular Conditions of Contract (PC) shall supplement and / or amend the General Conditions of Contract (GC). Whenever there is a conflict, the provisions herein shall prevail over those in the GC.

GC 1.1(i)	<i>The Purchaser's country is: India</i>
GC 1.1(j)	<i>The Purchaser is: Metropolitan Transport Corporation (MTC) Chennai, TNSTC-Coimbatore, Coimbatore & TNSTC-Madurai, Madurai,</i>
GC 1.1 (o)	<i>The Named Place of Destination(s) is/are: Metropolitan Transport Corporation (MTC) Chennai, TNSTC-Coimbatore, Coimbatore & TNSTC-Madurai, Madurai,</i> <i>The Project Site(s) is/are: Office of MTC, Offices of TNSTC-Madurai and Coimbatore.</i>
GC 4.2	<i>The version edition of Incoterms shall be Incoterms 2010.</i> <i>However, the definition of the place and date associated with "delivery" is modified as follows:</i> <i>(a) Under "CIP" Incoterms defines "delivery" as the place and date where risk transfers from the seller to the buyer.</i> <i>(b) In these Bidding Documents, when using "CIP" and not referring to the transfer of risk, the term "delivery" shall be interpreted as the date and place where the Related Services arrive at the named place of destination, and this date shall be reflected in the Delivery and Completion Schedule.</i>
GC 5.1	<i>The governing and communication language shall be English.</i>
GC 6.1	<i>The designated party to act as lead firm with full authority is: [Insert complete legal name of the lead firm]</i>
GC 7.1	<i>Services from countries under embargo from Germany, the European Union or the United Nations are not eligible.</i> <i>Services from countries which are legally barred in the country of the contracting agency.</i>

GC 8.1	For <u>notices</u>, the <u>Purchaser's</u> address shall be: Attention: The Director, The Institute of Road Transport Street Address: 100 Feet Road, Taramani, Chennai 600113 City: Chennai ZIP Code: 600113 Country: India For <u>notices</u>, the <u>Supplier's</u> address shall be: Attention: [Insert full name of person, if applicable] Street Address: [Insert street address and number] City: [Insert name of city or town] ZIP Code: [Insert postal ZIP code, if applicable] Country: [Insert name of country] Telephone: [Include telephone number, including country and city codes] Electronic mail address: [Insert e-mail address, if applicable]
GC 9.1	The governing law shall be the law of: India
GC 10.2	The rules of procedure for arbitration proceedings pursuant to GC Clause 10.2 shall be as follows: [The bidding documents should contain one clause to be retained in the event of a Contract with a foreign Supplier and one clause to be retained in the event of a Contract with a Supplier who is a national of the Purchaser's country. At the time of finalizing the Contract, the respective applicable clause should be retained in the Contract. The following explanatory note should therefore be inserted as a header to GC 10.2 in the bidding document. "Clause 10.2 (a) shall be retained in the case of a Contract with a foreign Supplier and clause 10.2 (b) shall be retained in the case of a Contract with a national of the Purchaser's country."] (a) Contract with foreign Supplier: [For contracts entered into with foreign suppliers, International commercial arbitration may have practical advantages over other dispute settlement methods. The KfW should not be named as arbitrator, nor should it be asked to name an arbitrator. Among the rules to govern the arbitration proceedings, the Purchaser may wish to consider the United Nations Commission on International Trade Law (UNCITRAL) Arbitration Rules of 1976, or the Rules of Conciliation and Arbitration of the International Chamber of Commerce (ICC).]

	<i>If the Purchaser chooses the UNCITRAL Arbitration Rules, the following sample clause should be inserted:</i> <i>GC 10.2—Any dispute, controversy or claim arising out of or relating to this Contract, or breach, termination or invalidity thereof, shall be settled by arbitration in accordance with the UNCITRAL Arbitration Rules as at present in force.</i> <i>If the Purchaser chooses the Rules of ICC, the following sample clause should be inserted:</i> <i>GC 10.2—All disputes arising in connection with the present Contract shall be finally settled under the Rules of Conciliation and Arbitration of the International Chamber of Commerce by one or more arbitrators appointed in accordance with said Rules.</i> <i>(b) Contracts with Supplier national of the Purchaser's country:</i> <i>In the case of a dispute between the Purchaser and a Supplier who is a national of the Purchaser's country, the dispute shall be referred to adjudication or arbitration in accordance with the laws of the Purchaser's country.</i>
GC 12.1	<i>The Related Services and detailed scope of work for the supplier shall be as specified in the Part-4 Technical Requirements section.</i>
GC 15.1	<i>The prices charged for the related Services performed shall not be adjustable.</i>

GC 16.1

GC 16.1—The method and conditions of payment to be made to the Supplier under this Contract shall be as follows:

#	Project Deliverables	Schedule Timelines of Delivery	Payment Terms
1	Signing of Contract and Issuance of Work Order	T = Date of Signing of Contract.	-
2	Inception Phase: Project kick-off, project plan, resource deployment, milestones acceptance process sign-off.	T+2 weeks	-
3	As-Is Study Phase: Complete as-is study for all systems, department and processes of STUs and finalise the aligned modules to implement in new ERP system and get sign-off from STUs	T + 3 Months	5% of CAPEX
4	To-be, Business Process Re-Engineering & Optimization Phase: Prepare detailed business process reengineering and To-be plan based on the study of the As-is for optimization of the existing processes in line with the set policies and procedures that followed by the STUs in administrative and operation management	T + 5 Months	5% of CAPEX
5	Detailed Design Phase: High-level design or system architecture is further refined and translated into a more detailed and comprehensive blueprint for the construction of a ERP system as per the expectation of the STUs	T+ 6 Months	-
5	Development Phase 1: Development/ customization/	T + 7.5 Months	5% of CAPEX

		<i>configurations and implementation of the ERP solution for 25% of the total modules approved by the STUs at Design Phase</i>		
	6	Development Phase 2: <i>.Development/ customization/ configurations and implementation of the ERP solution for 25% of the total modules approved by the STUs at Design Phase</i>	<i>T + 9 Months</i>	<i>5% of CAPEX</i>
	7	Development Phase 3: <i>.Development/ customization/ configurations and implementation of the ERP solution for 25% of the total modules approved by the STUs at Design Phase</i>	<i>T + 10.5 Months</i>	<i>5% of CAPEX</i>
	8	Development Phase 4: <i>.Development/ customization/ configurations and implementation of the ERP solution for 25% of the total modules approved by the STUs at Design Phase</i>	<i>T + 12 Months</i>	<i>5% of CAPEX</i>
	9	Testing & Pre-Commissioning Phase: <i>Solution testing procedure for conducting test on various modules of the ERP solution including the Test cases</i>	<i>T+9 Months to T+13 Months</i>	<i>10% of CAPEX</i>
	10	Data digitisation and migration to ERP system.	<i>T+6 Months to T + 14 Months</i>	<i>10% of CAPEX</i>
	11	Integration with Third Parties & Gap Analysis Phase:	<i>T + 15 Months</i>	-
	12	Third Party Audit & Assessment Phase:	<i>T + 18 Months</i>	<i>10% of CAPEX</i>
	13	Training & Capacity Building to STUs users (Before Commissioning)	<i>T + 19 Months</i>	<i>10% of CAPEX</i>

	14	Commissioning & Final Go-Live& Sign off (UAT Phase) – Complete cloud hosting of the ERP System on Production environment	T + 21 Months = T1	15% of CAPEX
	15	Solution Stabilization timeline (Defect Liability Period) This milestone ensures that the vendor will be ready for the Operation & Maintenance phase and make provisions in the deployed system for SLAs to be generated without any manual intervention on the final day of the said quarter)	T1 + 12 Months (T1 = Date of Golive of ERP System for particular STUs	10% of CAPEX divided into the 4 quarters.
	16	Operation and Maintenance Period	T1 + 60 Months	5% upon the successful completion of the project operation & maintenance phase of 60 months and completion of the exit management processes. + Quarterly SLA based Payments of OPEX (divided into 20 payments from the date of Go-Live
	17	Successful completion of project and exit management process.	T1+ 49 Months to T1+ 60 Months	
Note: In case the contracts with the STUs will be signed on different dates, the time schedule and payments will be adjusted by mutual agreement accordingly.				

GC 16.1	No Advance payment shall be made under this contract. Payment to the Supplier of the amounts due in each currency shall be made into the following bank accounts: [Insert bank account details at the time of contract signing] Bank charges are for the account of the Supplier, except for the bank charges of KfW as transferring bank only.
GC 16.5	GC 16.5 does not apply to this Contract, and no interest payments will be made.
GC 16.6	Reimbursement payments shall be made to KfW to the following bank account: Account holder: KfW Entwicklungsbank Account number: 38 000 000 00 Branch code (BLZ): 500 204 00 Account number (IBAN): DE53 5002 0400 3800 0000 00 SWIFT/BIC: KFWIDEFF Payment to be made for the account of the [Insert complete legal name of the Purchaser] of [Insert name of the Purchaser's Country].
GC 17.3	The following taxes, duties and fees exemptions apply to the Contract: Taxes as applicable
GC 18.1	The amount of the Performance Security shall be: 10% of the Total Contract Value (TCV).
GC 18.3	The Performance Security shall be in the form of: Bank Guarantee The Performance security shall be denominated in Indian Rupees (INR)
GC 18.4	The Performance Security shall be discharged by the Purchaser and returned to the Supplier within sixty (60) days following the date of Completion of the Supplier's performance obligations under the Contract, including any warranty obligations.
GC 21	In any case of this project Sub-Contracting of the in part or whole work of the project not allow to the bidding entity.
GC 22.2(a)	The number of days shall be: 15
GC 22.2 (b)	The number of years shall be: 5
GC 23	The contract pertaining to this project is considered as a service contract in place of the Goods Contract.

GC 24.1	<i>The insurance coverage shall be as follows:</i> <i>Up to India “(final destination/s) in an amount equal to 110% of the Contract Price from “warehouse to warehouse” on “All Risks” basis including War Risks and Strike Clauses. The Institute War Clauses do not apply for land transport (rail or road).</i> <i>Any payments of the insurer are to be made to KfW for the account of India to the extent that the risk has already come to lie with the Purchaser. The insurance certificate/policy must include the following Clause:</i> <i>“In the event of any claim under this insurance policy, payment shall be effected to KfW, Frankfurt am Main (BIC: KFWIDEFF, BLZ/Branch Code 500 204 00), Account No. 38 000 000 00 (IBAN: DE53 5002 0400 3800 0000 00) for account of Institute of Road Transport of India</i>
GC 25.2	<i>Incidental services to be provided are:</i> <i>[Selected services covered under GC Clause 25.2 and/or other should be specified with the desired features. The price quoted in the bid price or agreed with the selected Supplier shall be included in the Contract Price.]</i>
GC 26.1	<i>The inspections and tests shall be: Not Applicable</i>
GC 27.1	<i>Any delay in the delivery of the project deliverables (solely attributable to vendor) would attract a liquidated damage per week of 0.5% of the CAPEX per week for first 8 weeks and 1% per week for every subsequent week, capped at 15% of the CAPEX.</i> <i>If the project gets delayed beyond 19 weeks (delay solely attributable to the bidder), Authority may invoke termination clause.</i>
GC 27.1	<i>The maximum amount of liquidated damages shall be: 15% of Capital Expenditure Value (CAPEX (A)) as specified in the Price Schedule section by Bidder.</i>
GC 28.3	<i>The period of validity of the Warranty shall start from from operational acceptance of the systems for period of 12 months and then Annual Maintenance of the system for remaining 48 months period..</i> <i>For purposes of the Warranty, the named place(s) of destination(s) shall be:</i> <i>• Metropolitan Transport Corporation (MTC) Chennai,</i> <i>• TNSTC-Coimbatore, Coimbatore</i> <i>• TNSTC-Madurai, Madurai</i>
GC 28.5 and GC 28.6	<i>The period for repair or replacement shall be as per the Service Level Benchmark specified in the Part-4 Technical Requirement.</i>

GC 29.6	<i>The Bidder hereby represents and warrants that:</i> <i>(a) the System as supplied, installed, tested, and accepted;</i> <i>(b) use of the System in accordance with the Contract; and</i> <i>(c) copying of the Software and Materials provided to the Purchaser in accordance with the Contract</i> <i>do not and will not infringe any Intellectual Property Rights held by any third party and that it has all necessary rights or at its sole expense shall have secured in writing all transfers of rights and other consents necessary to make the assignments, licenses, and other transfers of Intellectual Property Rights and the warranties set forth in the Contract, and for the Purchaser to own or exercise all Intellectual Property Rights as provided in the Contract. Without limitation, the Bidder shall secure all necessary written agreements, consents, and transfers of rights from its employees and other persons or entities whose services are used for development of the System.</i>
GC 29.8	<i>The Purchaser's and Supplier's rights and obligations with respect to Custom Software or elements of the Custom Software are as follows :</i> <i>i. The Supplier shall hand over the source code for software, database and executables to the purchaser which shall correspond 100% to the operational module which shall be verified and certified by an independent agency as identified by the Purchaser.</i> <i>ii. This is limited to all custom software and its subsystems supplied by the successful bidder.</i> <i>iii. The Purchaser may duplicate and use the software on different equipment, such as for back-ups, additional computers, replacements, upgraded units, etc.;</i>
GC 38.1	<i>Pre-existing work: All intellectual property rights including source code existing prior to the Effective Date of this Agreement shall belong to the Party that owned such rights immediately prior to the Effective Date. The bidder will grant the Authority non-exclusive, non-transferable, perpetual, royalty-free license to use the Preexisting Work. The customization done and intellectual property rights created including the source code under this project over and above the pre-existing work is the ownership of the Authority.</i>

Attachment 1 to Particular Conditions of Contract

KfW Policy – Sanctionable Practice – Social and Environmental Responsibility

1) Sanctionable Practice

The PEA and the Contractors (including all members of a Consortium and proposed or engaged Subcontractors) must observe the highest standard of ethics during the Tender Process and performance of the Contract.

By signing the Declaration of Undertaking the Contractors declare that (i) they did not and will not engage in any Sanctionable Practice likely to influence the Tender Process and the corresponding Award of Contract to the PEA's detriment, and that (ii) in case of being awarded a Contract they will not engage in any Sanctionable Practice.

Moreover, KfW requires to include in the Contracts a provision pursuant to which Contractors must permit KfW and in case of financing by the European Union also to European institutions having competence under European law to inspect the respective accounts, records and documents relating to the Tender Process and the performance of the Contract, and to have them audited by auditors appointed by KfW.

KfW reserves the right to take any action it deems appropriate to check that these ethics rules are observed and reserves, in particular, the rights to:

- (a) reject an Offer for Award of Contract if during the Tender Process the Bidder who is recommended for the Award of Contract has engaged in Sanctionable Practice, directly or by means of an agent in view of being awarded the Contract;
- (b) declare misprocurement and exercise its rights on the ground of the Funding Agreement with the PEA relating to suspension of disbursements, early repayment and termination if, at any time, the PEA, Contractors or their legal representatives or Subcontractors have engaged in Sanctionable Practice during the Tender Process or performance of the Contract without the PEA having taken appropriate action in due time satisfactory to KfW to remedy the situation, including by failing to inform KfW at the time they knew of such practices.

KfW defines, for the purposes of this provision, the terms set forth below as follows:

Coercive Practice	<i>The impairing or harming, or threatening to impair or harm, directly or indirectly, any person or the property of the person with a view to influencing improperly the actions of a person.</i>
Collusive Practice	<i>An arrangement between two or more persons designed to achieve an improper purpose, including influencing improperly the actions of another person.</i>
Corrupt Practice	<i>The promising, offering, giving, making, insisting on, receiving, accepting or soliciting, directly or indirectly, of any illegal payment or undue advantage of any nature, to or by any person, with the intention of influencing the actions of any person or causing any person to refrain from any action.</i>

Fraudulent Practice	<i>Any action or omission, including misrepresentation that knowingly or recklessly misleads, or attempts to mislead, a person to obtain a financial benefit or to avoid an obligation.</i>
Obstructive Practice	<i>Means (i) deliberately destroying, falsifying, altering or concealing evidence material to the investigation or the making of false statements to investigators, in order to materially impede an official investigation into allegations of a Corrupt Practice, Fraudulent Practice, Coercive Practice or Collusive Practice, or threatening, harassing or intimidating any Person to prevent them from disclosing their knowledge of matters relevant to the investigation or from pursuing the investigation, or (ii) any act intended to materially impede the exercise of KfW's access to contractually required information in connection with an official investigation into allegations of a Corrupt Practice, Fraudulent Practice, Coercive Practice or Collusive Practice.</i>
Sanctionable Practice	<i>Any Coercive Practice, Collusive Practice, Corrupt Practice, Fraudulent Practice or Obstructive Practice (as such terms are defined herein) which is unlawful under the Financing Agreement.</i>

2) Social and Environmental Responsibility

Projects financed in whole or partly in the framework of Financial Cooperation have to ensure compliance with international Environmental, Social, Health and Safety (ESHS) standards (including issues of sexual exploitation and abuse and gender based violence) Contractors in KfW-financed projects shall consequently undertake in the respective Contracts to:

- (a) comply with and ensure that all their Subcontractors and major suppliers, i.e. for major supply items comply with international environmental and labour standards, consistent with applicable law and regulations in the country of implementation of the respective Contract and the fundamental conventions of the International Labour Organisation¹⁶ (ILO) and international environmental treaties and;*
- (b) implement any environmental and social risks mitigation measures, as identified in the environmental and social impact assessment (ESIA) and further detailed in the environmental and social management plan (ESMP) as far as these measures are relevant to the Contract and implement measures for the prevention of sexual exploitation and abuse and gender-based violence.*

¹⁶ In case ILO conventions have not been fully ratified or implemented in the Employer's country the Applicant/Bidder/Contractor shall, to the satisfaction of the Employer and KfW, propose and implement appropriate measures in the spirit of the said ILO conventions with respect to a) workers grievances on working conditions and terms of employment, b) child labour, c) forced labour, d) worker's organisations and e) non-discrimination.

Section X. Contract Forms

This Section contains forms which, once completed, will form part of the Contract. The forms for Performance Security and Advance Payment Security, when required, shall only be completed by the successful Bidder after contract award.

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Letter of Acceptance

[Use letterhead paper of the Purchaser]

[Insert date]

To: *[Insert name and address of the Supplier]*

Subject: **Notification of Award Contract No. [Insert contract number]**

This is to notify you that your Bid dated [Insert date] for execution of the [Insert name of the contract and identification number, as given in the PC] for the Accepted Contract Amount of [Insert contract price in numbers and words including code and name of currency], as corrected and modified in accordance with the Instructions to Bidders is hereby accepted by the undersigned Purchaser.

You are requested to furnish the Performance Security within twenty-eight (28) days in accordance with the Conditions of Contract, using for that purpose the Performance Security Form included in Section X, Contract Forms, of the Bidding Documents.

Authorized Signature:

Name and Title of Signatory:

Name of Institution:

Attachment: Contract Agreement¹

¹ If the Purchaser cannot send the contract agreement together with the letter of acceptance, it must be sent electronically to the Supplier within a reasonable period of time not exceeding ten days; for the purpose of issuing the required Performance Guarantee, the supplier must be advised of the Contract date.

Contract Agreement

THIS AGREEMENT made

the [Insert **number**] day of [Insert: **month**], [Insert: **year**].

BETWEEN

- (1) The Institute of Road Transport, a legal entity, for The Transport Department, of the State of Tamil Nadu and having its principal place of business at 100 Feet Road, Taramani, Chennai 600113 (hereinafter called "the Purchaser"), and
- (2) [Insert name of Supplier], a corporation incorporated under the laws of [Insert: country of Supplier] and having its principal place of business at [Insert address of Supplier] (hereinafter called "the Supplier").

WHEREAS the Purchaser invited bids for certain services, viz., [Insert brief description of the Services] and has accepted a Bid by the Supplier for the supply of those Goods and Services in the sum of [Insert Contract Price in words and figures, expressed in the Contract currency(ies)] (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Contract documents referred to.
 2. The following documents shall be deemed to form and be read and construed as part of this Agreement. This Agreement shall prevail over all other contract documents.
 - (a) The Letter of Acceptance;
 - (b) The Bid Submission Form and Appendix to Bid Submission Form (including the signed Declaration of Undertaking);
 - (c) The Addenda Nos. _____ (if any);
 - (d) Particular Conditions of Contract, including Annex 1;
 - (e) General Conditions of Contract;
 - (f) The Specification (including Schedule of Requirements and Technical Specifications);
 - (g) The completed Bidding Forms (including Price Schedules); and
 - (h) Any other document listed in GC as forming part of the Contract.
 3. In the event of any discrepancy or inconsistency within the Contract documents, then the documents shall prevail in the order listed above.
 4. In consideration of the payments to be made by the Purchaser to the Supplier as specified in this Agreement, the Supplier hereby covenants with the Purchaser to provide the Services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
-

5. *The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the Goods and Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.*

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of [Insert the name of the Contract governing law country] on the day, month and year indicated above.

For and on behalf of the Purchaser²:

Signed: [Insert signature]

In the capacity of [Insert title or other appropriate designation]

In the presence of [Insert identification of official witness]

For and on behalf of the Supplier:

Signed: [Insert signature of authorized representative(s) of the Supplier]

In the capacity of [Insert title or other appropriate designation]

In the presence of [Insert identification of official witness]

² In cases where the Purchaser is different from the Beneficiaries of the Contract, it may be advisable to have authorized representatives from the Beneficiary Institutions sign as witnesses, accepting the Goods to be supplied.

Performance Security

Beneficiary: *The Institute of Road Transport, 100 Feet Road, Taramani, Chennai 600113*

Date: *[Insert date of issue]*

PERFORMANCE GUARANTEE No.: *[Insert guarantee reference number]*

Guarantor: *[Insert name and address of place of issue, unless indicated in the letterhead]*

We have been informed that *[Insert name and address of supplier, which in the case of a Consortium shall be the name and address of the Consortium]* (hereinafter called "the Applicant") has entered into Contract No. *[Insert reference number of the contract]* dated *[Insert contract date]* with the Beneficiary, for the supply of *[Insert object of the contract and brief description of related Services]* (hereinafter called "the Contract"). Furthermore we understand that, according to the conditions of the Contract, a performance guarantee is required for *[Ten Percentage]* 10 % of the contract price.

Waiving all objections and defences, we, as Guarantor, hereby irrevocably and independently undertake to pay the Beneficiary, any sum or sums not exceeding in total an amount of *[Insert the figures and words]* only (Rs.) upon receipt by us of the Beneficiary's first demand, supported by the Beneficiary's statement, whether in the demand itself or a separate signed document accompanying or identifying the demand, stating that the Applicant is in breach of its obligation(s) under the Contract, without the Beneficiary needing to prove or to show grounds for the demand or the sum specified therein.

[For guarantees issued in local currency insert the following:

In the event of any claim under this guarantee, payment shall be effected to, for the account of The Institute of Road Transport, 100 Feet Road, Taramani, Chennai 600113 and India].

This guarantee shall expire not later than [Insert expiry date]³.

By this date we must have received any claims for payment by letter or encoded telecommunication.

It is understood that you will return this guarantee to us on expiry or after payment of the total amount to be claimed hereunder.

*[As preferred option regarding guarantee rules insert⁴: This guarantee is subject to the Uniform Rules for Demand Guarantees (URDG) 2010 Revision, ICC Publication No. 758, except that the supporting statement under Article 15(a) is hereby excluded.]*Place, date

Guarantor's authorized signature(s)

³ Pursuant to GC Clause 18.4 the guarantee shall be valid for at least 28 days from the date of contractual contract completion (including warranty obligations).

⁴ In the case the issuing bank will not add the preferred option, the following must be added instead: This guarantee is governed by the laws of *[Insert country of jurisdiction]*. Note: the country of jurisdiction shall be the country where the bank's branch issuing the guarantee is physically located.

PART 4 – Technical Requirements

LIST OF ABBREVIATIONS

Terms	Abbreviations
AIS	Automotive Industry Standard
API	Application Program Interface
BI	Business Intelligence
CAD	Computer Aided Dispatch
CAN	Controller Area Network
CCC	Command & Control Centre
COTS	Commercial Off the Shelf
CPS	Cashless Payment Systems
CSP	Cloud Service Provider
DC	Data Centre
DR	Disaster Recovery
EOI	Expression of Interest
ERP	Enterprise Resource Planning
ETA	Expected Time of Arrival
ETD	Expected Time of Departure
ETM	Electronic Ticketing Machines
FRS	Functional Requirement Specification
GIS	Geographical Information System
GoI	Government of India
GoTN	Government of Tamil Nadu
GPRS	General Packet Radio Services
GPS	Global Positioning System
GSM	Global System for Mobile Communications
GUI	Graphical User Interface
HLD	High Level Design
HTTPS	Hypertext Transfer Protocol Secure
IC	Implementation Consultant
ICT	Information and Communication Technology
IMS	Incident Management System
IP	Internet Protocol
IRT	Institute for Road Transport
IS	Indian Standards
ISO	International Organization of Standardization
ITIL	Information Technology Infrastructure Library
ITS	Information Technology System
KPI	Key Performance Indicators
KPO	Key Performance Objectives
LAN	Local Area Network
LLD	Low Level Design
MoRTH	Ministry of Road Transport and Highways
MoUD	Ministry of Urban Development
MTC	Metropolitan Transport Corporation

<i>OCC</i>	<i>Operations Control Centre</i>
<i>OTA</i>	<i>Over The Air</i>
<i>PA</i>	<i>Public Announcement</i>
<i>PIS</i>	<i>Passenger Information System</i>
<i>PIU</i>	<i>Project Implementation Unit</i>
<i>PT</i>	<i>Public Transport</i>
<i>PTO</i>	<i>Public Transport Operator</i>
<i>QoS</i>	<i>Quality of Service</i>
<i>RFP</i>	<i>Request for Proposal</i>
<i>SI</i>	<i>System Integrator / Successful Bidder</i>
<i>SLA</i>	<i>Service Level Agreement</i>
<i>SMS</i>	<i>Short Message Service</i>
<i>STU</i>	<i>State Transport Undertakings</i>
<i>TDFC</i>	<i>Tamil Nadu Transport Development Finance Corporation</i>
<i>TNSTC</i>	<i>Tamil Nadu State Transport Corporation</i>
<i>TNEGA</i>	<i>Tamil Nadu e-Governance Agency</i>
<i>TASMAC</i>	<i>Tamil Nadu State Marketing Corporation</i>
<i>UBS</i>	<i>Urban Bus Specifications</i>
<i>UPS</i>	<i>Uninterruptible Power Supply</i>
<i>VHMD</i>	<i>Vehicle Health and Monitoring Data</i>
<i>VPD</i>	<i>Vehicle Planning, Scheduling and Dispatch</i>

Scope of Work

A. Introduction

About TNSTC – Tamilnadu State Transport Corporation

Tamil Nadu's State Transport Undertakings (STUs) operates public transport system in the state. The bus transport is regulated in the state, and the operations are assigned to eight regionally organized STUs coming under the aegis of the Government of Tamil Nadu ("GoTN") through its Transport Department. The Seven (07) STUs are consolidated in Tamil Nadu State Transport Corporation (TNSTC) and offer inter-city bus transport in all major cities and rural passenger transport services.

In recent years, it has been observed that the STU's provided bus service has seen a fall in the consumer preference for commuting. So as to arrest the trend, Government of Tamil Nadu, Transport Department wishes to implement a comprehensive fleet modernization and performance improvement program. This program aims to make the STUs operated bus services again a choice of mobility by resolving the plaguing issues like reliability of buses/adherence to schedules, accessibility and inclusivity to enhance the operational efficiencies, lack of customer orientation of staff to mention a few.

About the KfW Projects for TNSTC

STUs receiving financial backing from the Tamil Nadu Transport Development Fund Corporation ("TDFC"), which in turn has received financing support from KfW Development Bank. KfW is one of the world's leading promotional banks. KfW has been committed to improving economic, social and environmental living conditions across the globe on behalf of the Federal Republic of Germany and the federal states since 1948.

To do this, it provided funds totalling EUR 107 billion in 2021 alone. Of this amount, 33% was used for climate and environmental protection. Its financing and promotional services are aligned with the United Nations' Agenda 2030 and contribute to the achievement of the 17 Sustainable Development Goals (SDGs).

Taking a leaf from the same, KfW is committed for the modernization of the bus services through a project named "Climate-Friendly Modernization of Bus Services In Major Cities of Tamil Nadu."

The Bus Modernization Project at TNSTC aims to onboard 2213 new Diesel BS VI buses and 500 Electric buses which will be distributed amongst the 7 STUs spread over two phases.

The bus modernization project will cater to all Seven (07) STUs as mentioned below:

Sr.No.	Name of the State Transport undertaking
1	Metropolitan Transport Corporation (MTC) Chennai
2	Tamil Nadu State Transport Corporation – Coimbatore
3	Tamil Nadu State Transport Corporation – Madurai
4	Tamil Nadu State Transport Corporation – Kumbakonam
5	Tamil Nadu State Transport Corporation – Salem
6	Tamil Nadu State Transport Corporation – Tirunelveli
7	Tamil Nadu State Transport Corporation – Villupuram

Sr.No.	Name of the State Transport undertaking	Count of proposed new diesel buses	Count of proposed new electric buses
1	Metropolitan Transport Corporation (MTC) Chennai	644	500 (Chennai, Coimbatore, Madurai)
2	Tamil Nadu State Transport Corporation – Coimbatore	215	
3	Tamil Nadu State Transport Corporation – Madurai	351	
4	Tamil Nadu State Transport Corporation – Kumbakonam	303	-
5	Tamil Nadu State Transport Corporation – Salem	303	-
6	Tamil Nadu State Transport Corporation – Tirunelveli	50	-
7	Tamil Nadu State Transport Corporation – Villupuram	347	-
8	Total	2213	500

The project has the component of Information Technology (IT) / Informations and communications technology (ICT) which is expected to be delivered in the mentioned below three packages i.e.

- Package 1 - AVLS, PIS, Telematics, Vehicle Planning, Scheduling and Dispatch along with crew attendance and rostering systems.
- Package 2 - Cashless payment systems – Automatic Fare collection systems (AFCS)
- **Package 3 – Enterprise Resource Planning - ERP**

The incumbent RFP document deals with Package 3 – Enterprise Resource Planning – ERP.

IRT, to meet the requirements as identified above through this RFP is desirous of implementing the “**Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource planning system for 3 STUs as above. M**” (hereinafter referred to as the “ERP System” OR “The Project”).

B. About ERP Project

The aim of Tamil Nadu State Transport Corporation (TNSTC) to implement Enterprise Resources & Planning (EPR) system as a Central Integrated Platform to cater and optimized the miningful administrative and operational processes which will be utilized by diverse set of users under administration, service delivery channel and management of operation to deliver individual or integrated services. The Enterprise Resources & Planning (EPR) system project will be designed to add services on continual basis and same shall be achieved by establishing system using open standard protocols and integration capabilities driven by international standards.

The Enterprise Resources & Planning (EPR) system envisaged have a greater emphasis on developing digital platform based on open ecosystem standards with data-led process-oriented channels of interfaces. Adopting Open standards has lot of advantages especially when it comes to implement for management of the multi-dimensional operations of the STUs.

C. Project Vision

“To provide the empowerment, integration and streamlining existing processes, data-driven decision-making, adaptation and evolution towards the optimization of the administrative and operational processes in TNSTC”

D. Key Need Analysis for TNSTC

TNSTC Stakeholders	STUs Data Led Governance's for Transport Operation & Administration
Technical & Administration Department	• Need of the unified data flow from the entire operational and administrative hierarchy's characteristics for smooth operations. • Need to simplify the process and data-led management of the larger scale administration and finances across the all 3 STUs. • Need to defined the accountability of the responsible personnel.
Depot & Bus Operation Departments	• Need of integrated data -led system for better and fast decision making. • Need of the transparent and accountable system to manage the depot & bus level operations and assets & resources management. • Need of the training and capacity building to the STUs for integrated process flow understanding and monitoring of the administrative and operation areas more efficiently.

E. Project Objectives

The primary objective of this envisaged project is to undertake an data-led transformation exercise and enable all the processes in the transport level administrative and operation segment through the implementation of ERP solution.

The objectives of the ERP system in STUs to is to streamline operations, enhance efficiency, and improve overall service delivery by integrating and optimizing various departments, such as scheduling, maintenance, and finance, from the inception of services. The broad objectives of the ERP in particular areas are as below.

The broad objectives of the project include:

- **Improve Efficiency:** Enhance the efficiency of various processes at STU level, such as scheduling, maintenance, and asset management.
- **Cost Reduction:** Reduce operational costs through better resource allocation and optimized routes.
- **Real-time Tracking of Work Flow:** Enable real-time tracking of allocated work to the department for better & faster control and decision-making.
- **Data Integration:** Centralize data from various departments to provide a holistic view of operations and better insights of decision making.
- **Financial Management:** Enhance financial transparency and accountability through robust accounting and reporting features.
- **Commuter Service:** Improve commuter service with features like transparent information on real-time basis.
- **Inventory Control:** Optimize inventory management for spare parts and supplies with data led governance.
- **Predictive Maintenance Management:** VHMD based integration and data led maintenance management in advance for better utilization of the fleets in operation.
- **Regulatory Compliance:** Ensure compliance with STUs regulations (legal, accountings, taxation, labour rules etc) and other standards.
- **Reporting and Analytics:** Access detailed insights and reports for informed decision-making.
- **Central Dashboard:** Unified platform that consolidates information from different departments and modules, offering real-time insights and facilitating efficient decision-making

The broad aim of the project include:

- *Optimizing processes and workflows, to streamline the internal processes and connect all facilities to central system*
- *Enhance the efficiency of adminitration and operations by automating and integrating various processes, reducing manual tasks and paperwork.*
- *Promote transparency by maintaining accurate records and providing visibility into government activities, which fosters public trust.*
- *Reduce operational costs by eliminating redundancy, optimizing resource utilization, and minimizing wastage.*
- *Provide decision-makers with real-time access to data and analytics, enabling informed and data-driven policy decisions.*
- *Enhance the delivery of commuter services, making them more accessible and efficient for commuters.*
- *Ensure that government agencies adhere to laws and regulations by automating compliance processes.*

- Facilitate seamless data exchange and collaboration among different government departments and agencies.
- Effectively plan and manage government resources, including finances, human resources, and assets.
- Provide a state-of-the-art IT system for future expansion into more user-driven functionalities and features

The aim of an Enterprise Resource Planning (ERP) system in TNSTC STUs is to streamline and improve various aspects of administration and operation in day to day manner to make it into more efficient and result oriented.

F. Expected Outcomes of Project

- Data-led and process co-operative structure for administrative and operational departments between Central office, Regions and Depot levels in STUs.
- Ushering in Transparency & Accountability between the different stakeholders.
- Better service delivery channel for internal administration and operation management.
- Improvement the Efficiency in Depot Operations.
- Improvement of operational performance
- To move towards a paperless regime
- Optimized and automate all major functions and processes of STUs from administrative and operational prospective.
- Improvement of key performance indicators through data led governance and insights

G. Detailed Scope of Work

The proposed RFP to Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource planning system for MTC Chennai, TNSTC Madurai and TNSTC Coimbatore is an ambitious project which envisages optimized and automated the various administrative and operational processes of the STUs' data, processes and functioning. It is aimed to enable STUs to use data from its various departments in most optimal way and carry out its functions in efficient way and for effective delivery of services to internal and external stakeholders. STUs profile is given below STUs indicating the amount of data generated / information processing requirement of the STUs

S. NO	Parameter	MTC	TNSTC CBE	TNSTC MDU	TOTAL
1	Fleet Strength	3436	2828	2300	8564
2	Waybills generated per day	6000	4000	4000	14000
3	Employee Strength (Total)	20304	16148	13824	50276
4	Average lakh Kms operated / month	202	339	300	841
5	Number of Depots	32	43	40	115
6	No of Staff for administration – Appox.	665	450	564	1679
7	Number of RC Units/Tyre Plants/BB Units/FC Units/Auction Centres	14	19	16	49
5	Annual Turnover INR CR	1740	1812	1560	5112

6	<i>Average Diesel Consumption Per month In lakh litres</i>	46.46	66.99	56.98	170.43
7	<i>Inventory – Number of items / folios purchased per year</i>	<i>Average of 10,000 items / folios processed in Inventory</i>			

.The above details of the individual STUs and cumulative are minimum and indicative in nature. Bidder shal lhave to conduct the base study during the inception and As-Is Study phase.

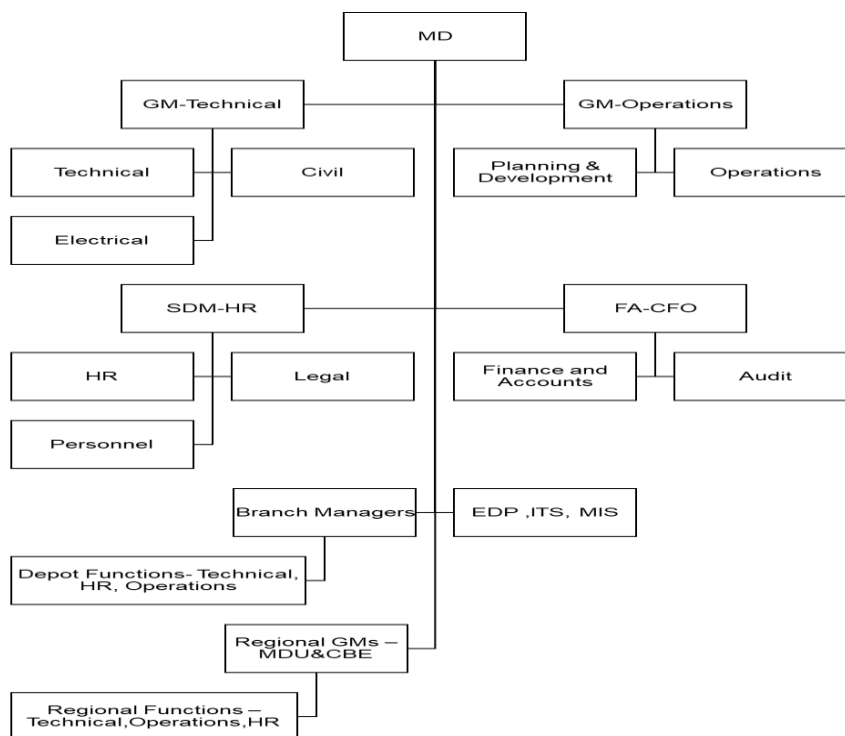
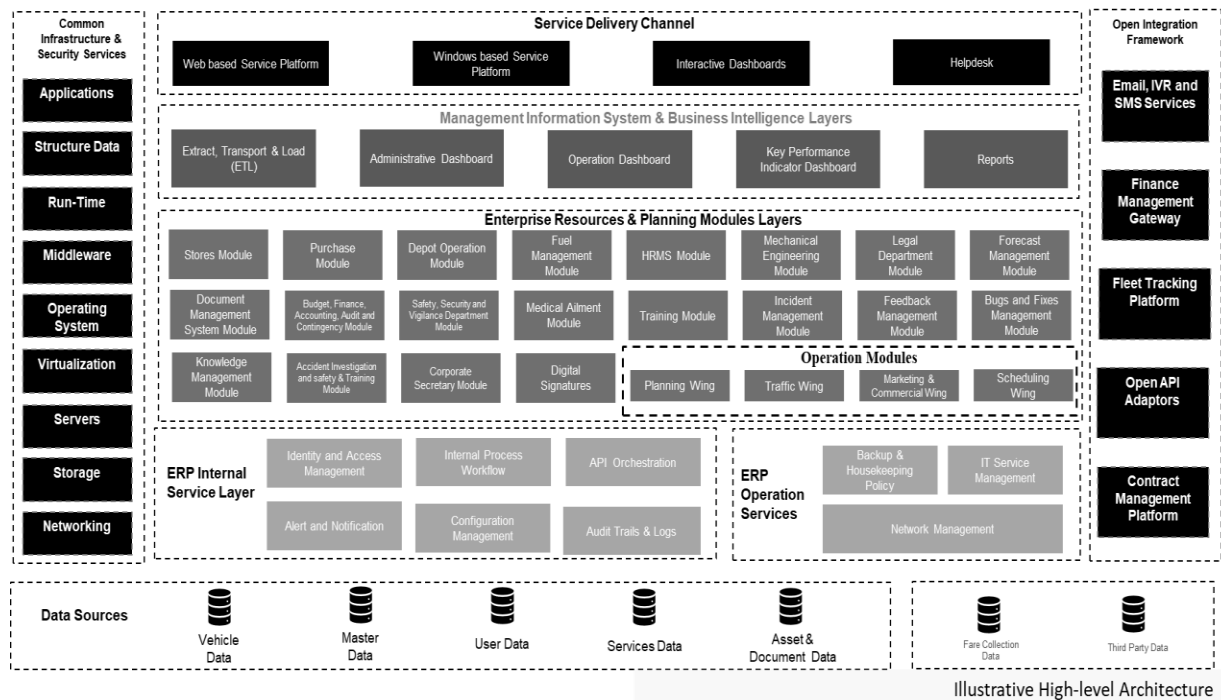


Figure 1: Indicative STU Organization Chart

The brief scope of work can be divided into following sections.

I. Highlevel Architecture and Design Consideration.



The highlevel solution architecture design and framework comprising of ERP components & services delivery channels illustrated above and is suggested to be tightly coupled based on modular design philosophy keeping in view future innovation and scalability. The sub modules and functionalities proposed to be implemented as part of ERP shall integrate with each other through a well-defined data and process exchange protocols. Since the project is being envisaged as a State Transport Undertaking wide open platform, the overall solution proposed should be work to ensure that the overall architecture has an ability to interface or add / remove sub system components without going through a major change management process.

The communication between the different systems/sub-systems shall be through TCP/IP network. The application design shall be in such a way that all the information can be access through the multiple service delivery channels without any conflicts between the processing of the services or data in ERP system.

The analytics layer of the solution will aggregate various data feeds from ERP systems and further process information to provide actionable insights, alerts and notifications in near real time to the Management Information System (MIS). The entire system implementation and solution design envisaged in view of the MeitY empanelled Cloud based Data Centre and DRC solution with high availability mode with the latest cyber security standards

#	Design Principals	Description
1	API based approach	The system is expected to be interoperable with retained port systems like control systems, navigations, access controls, and others external systems. Open standard based APIs will support data exchange mechanisms between third party systems.
2	Ease of Use	Ease-of-use is a positive incentive for use of applications. It encourages users to work within the integrated information environment instead of

#	Design Principals	Description					
		developing isolated systems to accomplish the task outside of the enterprise's integrated information environment. The knowledge required to operate one system will be similar to others if the look and feel of the applications are similar. By having ease of-use principle, training can be kept to a minimum thereby aiding IT change management and the risk of using a system improperly can be minimized.					
3	Interoperability	The applications have a ability to data synergy from different sources and platforms work seamlessly together on and across networks. This is the key to sharing resources and reduction in long-term development costs. Core components of an open-standards-based interoperability stack are shown below: <table><tr><td rowspan="4">Interop Stack</td><td>Universal Description, Discovery, Integration (UDDI)</td></tr><tr><td>Simple Access Object Protocol (SOAP)</td></tr><tr><td>Extensible Markup Language (XML)</td></tr><tr><td>Common Internet Protocols (HTTP, TCP/IP)</td></tr></table> As the ERP shall serve as the common foundation for other administrative and operational processes related to the STUs in TNSTC it into current system implementation will facilitate transition to a standard interface definition. Using standard interfaces will provide for regional interoperability and even interchangeability of some devices used in ERP management, even though they may be from different manufacturers.	Interop Stack	Universal Description, Discovery, Integration (UDDI)	Simple Access Object Protocol (SOAP)	Extensible Markup Language (XML)	Common Internet Protocols (HTTP, TCP/IP)
Interop Stack	Universal Description, Discovery, Integration (UDDI)						
	Simple Access Object Protocol (SOAP)						
	Extensible Markup Language (XML)						
	Common Internet Protocols (HTTP, TCP/IP)						
4	N Tier model	N-Tier model is the framework in which application user interface, logic, data, and their associated processing and tiers are separated from each other in logical manner. Partitioned code is more flexible in response to changes in internal logic, platforms, and structures; this isolates/minimizes the impact of change. It is easier to support, is more scalable and supports interoperability.					
5	Openness	Open API, open standards and open-source products should be considered for designing the system. The system integrator shall consider scalability, security and performance of the system while deciding on the system and adherence to the open architecture design principle.					
6	Integration	Increased competition: By implementing use of open standards (non- proprietary), multiple service channels will be able meet the standard. Support and upgrades will also be available from multiple potential sources, avoiding the problems of being locked in to one source.					

#	Design Principals	Description
		• Future expandability: By designing within a common framework and using open standards, you will create an environment that integrates legacy systems with new ERP applications and allows more functionality to be added as needed. • Increased transportation system integration: The open nature and structure of the ERP architecture and use of standards-compliant components will make integration of complex transportation management components and regional systems easier. Improved integration of systems operated by different agencies will permit effective information sharing and more effective use of resources.
7	Reliability	The system must have appropriate measures to ensure processing reliability for the data received or accessed through the solution.
8	Integration	The architecture shall make services available for integration with third parties by opening the platform via REST based web services.
9	Scalability	All components of the system architecture must support scaling to support the increase in number of depots, and number of staff in TNSTC STUs transport operation. Scalability of the system should address addition such as: • Addition of Depots • Addition of services • Higher volume of transactions and data • Addition of system users
10	Manageability	The system shall be designed and deployed to achieve high degree of manageability in order to ensure ease of configuration, maintenance, updates, upgrades, troubleshooting, health monitoring, fault detection, remote monitoring and system administration and inventory management.
11	Service Oriented Architecture	The ERP system shall develop under the SOA principal architecture to enables the ERP system without any major changes in the existing business process. The BIDDER shall use Service-oriented architecture (SOA) style and principle of software solution design. • Standard service contract • Loose coupling • Service abstraction • Reusability • Autonomy • Service statelessness • Discoverability • Composability

#	<i>Design Principals</i>	<i>Description</i>
		• Interoperability
12	<i>User rights system</i>	The system should include an comprehensive user rights management system. It should be possible to define different user groups, users with different roles, rights and functionalities. The different user groups should reflect different departments, facilities and responsibilities. The type of information each user (group) has access to, should correspond to the department or facility they belongs to. The application / system should have Granularity of Permissions, Role-Based Access Control (RBAC), Least Privilege Principle, Hierarchy of Roles, Dynamic Permissions, Audit Trails, Authentication Mechanisms and Session Management.
13	<i>User Security and log-in systems</i>	The system should have a secure and efficient user authentication and login system comprising of Password Security & policies, Multi-Factor Authentication (MFA), Account Lockout Policies, and Brute Force Protection for more secure and resilient user authentication and login system for your application

II. Inception Phase

The Inception Phase is a critical step in the ERP project lifecycle, as it sets the direction for the project, establishes a common understanding of its goals, and helps ensure that all stakeholders are aligned. Bidder shall have to conduct the following activities in the Inception Phase of the ERP project.

- Define an organized set of activities for the project and identify the interdependence between them.
- Resource planning and loading for each phase/activity. It must also indicate where each resource would be based during that phase, i.e. onsite at the STUs as stated in the RFP and off site at implementation agency premises as per the additional requirement of the bidder.
- Establish and measure resource assignments and responsibilities as per the RFP scope of work below.
- Highlight the milestones and associated risks
- Communicate the project plan to stakeholders with meaningful reports.
- Measure project deadlines and performance objectives.
- **Project Progress Reporting.** During the implementation of the project, the implementation agency should present weekly/monthly reports. Report shall be presented in the project committee meeting and other stakeholder, STUs in the periodic review meetings schedule by the different stakeholders. The report should contain at the minimum the under mentioned.
 - Results accomplished during the period (weekly)
 - Cumulative deviations from the schedule date as specified in the finalized Project Plan
 - Corrective actions to be taken to return to planned schedule of progress
 - Plan for the next week
 - Proposed revision to planned schedule provided such revision is necessitated by reasons beyond the control of implementation agency
 - Support & Intervention needed from specific stakeholders
 - Risks/Show stoppers along with mitigation strategies.
- **Project Schedule:** A detailed week-wise timeline indicating various activities to be performed along with completion dates for the same shall be provided by the bidder.
- **Project Initiation Report:** The project initiation report shall be prepared by the bidder after the initiation of the project. The report shall contain manpower deployment plan, project plan, risk mitigation plan, escalation matrix, etc.
- **Progress Reports:** Detailed weekly,/ fortnightly,/ monthly Progress Report along with issues/ escalations/risks. The format shall be finalized by the IRT and STUs prior to start of the project.
- **Risk Register:** Bidder shall be required to maintain a risk register which shall enlist all possible risks which shall impact the solution along with their occurrence and likelihood. The Bidder shall also propose the mechanism to mitigate the identified risks.
- **Issue Register:** Apart from the risk register the Bidder shall also maintain the issue register which shall list down the issue that have occurred in the project and the decision/remedial measures taken in reference to the issue.
- **Stakeholder Register:** To keep the information about the stakeholders, the Bidder shall be required to prepare a stakeholder register containing details about each stakeholder or group of stakeholders. This shall be an input into the requirement gathering and communications plan.
- **Deployment of implementation team:** The Bidder will be required to provide CVs of the implementation team and various resources which it intends to deploy on the project and ensure their mobilization to the project site.

III. As-Is Study and Understand of existing administrative and operational processes of STUs

The bidder shall perform As-Is study on the current state understanding of the processes that followed by the various departments of STUs in prospect of administrative and operational areas. The indicative processes that followed by the department (IT Department, Inventory & Store Department, Fuel Department, Purchase & Finance Department, Account & Admin Department, Budget and Audit Department, Safety & Vigilance Department, Legal & Compliance Department etc.) of the STUs are listed in the Annexure- 01 and 02 in the below section of bidders understanding. However, Bidder shall have to do the necessary study of the current process and incorporated into as-Is study report. The As-Is processes shall be prepared and studied by the bidder. Though enough care has been taken to include processes and functions in below sections of RFP, there could be more processes which may need to be captured by the bidder. Bidder shall have to ensure functional compliance requirements of STUs.

The bidder shall capture the detail reporting requirements of these Departments based on understanding of the current processes and subsequent discussion with the departments. The below areas where bidder shall have to do comprehensive As-Is study of the existing processes of the STUs.

- Bidder shall take comprehensive process understanding of the existing process from start to finish. This involves mapping out the steps, inputs, outputs, data formats and decision points within the process. This involves the roles and responsibility of the each users in the entire processes.
- As a part of the As-Is study bidder shall collected all possible data in electronic or digital or physical form and including process documents, procedures, policies, and any relevant metrics or performance indicators for any processes.
- Bidder shall have to Identify and engage with key stakeholders involved in the process.
- Bidder shall create detailed process flowcharts or diagrams to visualize the current state of the process. Document how tasks are performed, who performs them, and what tools or resources are used.
- Bidder shall analyze quantitative and qualitative data related to the process.
- Bidder shall have to do the Identification of bottlenecks and inefficiencies. This is essential for pinpointing areas that need improvement.
- Bidder shall have to suggest the process adheres to relevant regulations, compliance requirement with respect to the best industry practices and in line with Indian laws, regulations and government directives.
- Bidder shall have to conduct the RCA for the cretain processes If there are issues with the process, conduct a root cause analysis to understand it before To-be stage.
- Bidder shall have to estimate and assess utilization of the resources in each existing processes.
- Bidder shall have to benchmarking the current process to industry best practices or benchmarks to identify performance gaps.
- Bidder shall have to conduct the any variations or exceptions in the process that may require special handling or attention.
- Bidder shall have to Identify potential risks and vulnerabilities within the existing process.

Bidder shall have to incorporate all the above pointers in the As-Is stage and incubation in the AS-IS report to be submitted to the STUs and other stakeholders.

IV. To-be, Business Process Re-Engineering & Optimization

The bidder shall be responsible to prepare detailed business process reengineering and To-be plan based on the study of the As-is for optimization of the existing processes in line with the set policies and procedures that followed by the STUs in administrative and operation management. The Bidder shall be responsible for detail-out and optimizing the processes

for all modules based on functional and Quality-of-Service requirements mentioned in this RFP and subsequent study at As-Is stage and additional requirements as may be identified in consultation with the STUs.

- The bidder shall capture and optimize all relevant processes of the STUs and clearly outline the re-engineering processes with stakeholders mapping and its roles and responsibilities. The process re-engineering stage should increase efficiency, effort reduction, improved data accuracy, and any other specific targets as outcomes mentioned in the document.
- Bidder shall be responsible to redesign or optimize existing business processes to align with industry practices with elimination of the redundant steps, automating tasks, and improving overall efficiency.
- Bidder shall create detailed process reengineering flowcharts or diagrams to visualize the optimization of the in reference to the As-Is processes. Document how process should be carried-out, who performs them, and what tools or resources are used.
- Bidder shall have to estimate and assess utilization of the resources in each reengineering processes at To-be stage in reference to the As-Is stage.
- Bidder shall have to conduct the any variations or exceptions in the process that may require special handling or attention.
- Bidder shall have to identify potential risks and vulnerabilities within the To-Be processes.
- Bidder shall have to establish key performance indicators (KPIs) and metrics to measure the success and effectiveness of the new reengineering processes with optimization.
- Bidder shall be responsible to ensure that To-Be processes comply with relevant regulations, industry standards, and best practices.
- At the To-Be stage all developed optimized processes shall be with the continuous improvement mechanism and feedback loops to make ongoing adjustments to the processes.
- Bidder shall be responsible for the radical and comprehensive approach towards the Business Process Reengineering for the STUs which involves imagining and redesigning business processes from bottom to top level and deconstructing existing processes, eliminating unnecessary steps, and introducing innovative solutions to improve efficiency and effectiveness.
- Bidder shall adopt proven top-down approach that to radically redefine processes to achieve breakthrough improvements in the existing processes through technological improvements and achievement of the outcomes through the data led governance after due consultation with the STUs and individual departments associated to the same.
- Bidder shall be responsible for the preparation of the Business Requirement Study document along with the process reengineering approach for the all processes of the STUs comes under the various modules listed above in the highlevel architecture.
- Bidder shall have to consult the various internal and external stakeholders before finalising the optimization of the processes.
- Bidder shall have to ensure that processes reengineering and redesigning should prioritize delivering value to STUs and enhancing their experience.

V. Design, Development & Deployment of the Enterprise Resources & Planning (ERP) System

Based on the Study of the Current State (As-Is) and subsequent Business Process Reengineering (To-be) stage and approval of the finalized process optimization and improvement by the STUs, Bidder shall initiate the design of the ERP system as per the set expectation of the STUs under the various modules. The design and development of the core ERP system should be in compliance to the high level design architecture and design principals stated in the above sections.

a. Detailed Design Phase

The detailed design phase is a crucial phase in the ERP System development process and other engineering disciplines associated with the ERP systems for the STUs, where the high-level design or system architecture is further refined and translated into a more detailed and comprehensive blueprint for the construction of a ERP system as per the expectation of the STUs.

- Under the Detailed Design Phase, Bidder shall prepared the Design Documents (System Requirement Specification, Funtional Requirement Specification and Requirment Traceability Matrix) based on the finalization of the understanding of the current state assessment (As-Is Study) and subsequent finalization of the Business Requirement Study at Business Process Reengineering Stage (To-be stage) in consultation with the STUs and other stakeholders.
- The construction of the Design Documents (System Requirement Specification, Funtional Requirement Specification and Requirment Traceability Matrix) including the Highlevel Design Document (HLD) and Low Level Design Document (LLD) shall be in line with the best industry standard practices and incorporate all the requirement of STUs.
- The Detailed Design Document shall have the following minimum details:
 - List of all forms, registers and reports with their contents
 - Screenshots, prototypes and Wireframes of the system modules to be developed under ERP System.
 - Details of the Busiess Logic and Process Flows of finalization and optimized processes.
 - List of all validations/ internal controls applicable.
 - List & format of MIS reports to be generated and department wide dashboards finalised as per STUs requirements.
 - List of Standards followed or to be followed
 - List of all data elements and database requirements
 - Details of interfaces/ integration both external & internal, hardware & software
 - System and processes for capturing attributes of Service Level Agreement (SLA) measurements
 - Various attributes of the application and the mechanism to manage the SLA's;
 - Details of all tools & technologies to be used
 - Integration/ interface requirement with other Departments and external agencies such as Project Management Consultancies, Contractors, Banks, etc.
 - Mechanism for clearly identifying the sources of various types of problems and their mitigation thereof for the entire ERP project
- The bidder shall also prepare a Requirements Traceability Matrix (RTM) mapping the requirements specified in the Detailed Design Documents with the sections dealing with those in the Detailed Design Documents. The template for preparing the Detailed Design Documents has to be approved by STUs before it is used to document the Detailed Design Documents.
- The bidder shall obtain approval from STUs for Detailed Design Documents created by them. Once Detailed Design Documents has been approved by STUs, bidder shall commence Development phase.
- The Detailed Design Documents approved by STUs will form the baseline for all subsequent phases of application development and deployment from an Application requirements perspective (e.g. for testing, identifying “change” to requirements etc.). Detailed Collaboration and Class diagrams also to be prepared.
- Following areas also shall be considered by bidder in Design Phase.
 - **Refinement of High-Level Design:** During the high-level design phase, Bidder shall create a conceptual model of the system, defining the main components, their interactions, and the overall architecture. In the detailed design phase, this high-level design shall be refined, and each component is further broken down into smaller, more manageable pieces.

- **Data Structures and Algorithms:** Detailed design shall involve specifying data structures and algorithms that shall be used within the system. This includes defining the data models, databases, and how data will be stored and processed.
- **Interface Design:** Bidder shall design the interfaces of the different system components, including how they interact with each other and with external systems or users. This shall include defining APIs, user interfaces, and communication protocols.
- **Module-Level Design:** Each major module or component shall be identified in the high-level design and detailed in terms of its internal structure, functions, and responsibilities. This includes specifying how data flows between modules and how they communicate.
- **Error Handling and Exception Handling:** Detailed design shall involve planning for error handling, exceptions, and robustness in the system. This shall include defining how the system shall respond to unexpected events and failures.
- **Performance Considerations:** Detailed design shall address performance processes and system optimization aspects, such as how the system shall handle large volumes of data or high user loads. This shall involve optimizing algorithms or selecting appropriate hardware and infrastructure.
- **Security and Quality Assurance:** During this phase, security measures and quality assurance mechanisms shall be designed and documented. This includes specifying security protocols, access controls, and testing procedures.
- **Documentation:** Comprehensive documentation shall be essential in the detailed design phase. This documentation serves as a reference for developers & STUs during the implementation phase and for future maintenance. It shall include design diagrams, data models, and other relevant information.
- **Review and Validation:** The detailed design shall undergo review and validation by relevant stakeholders to ensure it aligns with the project's goals and requirements.
- **Users, roles, and user rights:** Identify the required roles and user rights.

b. Development Phase

Based on the acceptance of the Detailed Design Phase, The development phase in an Enterprise Resource Planning (ERP) project commencement in which built, configured, and customized to meet the specific needs of the STU. The list of software modules which bidder shall be required to develop as a part of this project are listed in Section – H. The list of modules given below is indicative in nature. The Bidder shall consider the below aspect under the scope of work for the ERP system development to the STUs under this RFP.

- Bidder shall be responsible for development, customization of the ERP system as per the approval of the designs by the STUs and other stakeholders to meet the technical, functional, business and performance requirements of this RFP. No deviations from these requirements shall be acceptable by the STUs and authority of this project.
- Any additional development and customization required to meet the technical and functional performance requirement of the ERP system and not specified as part of this RFP but required to meet the overall requirements and outcomes of the project shall be factored in as part of the development phase and provided by the bidder.
- Bidder shall be responsible to develop and customize the necessary reports (Statistical Report, Interactive Crystal Report, Business Intelligence Report etc.) as per the business & operational needs of the STUs as a part of the development phase. For the understanding of the various types of the report depicted in the Annexure-02 of this document for bidders. The depicted report format are illustrative and indicative in

nature. Bidder shall be responsible to finalize the report format at time of the As-Is and To-Be phase in consultation with the STUs.

- *While development, Bidder shall be responsible to develop and customize the appropriate data structure for the storage needs comparing common data structures include arrays, linked lists, trees, graphs, and hash tables. Ensure that the data structure you select aligns with the operations need to perform for STUs.*
- *Bidder shall be responsible for development of the appropriate algorithm that efficiently operate the modules at STUs (User's) end involve sorting, searching, traversing, or other operations.*
- *The standard data structure for the development shall be in Indian format (i.e. Data, Time, User Name etc.) while development and customization of the ERP system.*
- *Bidder shall develop the time and space complexity algorithm in the ERP system with best industry practices with lower time complexity when dealing with large datasets or real-time applications.*
- *The develop and customize ERP solution proposed as a part of this RFP shall have opportunities to optimize data structures and algorithms which lead to significant performance improvements.*
- *The Bidder shall be responsible for development of application, database, tools, and any other component required for making the ERP system successfully operational as per the requirements of STUs. The system is to be a single-instance; centralized installation servicing the entire STUs organization.*
- *Bidder shall undertake the ERP system configuration and customization. After completion of configuration to the ERP System, Bidder shall carry out a pilot run of staging environment. If needed or/and the result is not up to the expectation of STUs, further reconfiguration shall be done by the bidder in order to close any gap left in meeting the desired objective of STUs and outcomes.*
- *All custom development shall be carried out in a controlled and planned manner with adherence to ERP System prescribed coding standards and naming conventions in best industry practices.*
- *Bidder shall follow disciplined approach for development, configuration and customization which shall not restrict STUs for any future upgrades to its ERP System to this effect.*
- *The bidder shall have ensure the following standards while development and documentation of the ERP System.*

Particular	Prevailing Standards
Information access/ transfer protocols	HTTPS – Hypertext Transfer Protocol Secure
Interoperability	Web Services, Open standards
Scanned documents	TIFF (Resolution of 300 dpi) for archiving
JPEG and/or PDF for storage and dissemination	Document encryption
PKCS specifications	Information Security
System to be ISO27001 compliant	Operational integrity & security
Management	System to be ISO27002 compliant

Particular	Prevailing Standards
IT Infrastructure management	ITIL / EITM specifications
Service Management	ISO 20000 specifications
Project Documentation	IEEE/ISO specifications for documentation
Internet Protocol	Ipv6 ready system
Data sharing /naming standards	As per National Data Sharing and Accessibility Policy (https://data.gov.in/)
Metadata and Data Standards for Person Identification	MDDS Ver 1.0)
Business Continuity Management System	ISO 22301:2019 in 6 months of ISO/IEC 20000:2018
Baseline Security Controls for High Impact Information Systems	eSAFE – GD203
Security Protection of Personally Identifiable Information	ISO/IEC 27018:2019
Reasonable security practices and procedures and sensitive personal data or information	Information Technology Act 2000, Information Technology ACT 2008 & Information Technology

The developed and customized ERP system shall adhere to all the standards published by the Department of Electronics Information Technology, Government of India. (<http://meity.gov.in>).

c. Testing & Pre-Commissioning Phase

The bidder shall prepare the solution testing procedure for conducting test on various modules of the ERP solution including the Test cases. The software testing shall include Unit Testing, Application Testing, System Integration Testing, Performance Testing (Full Load/ Stress Test), Integrity Testing, Security & Access Control Testing etc. Bidder shall submit successful test completion reports for all these tests. The testing and pre-commissioning phase shall have following types of major testing of the ERP system.

- Compatibility testing
- Localization testing
- Security testing
- Reliability testing
- Stress testing
- Recovery testing

As part of testing, the Bidder shall cover all activities during the implementation process (configuration of business processes, development such as conversions, interfaces, reports) which prove that system settings are correct as per business requirement of STUs. In doing so, the bidder shall include test plans, tests cases, and testing report.

- The Bidder shall create the test strategy document that defines the requirements and goals of ERP System configuration, determines the tools and methods used to check that the system responds correctly, determines how and when the test will be performed and recommends how the approval process should occur.

- *The test strategy document shall guide the project team & all stakeholders through the implementation to ensure that planning and conducting testing activities in the various phases of mentioned in the RFP document for the various ERP modules as finalised by the bidder.*
- *Bidder shall develop the baseline test plan with scenarios and test data to be used for testing based on the test templates. For simple transactions, testing (unit testing) shall be done straightforward during configuration and the results shall be recorded. For transactions that are very complex involving multiple screens, functions and variations to run, the transactions shall be documented and tested with a Business Process Procedure, maintaining the test section with test conditions and variations of the standard transaction, or with case procedures, maintaining the test section. Bidder shall use the Test Scenario template entering every single step (transaction) with input and output data to document process flows.*
- *The Bidder shall after development and customization/configuration of the ERP System, conduct tests to demonstrate that the system meets all the requirements (functional and Non Functional) specifications as brought out in this RFP and would be in accordance with the procedures detailed in the approved process document.*
- *On the basis of these tests, a report would be submitted by the Bidder for review and approval by STUs and other stakeholders as required. The test results and response times should be demonstrated by the bidder during the testing phases (System, integration & Stress and Load testing) for each module in testing and staging environment.*
- *Testing shall be accomplished through the execution of predefined business flows, or scenarios, that emulate how the system shall run the processes of STUs. These business flows, using migrated data from the pre-existing systems (if available and identified at As-Is stage), shall be performed in a multifaceted computing environment comprising of ERP System, third-party software if any, system interfaces and various hardware and software components. The tests shall build the necessary level of confidence that the solution is complete and shall perform the processes of STUs as agreed in the To-be and Design phase.*
- *Testing shall focus on cross-functional integration points, as well as end-to-end business processes. The Final Integration test plan shall start with the testing of the cross- functional integration points (touch points) and end with the end-to-end testing of critical business processes identified within the Business Blueprint.*
- *Load, scalability and stress testing would be conducted prior to commissioning & Go Live, once the System Integration testing of the configured and customized solution has been conducted successfully. The BIDDER should use suitable simulation tools in accordance with the agreed test procedures keeping in view CRPF's projected future load of transactional users as proposed by BIDDER and agreed by CRPF. After successful testing and its clearance with CRPF, the solution would then be considered as ready for commissioning.*
- *Upon successful completion of the Unit Testing, Application Testing, System Integration Testing, Integrity Testing, Security & Access Control Testing etc on the live data / real-world data. the bidder shall conduct the Full load / Stress test using suitable tools in accordance with the approved test plan. These tools have to be provided by bidder and commenced the pre-commissioning phase of the ERP system.*
- *The bidder shall fix the bugs/errors found during the testing, document the results of the testing and submit a report to STUs.*

d. Data Digitization, data migration and document management

The bidder shall be responsible to define and physically implement the envisaged database structure comprising of all types data types before implement data digitization, data migration and document management.

The bidder shall perform the Data Digitization, data migration and document management from manual and/or the existing legacy systems of all the modules mentioned above to the proposed ERP modules as per the required mapping of modules and departments. The Data and document scanning, Digitization and Migration to be performed by the bidder shall be preceded by an appropriate Data Scanning, Digitization and Migration strategy & methodology, prepared by bidder and approved by STUs. Though STUs are required to provide formal approval for the Data Scanning, Digitization/ Migration Strategy,

it is the ultimate responsibility of bidder to ensure that all the data sets which are required for operationalization of the agreed user requirements are digitized or migrated. Any corrections identified by STUs or any external agency, during Data Quality Assessment and Review, in the data digitized by Successful Bidder, shall be addressed by Successful Bidder at no additional cost to STUs.

- *Data migration including entry and validation of legacy data, and porting is the responsibility of the bidder. The bidder needs to migrate complete legacy records available in electronic format or physical (paper format). Data shall be migrated from the current application or collected from field formation and media to the new ERP System and provided in digital format (DB/PDF/Excel etc).*
- *The BIDDER needs to do the following on data migration from the existing legacy systems and/or data stored otherwise*
 - *Design the data migration & acceptance methodology and plan*
 - *Risk Identification and Mitigation Plan for Data Migration*
 - *Mapping of the data*
 - *Identifying the data gaps*
 - *Perform data cleansing for incorrect/ incomplete data*
 - *Providing templates for data collection*
 - *Extraction and Loading of the data*
 - *Listing of errors during data migration*
 - *Correction of the migrated data during Data Quality Assessment and Review*
 - *Final porting of the data into the ERP System*
 - *Meta tagging of key words*
 - *Testing and obtain sign off on migrated data*
- *The tool / utility for performing data migration must be designed by the bidder after adequate study of the data to be migrated.*
- **Data Assessment:** *The study of the source/legacy systems must provide comprehensive insights into the content, structure, quality and integrity of the source/legacy systems.*
- **Risk Identification and Mitigation Plan for Data Migration:** *The bidder shall identify all risks associated with the data migration and enumerate mitigation measures and prepare a Risk Identification and Mitigation plan for Data Migration. The plan must*

address the contingency measures to be adopted during the event of a data migration failure. It must also clearly specify measures to be taken to prevent data loss. It may be preferable to consider migration of data to a backup system at the same time.

- **Data Mapping and cleansing:** *Since there would be differences between existing database table structures and database table structures of the new application, mapping must be done between existing tables and proposed tables and data shall be made compatible for migration into new tables. A comprehensive data mapping exercise must be undertaken by the bidder before embarking on data migration. An in-depth cross-referencing of all mutual fields across the source system and the target system must be ensured during this mapping. It must include the following (but not limited to):*
 - *Names of applicable to and from fields*
 - *Lengths and data types of these fields*
 - *Mapping of relationships between entities*
 - *Check on the constraints, unique fields and integrity checks*
 - *Any logic involved in mapping such as string truncations or validations against any business rules*
- *The bidder shall be responsible for migration of operational data as required, including transaction data such as employee transaction data etc.*
- *In the event of any gaps, occurred errors found in data migration, the bidder shall discuss with STUs, document the findings and get it signed-off from STUs.*
 - *Bidder shall run mock data migration tests to validate the conversion programs that have been written.*
 - *Bidder shall validate the data before uploading the same to the production environment.*
 - *Bidder shall support in conducting the acceptance testing and verifying the completeness and accuracy of the data migrated from the legacy systems to the proposed solution.*

At least the following activities will be carried out as part of the Data Migration:

- *Define all the specifications that are needed to populate the data into the new ERP system.*
- *Prepare uniform codification of all data sets.*
- *Develop the data migration templates/ Forms/ Format and perform migration of legacy data from existing systems and databases and new data elements into the ERP system and database.*
- *Identification, configuration or development of the data upload/ download programs for the data migration*
- *Create data extraction programs in the legacy system to convert into the format as required by the ERP system.*
- *Data entry of manual/physical records in the requisite format to be done by the bidder.*
- *Scanning of appropriate paper documents (like invoices, employee details, and all legacy data which are generated and required for successful functioning of modules mentioned above in scope of work), naming them, entering their characteristics like author, date, etc., indexing, classifying and uploading into the Document Management System database*
 - *The bidder shall ensure data cleansing of all the data migrated from the legacy system to the new application & data validation before uploading the same to the production environment.*

- Bidder shall have to develop appropriate workflows that successfully work in real-time application after operational acceptance of the ERP system (for instance, scanning a document, converting it with OCR and storing extracted numbers in a database table).
- Proper documentation of the data conversion / upload
- The bidder shall ensure that data digitization and migration is complete in all respects and the activities are completed in time so that all the requirements of system implementation are fulfilled.
- Bidder shall ensure that data (Physical or electronic) format are property of the STUs and maintain the confidentiality while migration and management into the new ERP system without any access of this data to the third parties.

e. Integration with third party phase

The Authority intends to utilize the ERP system data generated from the different processes to maintain its performance parameters in day to day administrative and operational aspects. The ERP system will be used as a Common Interface System by the STUs to accumulate and process all data sets from the different existing system available at STUs and subsequent system develop under the various KfW projects for the STUs.

- Bidder shall have to study all the existing system available at STUs and subsequently system that under implementation or being implemented by the STUs through KfW project for integration activities with the ERP system in entire contract duration.
- Bidder shall also provide integration between the ERP system and available or new payment gateway services by the STUs for seamless payments through the systems.
- Bidder's proposed ERP system shall have capability to perform the below methods of integration between the various third party systems.
 - Point-to-Point Integration
 - APIs (Application Programming Interfaces) – RESTful APIs, SOAP, XML-RPC, or other standards.
 - ETL (Extract, Transform, Load)
 - Data Integration Tools – Apache Nifi, Talend, Informatica, and Microsoft SSIS.
 - Service-Oriented Architecture (SOA)
 - Microservices
 - File-based Integration
- Bidder shall have to take a note that integration may come in the post-go-live, operation & maintenance phase for any new systems deployed by the STUs and needs of the data integration with the established ERP system. Bidder shall have to consider and factor all efforts of the integration for duration of the contract period for the ERP system.
- Bidder shall have to develop the open web APIs for the integration (transmit / receive) of the data from/to the ERP system in seamless manner for all modules. The open APIs shall be plug and play basis for each of the tenant and may be for overall system
- Bidder shall have to develop the standard structure of data format apart from the APIs to share it with the other government agencies within city/state/national level from the ERP systems.

- Any integration and data sharing to the third parties shall have proper approval and authorization process flow through the STUs in ERP system for more automated operations of the data share to third parties from ERP systems.

f. Gap Analysis Phase

During the gap analysis phase, STUs will get overview of the Gaps between the approved To-Be and finalized processed and subsequent develop systems by the bidder. The Gap analysis phase shall setting clear objectives, prioritizing development efforts, and ensuring that the resulting ERP System aligns with business goals and outcomes. It shall provides a structured approach to decision-making and project planning, making it an essential part of the overall ERP system development lifecycle.

- Bidder shall compare the To-be state (optimized processes of each modules) with the develop applications as per the approved desings. Identify where the gaps exist, meaning areas where the develop system falls short of meeting the desired To-be state. These gaps can be related to functionality, performance, security, compliance, user experience, or any other relevant aspect.
- Bidder shall prioritize the identified gaps based on their impact on the system's success and business objectives.
- Once the gap identified and rectified the develop system under the staging and testing enviornment shall commenced with Third Party Audit and Assessment Phase.

g. Third Party Audit and Assessment Phase

Bidder shall be responsible for carried-out of Third Party Audit and Assessment of the ERP application from Cert-In empaneled agency without any additional commercial implications to the STUs or Authority. The Assessment and Acceptance testing shall be performed by the same Agency referred as Third Party Audit (TPA) Agency.

The TPA will be performing assessment, acceptance and certification of the system deployed by the bidder. They shall also reviewing all aspects of Project development and implementation covering software, hardware, site preparation and networking including the processes relating to the design of System architecture, design of systems and sub-systems, coding, testing, business process description, documentation, version control, change management, security, service oriented architecture, performance in relation to defined requirements, interoperability, scalability, availability, adherence to the industry guidelines and standards and compliance with all the Functional, Non-functional, Technical, Security requirements of the RFP and the agreement made with successful bidder.

TPA assessment and certification intends to verify that the System (including all the system components as discussed in the scope of work) meets stated requirements, standards, specifications and performance. The following shall be checked against clear, quantifiable metrics:

- Functional Requirements.
- Infrastructure (hardware and network) Compliance Review.
- Availability of the Project services in the defined locations.
- Performance Testing including Load Testing.
- Security Requirements.
- Manageability.
- SLA Reporting System.
- Project documentation (Design, development, configuration, training and administration manuals etc.).
- Data Quality Review.

The developed system shall satisfy both Third Party Audit and Acceptance Testing and Internal User Acceptance Testing. The Third Party Agency after obtaining necessary

Corporation approval will be designing the procedures and parameters for assessment and acceptance of the deployed system.

The assessment shall be done in two stages: before Pilot Stage roll out and before Full Scale Roll out stage. The BIDDER shall provide required necessary support to the assessment agency for conducting audit of the system from various aspects such as-

Audit Criteria	Minimum Requirements
Review of Functional & Non Functional Requirements	- Review the system developed by bidder against functional requirements signed-off between STUs & bidder. The review shall include all the functional, non-functional and all other requirements stated in the RFP. - Audit of Requirement traceability matrix maintained by 173ontin - Audit of User Acceptance Testing report with respect to the functional requirements - TPA may develop its own testing plans for validation of compliance of system against the defined requirements.
Infrastructure & Availability Compliance Review	Verify the conformity of the Infrastructure (IT, Network & non-IT infrastructure) supplied by the bidder against the project requirements and specifications provided in the RFP and/or as in the proposal submitted by the bidder. The following locations need to be covered under IT Infrastructure/ Hardware Audit: - MeitY empannelled Cloud Data Centre, - MeitY empannelled Cloud Disaster Recovery Centre - Helpdesk facility - All the office locations (HO, division Office, sub division Offices) - All Depots - All STU locations - Supplier facilities - Other external stakeholder locations.
Security Audit	- Audit of network, server and application security mechanisms. - Assessment of authentication mechanism provided in the application/components/modules. - Assessment of data encryption mechanisms implemented. - Assessment of data access privileges, retention periods and archival mechanisms. - Server and application security features incorporated etc. - Security exposures to internal and external stakeholders. - Installation of requisite prevention systems like HIPS, Intrusion Prevention Systems (IPS), etc. - Security for both application & Cloud DC, DRC.
System Testing	- Determine systematic measures implemented to control and secure access to the application programs and data including password controls, user authentications, roles and responsibilities, audit trails and reporting, configuration and interface controls, etc. - Review of database structure including: - Classification of data in terms of sensitivity & levels of access. - Security measures over database installation, password policies and user roles and privileges. - Access control on database objects – tables, views,

Audit Criteria	Minimum Requirements
	<i>triggers, synonyms, etc.</i> ○ Database restoration and recoverability. ○ Audit trails configuration and monitoring process. ○ Network connections to database.
<i>Performance Testing including Load Testing</i>	● Testing on parameters such as application response time, report generation time, concurrent sessions supported by the system, disaster recovery drill, etc. ● Verification of scalability provisioned in the System for catering to the project requirements.
<i>VAPT</i>	● Vulnerability Assessment & Penetration Testing.
<i>Manageability Review</i>	● Usage of Enterprise Management System to verify remote monitoring, administration, configuration, inventory management, fault identification, etc.
<i>Document Audit</i>	Verify project documents submitted by the BIDDER with reference to the Functional & Non- Functional requirements provided in the RFP. The documents include but not limited to: ● Requirement gathering (As-Is and To-Be) ● BRS – Business Requirement Study ● Detailed Design Documents (SRS, FRS, RTM) ● Gap analysis ● Design documents ● Test Cases ● Source code ● Deployment documents ● Training and administration manuals ● Version control
<i>Data Quality</i>	Data quality assessment for data scanned, digitized and migrated. The sample size of 1% to be adopted for Scanned and Digitized Data and 10% for Migrated Data.
<i>Other Audit requirements</i>	Specific qualifications and experience of manpower to be deployed for Helpdesk operations are below: ● Review of backup process, including schedule, storage, archival and decommissioning of media ● Physical access controls review (over cloud DC and other critical area) ● Review of change management process ● Incident management process – covering identification, response, escalation mechanisms ● Anti-virus (malware) controls – patching, virus definition file update General computer controls review

The TPA will design the procedures and parameters for audit after obtaining necessary approval from STUs. The Audit shall be performed in three stages;

Stage 1: Assessment, Acceptance and Certification of Pilot roll -out

Once the system has been test and pre-commissioning with integration will all possible system, the Pilot assessment and audit shall be commenced, the bidder shall notify STUs the commencement of the pilot test by the TPA. The TPA would conduct various tests to assess the compliance of the Pilot with the requirements of the RFP. The shortcomings identified by the TPA in the Pilot rollout shall be notified by STUs to the Bidder at the earliest instance through an appropriate process to facilitate corrective action. All the gaps identified shall be resolved by the bidder after jointly discussing the timelines for resolution.

This process shall be iterative till the Pilot rollout is 'Accepted' by the TPA Agency & STUs. It is the responsibility of the bidder to take any corrective action required to remove all shortcomings. Only after the System deployed at the Pilot Site is 'Accepted' by the TPA Agency, a sign-off be provided to bidder in the form of Certification on the Pilot rollout and the system be allowed for full-scale roll out. The TPA Agency shall measure the performance of the system against the Service Level baselines defined in Service Level Agreement Section of this RFP. If the service levels are not meeting the baselines, the TPA may recommend the STUs to extend the Pilot Roll out till the time Service level baselines are not met.

Stage 2: Assessment, Acceptance and Certification of Full Scale rollout

Once the system has been rolled out across the locations of STUs post pilot acceptance, the bidder shall notify STUs so that the full-scale system may be assessed by the TPA Agency. The procedure adopted thereafter is similar to the procedure adopted for acceptance and certification of pilot roll out

The bidder shall address all the non-compliances/ bugs identified by the TPA. The TPA shall carryout a compliance audit and continue their process till the bidder successfully resolves all the Non-conformance & vulnerability aspects of the application & the application is deemed ready for launch. Any non-conformance & vulnerability aspects identified by the TPA during this exercise shall be immediately mitigated. The timelines for nonconformance resolution shall be fixed after discussing the timelines with STUs. A comprehensive report needs to be submitted by bidder on the closure of the identified bugs/issues.

Note: *A sign-off on the Go-Live will be provided by the Authority only after the completion of Full Scale Assessment, Acceptance and certification by TPA Agency.*

Stage 3: Periodic Security and Performance audit during O&M

It is to be noted that the STUs shall get the System assessed periodically (minimum every year) through a Third Party Assessment and Acceptance Agency even after declaration of 'Go-live' in order to ensure continued success of the Project. The STUs shall onboard an CERT-IN empaneled TPA agency approved to conduct Security and Performance audit, Acceptance Testing and Certification of the entire system

The cost of engaging this Third Party Assessment and Acceptance Agency and conducting the Acceptance testing and certification will be borne by the bidder.

The bidder shall be required to provide all necessary support to the STUs and the selected Agency for conducting and completing the System Acceptance over the period of contract at no additional cost. Irrespective of involvement of the Third Party Assessment and Acceptance Agency for acceptance testing and certification, the bidders still needs to meet all SLAs as laid out in this RFP document. The indicative list of tests to be performed for the acceptance of the deployed system will be same as the one carried out during implementation phase covered in above section. In addition, The TPA audit will be required during the following scenarios:

Any approved Change Request in Database master, programing code level changes etc., will call for Vulnerability, Security & Performance audit.

In case of any performance degradation identified in this periodic assessment, the bidder needs to highlight proactive measures to mitigate the same. Any non-conformance &

vulnerability aspects identified by the TPA during this exercise need to be immediately mitigated. The timelines for nonconformance resolution shall be decided after discussing with the STUs. The bidder need to make updates/ corrections/ changes for satisfactory closure of TPA comments at no additional cost. In case of any default, there shall be penalty levied as per SLA & Tender conditions.

h. Training and capacity buliding for STUs staff

The Bidder shall conduct proper need-based training for all the concerned staff in 3 STUs. The Bidder shall draw up a systematic training plan time schedules specifically designed for each STUs. Bidder shall provide hard copy and soft copy of the training materials to all the trainees. The training shall be held at various office/department locations/depots as finalized by respective STUs. Bidder shall deliver required training and handholding to stakeholders during the project implementation phase and refresher training time to time as and when required throughout the project tenure.

Trainings need to be conducted based on a requisite mix of theory and practical aspects. The training documents and various manuals should be in Tamil & English. The trainings should be conducted in Tamil and English as suggested by STUs. Trainings may be conducted in shifts over a period of time. The Bidder shall be responsible for regular/ retraining the STUs staff concerned whenever changes are made in the software and it is the responsibility of the bidder to ensure that the staff are familiar with final versions of Software and its allied services. Training should cover following aspects at minimum.

I.#	I.Training Area	I.Training details	I.Target Group
1	<i>Project sensitization awareness seminar</i>	<i>Sensitization towards the project underway, roadmap for the project, modules of the Solution along with overview of technical and functional aspects.</i>	<i>Depot Manager/ Division Heads/ STU Management</i>
2	<i>Training on new business processes different modules/ Functions of the Software Applications</i>	<i>Training on</i> • <i>Redesigned processes</i> • <i>Various application modules</i> <i>Additional training with every major enhancement / amendment to application</i>	• <i>Depot Managers</i> • <i>Applications Users as identified by STUs.</i>
3	<i>Training on MIS and Reports</i>	<i>Training on Dashboards, MIS & reports for data analysis and improving operational efficiency</i>	• <i>Depot Managers</i> • <i>Management users and other users as identified by STUs.</i>
4	<i>Training on Daily Operations</i>	<i>Daily operations, basic configuration and basic trouble shooting</i>	<i>Daily operational staff</i>

I.#	I.Training Area	I.Training details	I.Target Group
			, Depot managers and other users as identified by STUs.
5	Training for system changes and database management	Training of personnel in STUs to handle changes in software, database management	Suitable staff members as proposed by STUs.

The bidder shall ensure extensive training to all stakeholders and provide the capacity building plan so as to manage the issues that might arise due to new/upgraded processes and user of ERP systems. The bidder shall follow following principles for training and capacity building of stakeholders.

- Creation of a dedicated Capacity Building & Training Team
- Identification of tie ups with training agencies as necessary
- Identification of stakeholders
- Identify training objectives for various level of stakeholders
- Training assessment
- Training content preparation in English and Tamil
- Training Delivery channels
- Developing training plan and calendar
- Implementation of training as per the training calendar
- Monitoring & evaluation of training

i. Commissioning & User Acceptance Phase

Bidder shall conduct the necessary commissioning and user acceptance activities post completion of the TPA assessment and audit and subsequently training and capacity building to the STUs. This phase shall help ensure that a project is ready for full operation and that it meets the requirements and expectations of the STUs.

- Bidder shall ensure that process of verifying and ensuring that all systems and components of a project or facility are designed, installed, tested, and operated in accordance with the approved detailed design, intent, and operational requirements as per the STUs and in line with the best industry practices.
- Bidder shall involve a systematic and thorough review and testing of all systems, equipment, and components to ensure they work as intended and meet performance criteria.
- The commissioning process typically shall include activities like equipment and system testing, documentation review, training of staff, and addressing any issues or deficiencies that are identified during testing.
- Bidder shall make sure that everything is set up correctly and functioning as it should before handing the project over to the end users (STUs) for acceptance testing.
- Bidder shall conduct the Unit testing: Testing of transactions and functions within modules under the ERP Systems.
- Bidder shall conduct scenario testing with all business processes and scenarios.
- Bidder shall conduct the Integration and system testing of the integration test is to execute the integrated components, including simulation of live operations, and analyse the results that are important for the functional verification of the production system.

- *After final configuration, development and customization of the ERP System, the Bidder shall conduct tests to demonstrate the readiness of the system which meets all the requirement specifications (functional and non-functional) as brought out in this RFP. This shall be in accordance with the procedures detailed in approved detailed design document.*
- *During the UAT phase, Bidder shall jointly in consultation with the STUs perform the testing of the each ERP modules with actual data in production enviroment to meet the expectation of the functionality, usability, and performance align with STUs needs and objectives.*
- *Any discrepancies, issues, or discrepancies discovered during the UAT phase shall documented and communicated to the stakeholders for resolution. This phase helps identify and address any gaps between the project's deliverables and the users' expectations.*

The succesful compliance and completion of the Commissioning & User Acceptance Phases for all ERP modules will transition of the ERP system for full stake operation subsequently & project will move ahead in a operation and maintenance phase.

j. Project and Product Documentation

The Bidder must ensure that complete documentation of the ERP System is provided with comprehensive user manuals, and adhere to standard methodologies in the project life cycle as per ISO standard and/or CMM models. The following documents are the minimum requirements:

- *Communication Plan listing all stakeholders in the project, defining their roles and responsibilities,*
- *Architecture documents, Design documents*
- *Testing and deployment manuals*
- *Operation Manual of all modules*
- *Exceptaion case handing manual for administrative and operational modules.*
- *Quality Assurance Plan stating the planned actions to ensure satisfactory delivery conforming to functional and technical requirements of ERP Sytem.*
- *Interface Control Document, documenting the interface characteristics of one or more systems and any previously documented information together with any agreements between interface owners.*
- *Test Plan containing information on the software test environment to be used for independent testing, the test cases to be performed, and the overall testing schedule. This includes schedule, resources, tools, procedures, environment definition, test cases, and software test results.*
- *Operations Manual providing instructions for installing the application, trouble shooting, message logs and FAQs (Frequently Asked Questions) in Tamil, Hindi and English with Self Learning Videos.*
- *User Manual (online or downloadable content) providing detailed instructions in the form of a narrative on how to use the application based on the identified use cases and processes. In addition, it shall describe how to access, submit input, get the desired output from the application.*
- *BIDDER shall provide self learning videos for all and map them with User Manual & FAQs.*
- *A data dictionary listing out all the data elements shall be prepared.*
- *The BIDDER shall maintain all documentation related to the ERP System including software artifacts and database with adequate traceability matrix and version control after Go-Live and during O&M.*

In addition to this, bidder shall have to provide the software based tooltip under the application to provide the contextual help, assist in form fields, explain complex features and highlight new features.

VI. MeitY empanelled Cloud Data Center and DRC Services

a. Implementation of MeitY empanelled Cloud Infrastructure in Multitenant System environment

- *Initialization of the cloud infrastructure including compute, network, storage, and security infrastructure solution*
- *Implementation of the solution over the infrastructure*
- *Optimization and Testing of the solution*

b. Managed cloud infrastructure (VM instances, Storage, Security, Firewall, Anti-virus etc.)

- *Storage (Object Storage and block storage, SSD, SAS, OS)*
- *Managing end to end encryption*
- *Auto-Scaling-up and Scaling down of VMs*
- *Managing backup of data according to retention period mentioned and sharing any transactional or incident data as required by Authority*
- *MIS and Reporting Services*
- *Managing of Public Ips*
- *Load balancing*
- *Regular application updates*
- *Adhere to Data security & privacy and future security framework envisaged for Authority*
- *Facilitate third party audits*

c. Operations & Maintenance with optimization of Cloud services

- *Bidder should maintain the 2 hours Recovery Point Objective (RPO) time and 4 hours of Recovery Time Objective (RTO) for Entire Contract Period*
- *Operational Acceptance shall commence once the cloud services are commissioned and completed.*
- *The Successful Bidder will have to provide required support for conducting the Operational Acceptance Tests. Operational acceptance tests will be performed by the STUs; however, Successful Bidder will have to provide required support during Operational Acceptance.*
- *Operational Acceptance will only be provided after cloud resources have been provisioned and switchover testing (as applicable) has been completed. Switchover testing would include:*
 - *Switch over of application from DC to DR as per defined RTO and RPO*
 - *Switch over applications from DR to DC as predefined RTO and RPO*
 - *Complete Data Replication and Reverse Data Replication as per RPO*
 - *Fully functional application while DR site is operational, taking into consideration the end user experience*
- *After the Operational Acceptance has completed, individual STUs will:*
 - *Issue an Operational Acceptance Certificate; or*
 - *Notify the Successful Bidder of any deficiencies or other reason for the failure of the Operational Acceptance Tests*
- *Once deficiencies have been addressed, the Successful Bidder shall again notify the respective STU, and the STU, with the full cooperation of the Successful bidder, shall use all reasonable endeavors to promptly carry out Operational acceptance. Upon the successful conclusion of the Operational Acceptance Tests, the Successful Bidder shall notify STU of its request for Operational Acceptance, STU shall then issue to the IA the Operational Acceptance.*

d. Acceptance Criteria

- *Solution Deployment*
- *All the functionalities and features of the applications should be present*
- *Load Testing has to be conducted by the successful bidder and Load Testing Report to be submitted*

e. Maintenance & Support for Cloud Services

*The Successful Bidder shall be responsible for providing 24*7*365 days support for the Cloud infrastructure for 60 months from date of go-live of respective STUs. The maintenance and support will include following activities:*

- *Compliance process to the defined international standards and security guidelines such as ISO 27001, ISO 20000:1, for maintaining operations of cloud and ensuring privacy of STU data.*
- *Ensuring Uptime and utilization of the cloud resources as per SLAs.*
- *In the event of a disaster at DC site, activation of services from the DR site is the responsibility of successful bidder. The successful bidder shall develop appropriate policy, checklists in line with ISO 27001 & ISO 20000 framework for failover and fall back to the appropriate DR site. DR drills needs to be performed by the successful bidder half yearly to check for disaster preparedness. The successful bidder shall also provide a plan for handling the DR scenario including the roles and responsibilities for each stakeholder.*
- *The Successful Bidder will be responsible for providing support for software licenses at the Cloud Site for the entire contract period.*
- *On expiration / termination of the contract, Successful Bidder to handover complete data in the desired format to the STU which can be easily accessible and retrievable. IA should also provide support for transitioning to the new Successful Bidder.*
- *Successful Bidder should provide provision for viewing live Dashboards for Daily report, utilization etc. through the monitoring tool/self-provisioning tool.*
- *Successful Bidder to provide list of key contact persons with contact details with escalation hierarchy for resolution of issues and problems. This has to be via an Incident Management system.*
- *MIS Reports – Successful Bidder shall submit the reports on a regular basis in a mutually decided format. The successful bidder shall workout the formats for the MIS reports and get these approved by the respective STU. The following is only an indicative list of MIS reports that may be submitted to the STU:*
 - *Daily reports*
 - *Summary of resolved, unresolved and escalated issues / complaints*
 - *Log of backup and restoration undertaken*
 - *Weekly Reports*
 - *Summary of systems rebooted.*
 - *Summary of issues / complaints logged.*
 - *Summary of changes undertaken in the Data Centre including major changes like configuration changes, patch upgrades, etc. and minor changes like log truncation, volume expansion, user creation, user password reset, etc.*
 - *Hypervisor patch update status of all servers including the Virtual Machines running*
 - *Monthly Reports*
 - *Component wise server as well as Virtual machines availability and resource utilization*
 - *Consolidated SLA / Non- conformance report.*
 - *Summary of component wise uptime.*
 - *Log of preventive / scheduled maintenance undertaken*

- Log of break-fix maintenance undertaken
- All relevant reports required for calculation of SLAs
- Quarterly Reports
 - Consolidated component-wise availability and resource utilization
 - All relevant reports required for calculation of SLAs
 - The MIS reports shall be in-line with the SLAs and the same shall be scrutinized by the STU

f. Data Security and Privacy Requirements

The Successful Bidder shall be responsible to protect the privacy, confidentiality, and security of the digital health data of the citizens. Successful Bidder shall setup framework to comply to international standards for health data protection including ISO 27001, and applicable regulations including IT Act and Amendments.

Successful Bidder shall develop information security and privacy framework including information security and privacy policy, procedures, and guidelines. Successful Bidder shall ensure that these security and privacy requirements are been adequately implemented across the infrastructure setup. The effectiveness shall be evaluated on a regular basis to ensure the continuity of security and privacy requirements.

The Successful Bidder shall ensure the security and privacy requirements including, but not limited to, the System recovery after detection of Trojans, virus infections and other digital hacks and intrusion attempts & following:

- *Design and develop information security and privacy framework in line with international standards including ISO 27001, and applicable regulations including IT Act and Amendments.*
 - *Ensure the compliance to security requirements as detailed above and also to requirements and guidelines published by Authority from time to time. IA shall also ensure the compliance to upcoming security and privacy requirements as and when these become applicable.*
 - *Setup an assurance process to periodically review the compliance to security and privacy requirements.*
 - *Ensure that a secure network architecture comprising of appropriate security products is put in place to protect against different security risks.*
 - *Only licensed software and hardware are used to provide services to Authority. Successful Bidder shall be responsible for maintenance of all software managed with latest updates, specifically related to security vulnerabilities.*
 - *Ensure that the systems and devices are protected from virus, malware, and any other security threats.*
 - *Establish a patch management process to regularly update the systems and devices.*
 - *Host the systems and devices processing the health data within the data centers located in India.*
 - *Ensure policies & procedures for secure disposition of electronic data and hardware on which the data resides (e.g., wiping hard drive, or other method of destruction).*
 - *Ensure maintenance of system and application audit logs in line with applicable regulations including IT Act and Amendments, Aadhaar Act, and any other Regulations made applicable from time to time.*
 - *Setup a robust incident / breach notification process to timely intimate appropriate stakeholders and respond to incidents / breach as per the Regulatory requirements, and international best practices.*
-

- *Authority shall have mandate to conduct (or through external agency) periodical assessment of the security requirements to ensure compliance with security policies, procedures, and Regulations.*
- *Successful Bidder shall have an appropriate contingency plan (including backup) to recover the services / data as and when required (including during any disaster)*
 - *ISO 27017:2015 – Information security relevant to cloud computing*
 - *ISO 27018 – Personal data protection in cloud computing*
 - *Information Technology Act, 2000 (IT Act)*
 - *Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011*
 - *ISO/IEC 27001:2013 - Information security management systems (ISMS)*
 - *The Personal Data Protection Bill – 2022*
 - *Reserve Bank of India (RBI) Guidelines for Cloud Computing*
 - *PCI DSS – Payment Card Industry Data Security Standard (PCI DSS) rules*

The Successful Bidder shall keep the confidentiality, maintain secrecy of all confidential information and shall not, at any time, divulge such or any part thereof to any third party except as may be compelled by any court or agency of competent jurisdiction, or as otherwise required by law, and shall also ensure that same is not disclosed to any person voluntarily, accidentally or by mistake.

g. Strategic Control of Operations to be provisioned

- *Approval of Authority shall be taken prior to making changes / modifications of the deployed solution, database, data, configurations, security solutions, hosted infrastructure, etc. where such changes may affect the solutions of Authority.*
- *For any changes (including auto-provisioning and others that may or may not need prior approval) to the underlying cloud infrastructure, software, etc. under the scope of the Successful Bidder, that has the potential to affect the SLAs (performance, availability, etc.), Authority shall get alerts / notifications from the Successful Bidder, both as advance alerts and post implementation alerts.*
- *The Successful Bidder shall provision access to Authority authorized users for the following roles –*
- *Role based MIS portal for the solution*

For each role Authority will designate authorized officials. All approval requests for any change implementations as explained in points above, need to be approved by both the designated officers. Authority at its discretion may involve further users to facilitate the strategic control.

VII. ERP Operation & Maintenance Phase

STUs and competent authority will consider Go-Live (ERP Operation & Maintenance phase) date of the ERP system once “Certificate of System Acceptance” is provided to bidder. The bidder is required to undertake the following in the operation & maintenance phase.

- The bidder shall provide Operation and maintenance (O&M) services to STUs.
- On successful completion of the above phase and subsequently user acceptance of the ERP system, the bidder must extend Post Implementation Support (including warranty).
- One year standard maintenance should be the responsibility of bidder.
- It may be possible that each STUs have different date of acceptance. Bidder have to consider the commencement of the period of operation & maintenance phase from date of accepted provided by the individual STUs.
- Application including IT infrastructure should be the responsibility of the bidder. Thereafter, maintenance of ERP System including IT infrastructure shall be the responsibility of the bidder for a period of bidder subsequent years.
- During warranty and maintenance period, the bidder shall be responsible to update the patches and changes on regularly to the latest available version / technology.
- The bidder needs to incorporate suggested change & additional requirements during development and maintenance for all existing and finalized modules of the ERP system without demanding any additional charge.
- In case of any additional modules shall be required for any STUs then it will be follow the change request process as stated in the document below. All the decision for the change request will be at discretion of the STUs and authority.
- The bidder needs to provide the operational and maintenance support for the systems that are implemented and being used before Go Live.
- The bidder must provide a centralized Helpdesk and Incident Management Support till the end of contractual period.
- The support shall address all user level queries, fixing bugs, enhancements, changes to configurations, customizations, patch updates, upgrades, database administration, security, management of day to day task related to Domain / System / Database / Mail / Application / VC /Network Administration etc.
- The services covered under post implementation support include:
 - Comprehensive Annual Technical Support Services (ATS) on all the licensed software (ERP System, associated software components, database, Anti-Virus, operating systems, etc.) shall have to be provided by the bidder for the O&M period from the date of Final Go live.
- Applications Functional Support (AFS) for the O&M period for the ERP System shall cover all the solution components.

a. Applications Functional Support (AFS)

- The Application Functional Support Services contemplated herein shall be provided for ERP System implemented by the bidder. The bidder shall render both on-site maintenance and support services to STUs.
- **Enhancements and defect fixes:** The bidder shall incorporate technological changes, up gradation of source code to support a new version and provide enhancements as per the requests made by STUs.
- **Routine functional changes:** The bidder shall be responsible for user and access management, creating new report formats, and configuration of reports. Bidder shall provide user support in case of technical difficulties in use of the software, answering procedural questions, providing recovery and backup information, and any other

requirement that may be incidental/ancillary to the complete usage of the application. The bidder shall perform user ID and group management services. The bidder shall maintain access controls to protect and limit access to the authorized End Users of STUs.

- **Tuning of the ERP System:** The bidder shall also undertake tuning of ERP system, databases, any third party software and any other components provided as part of the solution to optimize the performance.
- **Deployment/Re-Deployment of ERP System:** The bidder shall be responsible for deployment of the ERP System and re-deployment in case of any upgrades to the underlying hardware or operating System and carry out any necessary testing.
- The bidder shall be required to provide operational & maintenance services for System including, but not limited to, production monitoring, troubleshooting & addressing the functionality, availability & performance issues, implementing any system change requests, addressing the incidents/problems raised by the users (via Helpdesk) for problems/bugs in the application etc
- The bidder shall keep the application software in updated & in good working order; meeting the requirements defined by STUs from time to time based on functional, administrative or legislative priorities, perform any changes and upgrades to applications as requested by STUs.
- Tuning of application, databases, third party application and any other components provided as part of the solution to optimize the performance.
- Release Management for the interim releases of the application.
- Centralized verbiidderon and configuration control of the application.

b. Routine functional changes.

- Any changes to the source code / application licenses that may be required because of patches to licensed software being used (if any). The bidder shall migrate all the current functionality to the new / enhanced version at no additional cost to STUs.
- Updating and maintenance of all ERP project documents (including user manuals, trainings documents, FAQs and self-learning videos etc) on addition of new functionality or process OR change in functionality or processes.
- Change request management based on feedback from the STUs users or the initiative of the bidder. All planned changes to the application, especially major enhancements and changes in functionality post go-live, shall be coordinated within established Change control processes.
- The bidder will define the Software Change Management and version control process and obtain approval for the same from STUs. For all proposed changes to the application, the bidder will prepare detailed documentation including proposed changes, impact on the system in terms of functional outcomes/additional features added to the system, etc.
- It is clarified that changes in software, and other infrastructure required as a result of any legislative, administrative, policy changes in STUs/ GOTN / GoI processes and workflow shall not constitute change of 'Scope of Work' and need to be undertaken by bidder at no additional cost to STUs during various phases (Development, Post go Live and during O&M).
- Any changes/upgrades to the software performed during the operations & maintenance phase shall be subjected to comprehensive & integrated testing by the bidder to ensure that the changes implemented in the system meets the desired and specified requirements of STUs and does not impact any other function of the system. The bidder shall provide a staging environment for testing of changes/ updates/ patches before applying them on production environment
- The bidder must carry out any requisite adjustments / changes in the configuration for implementing different versions of the application software.

- *The bidder shall provide from time to time the Updates/Upgrades/New releases/New versions of the software and operating systems as required. The bidder must provide free upgrades, updates & patches of the software and tools to STUs as and when released. The bidder will implement from time to time the Updates/Upgrades/New releases/New versions of the software and operating systems as required after necessary approvals from STUs about the same at no additional cost without disturbing the implemented ERP Application.*
- *Regular analysis of events and logs generated in all the sub-systems including but not limited to servers, operating systems, security devices, etc. to identify vulnerabilities. Necessary Action shall be taken by the bidder in accordance with the results of the log analysis. Suitable mechanism has to be maintained for security and forensic related logs or as per requirement of IT act and that of other government regulations issued from time to time.*
- *Adoption of policies and procedure, compliances, guideline, standard as defined by the STUs/GoTN/GoI.*
- *Backup of storage as per the defined policies.*
- *Monitoring and enhancing the performance of scheduled backups, scheduled regular testing of backups and ensuring adherence to related retention policies as defined by STUs.*
- *Prompt execution of on-demand backups of volumes and files whenever required or in case of upgrades and configuration changes to the system.*

c. User Profiles and Account Management

- *Routine functional changes that include user and access management, creating new report formats and configuration of reports.*
- *The bidder shall provide user support in case of technical difficulties in the software, answering procedural questions, providing recovery and backup information, and any other requirement that may be incidental/ancillary to the complete usage of the application.*
- *The bidder shall perform user ID and group management services. The user-id naming & protocol shall be designed and implemented for all the user ids. Such naming convention and protocol shall be signed-off with STUs.*
- *The bidder shall maintain access controls to protect and limit access to the authorized end users of STUs.*
- *The services shall include administrative support for user registration, creating and maintaining user profiles, granting user access and authorization, providing ongoing user password support, announcing and providing networking services for users and providing administrative support related to ERP Application.*
- *System administration tasks such as managing the access control system, creating and managing users etc. and maintaining logs and history of access rights of the users.*

d. Help Desk Services to the STUs

- *The bidder shall provide handholding support for a period of One (1) year post Final Go-Live in addition to the training provided. This may be further extended as per STUs requirements.*
 - *Handholding in this context shall mean the following:*
 - *Clarifying any doubts regarding the operations and functionality of the application software*
 - *Assistance in screen navigation, if required*
 - *Assistance in user authentication, if required*
 - *Assistance with authorization levels, if required*
 - *Database structure and field knowledge*
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- *Minor development using existing database and flow*
- *The bidder shall depute staff who will be contactable via phone and mail to provide assistance to the Users and address their queries and concerns. This assistance will be provided during the Service Hours as per the location classification and responsibility matrix, which will be covered in the Operations Manual to be provided by Successful Bidder and duly approved by STU. During all other hours, users can leave their message via email.*
- *A proper escalation procedure, as mentioned in the duly approved Operational Manual, will be followed if the problem cannot be resolved. Shared resources of operational and technical support group will provide this service at all locations. The help desk service will serve as a single point of contact for all incidents and service requests. The service will provide a Single Point of Contact (SPOC) and also escalation / closure of incidents for the user departments. The Help desk services would be for application support across STUs locations. The activities shall include*
- *Provide Help Desk facility during agreed service period window for reporting user department incidents / issues / problems with the Infrastructure & ERP Application related issues*
- *Provide necessary channels for reporting issues to the help desk. The incident reporting channels could be Specific E-Mail account or Telephone*
- *Implement a call logging system (tools like excel/open source platform, etc. may be used) in line with the severity levels as per the SLAs. The Help desk shall log user and assign an incident/ call ID number. Severity shall be assigned to each call as per the SLAs.*
 - *Creation of knowledge base on frequently asked questions to assist users in resolving basic issues themselves*
 - *Track each incident / call to resolution*
 - *Provide feedback to callers*
 - *Analyse and report the call statistics*
 - *Continuous monitoring of the physical as well as the IT infrastructure at the DC, STU offices to ensure application availability as per agreed SLAs.*
 - *Document service outages as stated in the approved Operational Manual.*
 - *Notify STUs' designated personnel of systems or equipment failures, or of an emergency, according to the Operational Documentation.*
 - *Make the guidelines for prioritization of calls and escalation procedure for approval by STUs.*
 - *Shall be primarily responsible for resolving third party service provider (if any) performance issues.*
 - *Provide monthly reports to STUs on calls handled by Help desk.*
- *It is expected that the bidder shall bring service desk tool at no additional cost to STUs. Bidder will integrate this tool with ERP Management system for auto ticket generation, call logging from users and tracking till resolution. The service desk tool should track SLAs as mentioned in this RFP. The service desk tool shall be;*
 - *ITIL compliant service delivery.*
 - *Service desk should track & record help desk jobs. (Monitor Helpdesk effectiveness in real-time)*
 - *Should have basic features for call management such as Update & close jobs / Tickets.*
 - *Place jobs / tickets on "Hold"*
 - *Ticket auditing facility should be provided by the "Service Desk tool".*
 - *Assign priorities to Jobs / Tickets.*
 - *Specify & track target job completion status based on various factors like Dates, Priority etc.*

- *Services desk tool should have the capability to categorize jobs as per the structure of a problem module wise and resource wise ex: Server related problem should be assigned to hardware team.*
- *Service desk should have “SLA” mapping / monitoring & tracking feature. (When a ticket is raised, target Helpdesk shall calculate the most relevant service level agreement according to the issue and any asset identified).*
- *Service desk should record time duration spent on each ticket.*
- *Service desk tool should define unlimited no of end-users.*
- *Service desk should have facility to restrict specific functionality to certain operators.*
- *Service desk tool has to have inbuilt “Escalation Matrix” which help for the notification purpose to operators & users about their tickets.*
- *The proposed tool should maintain Asset information.*
- *The proposed tool should have the facility to link files (error, log files) to help desk tickets.*
- *The monitoring tools deployed by the BIDDER shall be able to generate automated trouble tickets in an event of faults or threshold violations and escalate the same to predefined set of people across the organization and third-party vendor. The ticket needs to be automatically closed as soon as the fault is resolved.*
- *A unique Ticket Number should be created and assigned for any fault and using the same unique no., the history of call resolution and current status must be tracked.*
- *Help Desk should be directly and automatically integrated with Network Management Software so that automated tickets get generated through the Help Desk whenever Network Management Software receives a qualified alert. Similarly, when Network Management Software detects that the fault has been restored then the ticket generated in Help Desk earlier should be automatically closed and history of the same ticket should be maintained for viewing.*

e. System Security during O&M Phase

- *Security features should be compliant with the e-Governance Security Guidelines (e Gov Security Standards Framework (www.egovstandards.gov.in)).*
 - *The system must provide an end-to-end security blanket to protect the ERP System application, services, data and the infrastructure from malicious attacks or theft from external (through internet) hackers. Using Firewalls and Intrusion detection systems, such attacks and theft should be controlled and well supported (and implemented) with the security policy. The security implementation shall cover all three layers namely physical, network and transport layer.*
 - *All systems should have integrated security features that are configurable by the system administrator to control access to the application, functional modules, transactions and data.*
 - *Public key verification methods should be followed for verifying that the contents of a document have not been tampered with, and allowing the receiver to confirm the identity of the sender.*
 - *The applications should require the use of unique user IDs and passwords for authentication purposes and digital signatures as applicable.*
 - *The application should allow for the following:*
 - *The enforcement of password standards*
 - *The establishment of a specified period for password expiration, and the prohibition of recent password reuse*
 - *System administrator should be able to define functional access rights and data access rights by assigned user ID, functional role, and owner organization.*
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- *The system should permit the system administrator to assign multiple levels of approval to a single user.*
 - *System administrator should be able to restrict access to sensitive data elements by named user, groups of users, or functional role.*
- *System should be auditable as per requirements from time to time.*
 - *System should have audit logging capability to record access activity, including the following:*
 - *All log-in/log-out attempts by user and workstation;*
 - *User-submitted transactions;*
 - *Initiated processes;*
 - *System over ride events; and direct additions, changes, or deletions to application-maintained data.*
 - *System should provide the ability to query the audit log by type of access, date and time stamp range, user ID, IP address and terminal ID.*
 - *System should have enough meta data to audit the change made in any field any time by anyone from any location using any device and network.*
- *All the information assets (information and information systems) should be classified and security should be defined according to criticality of the information asset. All the data / information contained within systems or in hard copies related to this project, are owned by STUs. No information should be made public either directly or indirectly nor allowed to be accessed by unauthorized persons.*
- *System audit should be enabled for all the information assets to establish detective controls. System should have evidences, like audit trails, logs, registers, proof of background checks, approvals from STUs or its designated agency, support for various decisions, support for accounts etc. for the purpose of third party security audit.*
- *System should have security incident management procedures. This incident management procedure has to use Technical Support facilities and should be reported in the incident management System.*
- *Application should have system development and change control procedures including effective segregation of duties and environment.*
- *Proper protection against malicious software should be ensured. This would include implementation of an effective anti-virus solution, scanning viruses at regular intervals or on certain triggers and updating the solution as and when new patch is received from the anti-virus solution provider.*
- *Should have proper logical access security for all the information assets. Entire network including servers, communication links, database etc., should be logically segregated from rest of the networks.*
- *Should ensure suitable technical and procedural controls to protect the network.*
- *Wherever the ERP System project network comes in contact with an untrusted network, additional security measures should be taken like firewall, IPS, DMZ, proxy server, encryption etc.*
- *Should have a business continuity plan and a disaster recovery plan that should be implemented before commencement of operations. Robust backup procedures should be established for the same.*
- *The bidder shall deploy the application only after it is security audited and certified. Any module added or changed shall have to be audited further.*
 - *Tool-based Static Analysis (Source Code scanning) of code for critical applications*
 - *Black-box scanning of applications for vulnerabilities and their subsequent patching*
 - *Testing for vulnerabilities through manual audits based on Open Web Application Security Project (OWASP) Top 10, subsequently code is hardened to remove the vulnerabilities found. This process performed iteratively shall certify the application to be safe for hosting*

VIII. Project Handover and Exit Management Phase

Upon a prior to completion of the at least 12 months of the Operation & Maintenance phase, Bidder shall have to ensure a smooth transition of a project from its execution phase to its closure phase. Bidder shall be obliged to handover and exit management can help in preserving knowledge, ensuring accountability, and facilitating a seamless transition to ongoing operations to self-sustainable to the STUs. All the handover and exit management processes shall be separate for each STUs under the scope of this RFP.

a. Project Handover Planning:

- Bidder shall define clear roles and responsibilities for the handover process in consultation with STUs.
- Identify key stakeholders, both internal and external, who will be involved in the handover.

b. Documentation and Knowledge Transfer:

- Compile and STUs ERPI project documentation, including project plans, status reports, change requests, and any other relevant records.
- Create a knowledge transfer plan to ensure that the STUs team imparts critical information to the receiving party or team.
- Conduct training sessions or workshops if necessary to transfer specialized skills or knowledge.

c. Finalize Deliverables:

- Ensure that all project deliverables have been completed and meet the agreed-upon quality standards.
- Confirm that all contractual obligations and client requirements have been met.

d. Project Closure Report:

- Develop a project closure report that summarizes the project's achievements, challenges, lessons learned, and recommendations for future projects.
- Include a financial summary, highlighting the project's budget and expenses.

e. Transition Planning:

- Plan for the transition of project responsibilities to the appropriate parties or departments.
- Clarify ongoing support and maintenance requirements, if applicable.

f. Client or Stakeholder Communication:

- Inform the client or relevant stakeholders about the project's completion and the handover process.
- Address any outstanding issues or concerns and ensure client satisfaction.

g. Quality Assurance:

- Conduct a final quality assurance review to ensure that all project components meet the required standards.
- Resolve any outstanding issues or defects.

h. Financial Closure:

- Complete financial audits and close out project accounts, including any outstanding payments or invoices.

i. Post-Implementation Review (PIR):

- *Conduct a post-implementation review to assess the project's success and whether it met its objectives.*
- j. Archiving and Storage:**
- *Ensure all project documentation, records, and data are properly archived and stored for future reference.*
- k. Exit Strategy for Team Members:**
- *Address the exit strategy for project team members, including reassignment, training, or any required offboarding processes.*
- l. Business Continuity Plan**

The bidder shall submit business continuity plan aiming at zero downtime for the application and data. DR should work as the failover site in case the datacenter goes down. This includes application crash, database crash, network crash or any other issues rendering the datacenter unresponsive. In case of Application Crash, effort will be made to bring back the application to working state through the most recent application state & configuration files from the DR site and if required the backup / restore and reinstallation procedure would be used if the same is available in the backup set or as a last resort if the DR site also fails. It will be taken up on a high criticality basis with round the clock support to ensure the application state is reverted to the most recent state.

In case of Database Crash – Effort must be made to retrieve as much data as possible from the dataset of the DR site with the most recent copy of the data. If the last backup set also includes the most recent copy of the data then that can also be used for restoration of the database. If required, previous backups will be used to ensure restoration. Successful Bidder should be on this job round the clock to restore availability. The bidder shall manage recovery point objective and recovery time objective of one hour or as required and approved by STUs

m. Process of Exit Management

Purpose

- *This Schedule sets out the provisions, which will apply on expiry or termination of the Contract Period and/ or earlier termination of the contract, and/ or the SLA for any reasons whatsoever.*
- *In the case of termination of the Project implementation and/or SLA due to illegality, the parties shall agree at that time whether, and if so during what period, the provisions of this Schedule shall apply.*
- *The parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.*
- *During the Exit Management Period, the Successful Bidder shall use its best efforts to deliver the Services. Payments during the Exit Management Period shall be made in accordance with the Terms of Payment Schedule.*

Transfer of Project Assets

- *Before the expiry of the Exit Management Period, all Project Assets including the hardware (if any), software, system software documentation and any other infrastructure shall have been updated with latest version and patch updates and cured of all defects and deficiencies as necessary so that the Project is compliant with the specifications and standards set forth in the Agreement, RFP, and any other amendments made during the Contract Period;*
- *Before the expiry of the exit management period, the Successful Bidder will deliver relevant records and reports pertaining to the Project and/or the STUs and its design, implementation, operation, and maintenance including all operation and maintenance records and manuals pertaining thereto and complete as on the divestment date;*

- *The Successful Bidder will provide the STUs with a complete and up to date list of the Assets to be transferred to the STUs before the 30 days of end of Exit Management Period completion .*
- *All risk in and title to the Assets will be transferred to the STUs on the day of "Project Go-live and Acceptance of Full Scale roll out" at full book value.*
- *The outgoing Successful Bidder will pass on to STUs and/or to the replacement Successful Bidder (if engaged by the STUs), the subsisting rights in any leased properties/ licensed products on terms not less favorable to the STUs/ replacement Successful Bidder, than that enjoyed by the outgoing Successful Bidder.*
- *Even during the Exit Management period, the Successful Bidder's team and/or all third parties appointed by the Successful Bidder shall continue to perform all their obligations and responsibilities as stipulated under this MSA, and as may be proper and necessary to execute the scope of work under the MSA in terms of this MSA, the RFP and Successful Bidder's Bid, in order to execute an effective transition and to maintain business continuity.*
- *The Successful Bidder complies with all other requirements as may be prescribed under applicable laws to complete the divestment and assignment of all the rights, title and interest of the Successful Bidder in this Project free from all encumbrances absolutely and free of any charge or tax to the STUs or its nominated agencies or the replacement Successful Bidder as the case may be.*

Payments during Exit Management Period

- *Payment to the outgoing Successful Bidder shall be made to the tune of last set of rendered Services / Deliverables (including parts thereof) as stated in the terms of Payment Schedule, subject to SLA requirements. Without prejudice to any other rights, the STUs may retain such amounts from the payment due and payable by the STUs to the Successful Bidder as may be required to offset any losses, damages or costs incurred by the STUs as a result of the termination of Successful Bidder or due to any act/omissions of the Successful Bidder or default on the part of Successful Bidder in performing any of its obligations with regard to this contract.*
- *Nothing herein the Exit Management Schedule shall restrict the right of the STUs to invoke the Bank Guarantee and other Guarantees furnished hereunder, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to the STUs under law.*

Knowledge Transfer

- *The selected Successful Bidder will be required to provide necessary handholding and transition support to the STUs's staff or its nominated agency or replacement Successful Bidder. The handholding support will include but not be limited to, conducting detailed walkthrough and demonstrations for the IT Infrastructure, handing over all relevant documentation, addressing the queries/clarifications of the new agency with respect to the working / performance levels of the infrastructure, conducting training sessions etc.*
 - *The Successful Bidder shall permit the STUs and/or any replacement Successful Bidder to have reasonable access to its employees and facilities as reasonably required by the STUs to understand the methods of delivery of the Services employed by the Successful Bidder and to assist appropriate knowledge transfer.*
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Transfer of Confidential Information and Data

- *The Successful Bidder will promptly on the commencement of and during the exit management period supply to the STUs the following:*
 - *Information relating to the current Services rendered and customer satisfaction surveys and performance data relating to the performance of sub-contractors in relation to the Services;*
 - *Documentation relating to the STUs's Intellectual Property Rights;*
 - *STUs data and Confidential Information;*
 - *Documentation relating to sub-contractors;*
 - *All current and updated Project data as is reasonably required for purposes of STUs or its nominated agencies transitioning the Services to its replacement Successful Bidder or its nominated agencies in a readily available format nominated by STUs;*
 - *All other information (including but not limited to documents, records and Agreements) held or controlled by the Successful Bidder which they have prepared or maintained in accordance with the Master Services Agreement, the Project implementation, and the SLA relating to any material aspect of the Services (whether provided by the Successful Bidder or sub-contractors appointed by the Successful Bidder) or as is reasonably necessary to effect a seamless handover of the Project to the STUs or its nominated agencies or its replacement Successful Bidder.*
- *For the purposes of this Schedule, anything in the possession or control of Successful Bidder or its associated entity is deemed to be in the possession or control of the Successful Bidder.*
- *Before the expiry of the exit management period, unless otherwise provided under the Agreement, STUs shall deliver to the Successful Bidder all forms of Successful Bidder Confidential Information, which is in the possession or control of the STUs or its users.*

Employees

- *Promptly on reasonable request at any time during the Exit Management Period, the Successful Bidder shall, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide to the STUs a list of all employees (with job titles) of the Successful Bidder dedicated to providing the Services at the commencement of the exit management period;*
- *Where any national, regional law or regulation relating to the mandatory or automatic transfer of the Contracts of employment from the Successful Bidder to the STUs or its nominees, or a replacement Successful Bidder ("Transfer Regulation") applies to any or all of the employees of the Successful Bidder, then the parties shall comply with their respective obligations under such Transfer Regulations.*
- *To the extent that any Transfer Regulation does not apply to any employee of the Successful Bidder, the STUs, or its replacement Successful Bidder may make an offer of employment or Contract for services to such employee of the Successful Bidder and the Successful Bidder shall not enforce or impose any contractual provision that would prevent any such employee from being hired by the STUs or any replacement Successful Bidder.*
- *Promptly on reasonable request at any time during the Exit Management Period, the Successful Bidder shall, facilitate training and knowledge transfer for the STUs and/or any replacement Successful Bidder as reasonably required for understanding the methods of delivery of the Services employed by the Successful Bidder.*

Transfer of Certain Agreements

- *On request by the STUs, the Successful Bidder shall effect such assignments, transfers, licenses and sub-licenses as the STUs may require in favor of the STUs, or its replacement Successful Bidder in relation to any equipment lease,*

maintenance or service provision agreement between Successful Bidder and third party lessors, vendors, and which are related to the Services and reasonably necessary for the carrying out of replacement services by the STUs or its replacement Successful Bidder.

Rights of Access to Premises

- *At any time during the Exit Management Period, where Assets are located at the Successful Bidder's premises, the Successful Bidder will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) the STUs, and/or any replacement Successful Bidder in order to make an inventory of the Assets.*
- *The Successful Bidder shall also give the STUs or its nominated agencies, or any replacement Successful Bidder right of reasonable access to the Successful Bidder's premises and shall procure the STUs or its nominated agencies and any replacement Successful Bidder rights of access to relevant third party premises during the exit management period and for such period of time following termination or expiry of the Agreement as is reasonably necessary to migrate the services to the STUs or its nominated agencies, or a replacement Successful Bidder.*

Exit Management Plan

- *The Successful Bidder shall provide the STUs with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the Agreement as a whole and in relation to the Project implementation, and the SLAs.*
 - *A detailed program of the transfer process that could be used in conjunction with a replacement Successful Bidder including details of the means to be used to ensure continued provision of the Services throughout the transfer process or until the cessation of the Services and of the management structure to be used during the transfer;*
 - *Plans for the communication with such of the Successful Bidder's sub-contractors, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on the STUs's operations as a result of undertaking the transfer;*
 - *(If applicable) Propose arrangements for the segregation of the Successful Bidder's networks from the networks employed by the STUs in specific and / or Govt. of Tamil Nadu in general and identification of specific security tasks necessary at termination;*
 - *Plans for provision of contingent support to the STUs and replacement Successful Bidder for a reasonable period after transfer.*
 - *The Successful Bidder shall re-draft the Exit management plan annually thereafter to ensure that it is kept relevant and up to date after obtaining required approval from the STUs or its nominated agencies.*
- *The terms of payment as stated in the Terms of Payment Schedule include the costs of the Successful Bidder complying with its obligations under this Schedule.*
- *This Exit management plan shall be furnished in writing to STUs or its nominated agencies within 90 days from the date of signing of the Agreement.*
- *The STUs would eventually decide on one of the following options for managing the Project beyond the Contract period:*
 - *Replace – Appoint a different agency for undertaking system maintenance beyond the Contract period through a fresh tender.*
 - *Transfer - The Selected Successful Bidder will transfer the Project including all assets to the STUs and the STUs will manage the operations on its own.*
 - *Extend In the eventuality that no such alternate arrangements are in place for managing the Project at the end of the Contract period, the BIDDER shall be*

required to continue delivering services as required under this Project, at the same terms and conditions, even beyond the Contract period (such period not exceeding 1 year) till alternate arrangement is done by the STUs' to manage the operations. (The decision to extend the Contract with the BIDDER (if applicable) will be communicated to the BIDDER at least 3 months before the expiry of the Contract.)

Creation and Submission of Initial Exit Management Plan:

- *This draft Exit Management plan shall be furnished in writing to STUs or its nominated agencies within 180 days before start date of exit management .*
- *The BIDDER shall have finalized the Exit Management Plan after due consultation with the STUs thereafter to ensure that it is kept relevant and up to date at time of exit management initiation.*

Commencing Exit Management:

- *The outgoing BIDDER shall provide STUs or its nominated agency with a recommended exit management plan which shall deal with at least the following aspects of exit management in relation to the Project Implementation, and the Operation and Management SLA:*
 - *A detailed program of the transfer process that could be used in conjunction with the replacement of BIDDER including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;*
 - *The Exit Management Plan shall be presented by the BIDDER to and approved by the STUs or its nominated agencies.*
 - *Plans for the communication with such of the BIDDER's existing sub-contractors, staff, suppliers, OEMs, and any related third party as are necessary to avoid any material detrimental impact on the STUs' operations as a result of undertaking the transfer;*

During the Exit Management Period:

- *The outgoing BIDDER shall use its best efforts to deliver the Services. Payments during the Exit Management Period shall be made in accordance with the Payment Schedule.*
- *The outgoing BIDDER's team and/or all third parties appointed by the BIDDER shall continue to perform all their obligations and responsibilities, and as may be proper and necessary to execute the scope of work under the RFP and BIDDER's Bid, in order to execute an effective transition and to maintain business continuity.*
- *The outgoing BIDDER would be required to do knowledge transfer of the operations & responsibilities to STUs or its nominated agency or New BIDDER).*
- *The outgoing BIDDER will be required to provide necessary handholding and transition support to STUs staff or its nominated agency or New Successful BIDDER. The handholding support will include but not be limited to, conducting detailed walkthrough and demonstrations for the IT Infrastructure, handing over all relevant documentation, addressing the queries/clarifications of the new agency with respect to the working / performance levels of the infrastructure, conducting training sessions etc.*
- *The outgoing BIDDER shall permit STUs and/or any incoming BIDDER to have reasonable access to its employees and facilities as reasonably required to understand the methods of delivery of the services employed by the BIDDER and to assist appropriate knowledge transfer.*

- *The outgoing BIDDER need to also handover Source code of application, hardware configuration and AMC details to TNEGA or its nominated agency.*
- *During the exit/transition management process, outgoing BIDDER shall ensure that STUs system is handed over in a complete operational condition to the satisfaction of the STUs.*
- *In case, the outgoing BIDDER is unable to deliver any of the above responsibilities issues, STUs may levy penalty accordingly.*
- *It is to be noted that throughout the contract period, the outgoing BIDDER shall ensure that all the documentation including policies, procedures, asset registers, configuration documents etc. are kept up to date and all such documentation is handed over to the STUs during the exit management process.*

Transfer of Project Assets:

- *Before the expiry of the exit management period, the BIDDER shall deliver relevant records and reports pertaining to the Project and/or STUs and its design, implementation, operation, and maintenance including all operation and maintenance records and manuals pertaining thereto and complete as on the divestment date;*
- *The outgoing BIDDER will provide STUs with a complete and up to date list of the Assets to be transferred to STUs within 30 days before start of Exit Management Period.*
- *Though the ownership of the assets (including soft and hard components existing and procured through this tender), at any point of time during the warranty or expiry of the warranty, shall rest with STUs. The outgoing BIDDER need to ensure the same during exit management.*
- *The outgoing BIDDER will pass on to STUs and/or to the replacement BIDDER (if engaged by the TNEGA), the subsisting rights in any leased properties/licensed products on terms not less favorable to STUs/ replacement BIDDER, than that enjoyed by the outgoing BIDDER.*
- *The outgoing BIDDER complies with all other requirements as may be prescribed under applicable laws to complete the divestment and assignment of all the rights, title and interest of the BIDDER in this Project free from all encumbrances absolutely and free of any charge or tax to STUs or its nominated agencies or the replacement BIDDER as the case may be.*

Confidential Information, Security and Data:

During the exit management period the outgoing BIDDER shall provide following to STUs or its nominated agency:

- *Information relating to the current services rendered and performance data relating to the performance of consortium partners, OEMs in relation to the services;*
 - *Documentation relating to consortium partners and OEMs; documents such as approved SRS, architecture document, uses cases, sequence diagrams, class diagrams, user manual, and etc.*
 - *Details specific to application development environment such OS (Version), Language used (Examples: HTML and XML and their derivatives? XSL and its derivatives? Java? C#? AJAX? JavaScript? Sevlets? JSP? JavaBean? EJB? Perl? VBScript?) Type of App Server / Web Server and the corresponding software used, IDE and its version, what type of Version Control is used, etc.,*
 - *Production server configurations for code development and deployment.*
 - *Access to software application code version control repository.*
 - *List all the code development tools and their versions used for the application code development.*
-

- *List all the frameworks and their versions used for the application code development (Examples: Struts, Spring, Hibernate, and etc.).*
- *List all the third party products used for the application development.*
- *List all the utility functionalities provided by the application and the technologies used to implement those functionalities.*
- *Does the application generate printouts? What are the format of those printouts? PDF? MS Excel? MS Word? And/or others?*
 - *Does the application use single sign-on?*
 - *What are the technologies used to impose application security (e.g., authentication and authorization)?*
 - *Does the application provide e-mail functionality? Is JavaMail used to implement the e-mail functionality?*
 - *Does the application generate reports? What technologies are used? JReport? Crystal Report? Or some other technologies?*
- *Schema and DDL of the database tables used for the application development.*
- *Source code for all the stored procedures used for the application development.*
- *List the data persistence and retrieval languages used for the application development (Examples: SQL? Or PL/SQL? Or others?).*
- *List all the business rules implemented in the application.*
- *Document the business rules engines used to implement the business rules in the application.*
- *Provide all the images and watermarks used in the application.*
- *List all the code testing tools used for unit test, integration test, and module test of the application (Examples: Junit, Easy Mock, etc.).*
- *Documentation relating to Project's Intellectual Property Rights;*
- *All current and updated data as is reasonably required for purposes of STUs or its nominated agencies, or its Incoming BIDDER (as the case may be) transitioning the services.*
- *All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable STUs or its nominated agencies, or its Incoming BIDDER to carry out due diligence in order to transition the provision of the Services to STUs or its nominated agencies, or its Replacement BIDDER (as the case may be).*
- *Before the expiry of the exit management period, the outgoing BIDDER shall deliver to the STUs or its nominated agency all new or updated materials and shall not retain any copies thereof, except that the BIDDER shall be permitted to retain one copy of such materials for archival purposes only.*
- *Before the expiry of the exit management period, unless otherwise provided under the MSA, STUs or its nominated agency shall deliver to the outgoing BIDDER all forms of confidential information, which is in the possession or control of STUs Management or its users.*

Transfer Cost

- *The Successful Bidder shall pay all costs (transfer costs, stamp duty etc.) as applicable to meet the requirements of this Exit Management Schedule.*

IX. Project Insurance & Other Obligations

The Successful Bidder shall get comprehensive insurance from reputed insurance company for the project duration for all supplies (hardware/software/Services) supplied under this RFP. At time of any milestone completion by the bidder in implementation phase and operation maintenance phase for submission of the invoices shall required valid project insurance document for the compliance.

X. Milestonewise Deliverables and expected from Service Provider

#	Project Deliverables	Schedule Timelines of Delivery	Expected Deliverable from Bidders	Details of the Deliverables (Indicative List)
1	Signing of Contract and Issuance of Work Order	T = Date of Signing of Contract.	Performance Bank Guarantee and Contract as per direction of Authority	-
2	Inception Phase: Project kick-off, project plan, resource deployment, milestones acceptance process sign-off.	T+2 weeks	- Inception Report - Detailed Project Delivery Plan - Detailed Resource Deployment Plan	- Understanding of project scope & assumptions, dependencies & constraints. - Project Team structure, Manpower and Deployment plan of the various resources at each location. - Team composition with Roles & responsibilities of each member. - Communication structure & review meeting plan. - Project plan giving details on schedule for various tasks, activities, subtasks, timelines, interim and final milestone deliverables, resource deployment plan etc. (STU'S reserves the right to change the sequence of tasks, sequence of development of modules as per their requirement). - Prepare Project Monitoring plan. - Call out dependencies on STU'S or any other organization for each of the major tasks envisaged in the project. - Management and control mechanism for the project. - Project Risks & Mitigation Plans.

#	Project Deliverables	Schedule Timelines of Delivery	Expected Deliverable from Bidders	Details of the Deliverables (Indicative List)
				• Preparation of Technical Architecture Document (Application, Network, and Security). • Prepare Data Centre & Network Administration Strategy. • Prepare Data backup, archival, retention and disposal policy. • Project Plan for Application Implementation. • Preparation of the IT Infrastructure Security plan
3	As-Is Study Phase: Complete as-is study for all systems, department and processes of STUs and finalise the aligned modules to implement in new ERP system and get sign-off from STUs	T + 3 Months	• As-Is Study Report	• Physical survey of all existing locations such as Head office, Division offices, Sub-division Offices, Depots, Other STU locations, Supplier's facilities with no additional cost to STU'S for processes study, stakeholder study & data collection on existing hardware, infrastructure, database etc. • Study of the existing processes and modules of the STUs under administrative and operational aspects. • Existing Standard Operating procedures of the STUs. • Study of third party systems (Implemented or plan to implement). • Existing roles and responsibility matrix for STUs pertaining to the current processes.

#	Project Deliverables	Schedule Timelines of Delivery	Expected Deliverable from Bidders	Details of the Deliverables (Indicative List)
				• Study of bottlenecks and inefficiencies in existing processes. • Estimate and assess utilization of the resources in each existing processes. • Potential risks and vulnerabilities within the existing process. • Physical & Electronics Data study and data collection.
4	To-be, Business Process Re-Engineering & Optimization Phase: Prepare detailed business process reengineering and To-be plan based on the study of the As-is for optimization of the existing processes in line with the set policies and procedures that followed by the STUs in administrative and operation management	T + 5 Months	• To-Be Study Report • Process Reengineering Report • Business Requirement Study Report	• Captured and optimized all relevant processes of the STUs and clear outline the re-engineering processes with stakeholders mapping and its roles and responsibilities. The process re-engineering stage should increase efficiency, effort reduction, improved data accuracy, and any other specific targets as a outcomes • Redesign or optimize existing business processes to align with industry practices with elimination of the redundant steps, automating tasks, and improving overall efficiency • Create detailed process reengineering flowcharts or diagrams to visualize the optimization of the in reference to the As-Is processes. Document how process should be carried-out, who performs them, and what tools or resources are used.

#	Project Deliverables	Schedule Timelines of Delivery	Expected Deliverable from Bidders	Details of the Deliverables (Indivivative List)
				• Process Reengineering Models • Key performance indicators (KPIs) and metrics to measure the success and effectiveness of the new reengineering processes with optimization • Develop optimized processes shall be with the continious improvement mechanisam and feedback loops to make ongoing adjustments to the processes
5	Detailed Design Phase: High-level design or system architecture is further refined and translated into a more detailed and comprehensive blueprint for the construction of a ERP system as per the expectation of the STUs	T+ 6 Months	• Detailed Design Document. • System Requirement Specification • Functional Requirement Specification • Requirement Tracebility Matrix • RACI Matrix	• Conceptual model of the system, defining the main components, their interactions, and the overall architecture • Detailed design shall involves specifying data structures and algorithms that shall be used within the system • Interfaces of the different system components, including how they interact with each other and with external systems or users. This shall include defining APIs, user interfaces, and communication protocols • High-level design is detailed in terms of its internal structure, functions, and responsibilities. This includes specifying how data flows between modules and how they communicate • Planning for error handling, exceptions, and robustness in the system. This shall includes

#	Project Deliverables	Schedule Timelines of Delivery	Expected Deliverable from Bidders	Details of the Deliverables (Indicative List)
				defining how the system shall respond to unexpected events and failures - Performance, processes and system optimization aspects, such as how the system shall handle large volumes of data or high user loads - Security measures and quality assurance mechanisms shall be designed and documented. This includes specifying security protocols, access controls, and testing procedures
6	Development Phase 1: Development/ customization/ configurations and implementation of the ERP solution for 25% of the total modules approved by the STUs at Design Phase	T + 7.5 Months	Development/ customization/ configurations status report for 25% of ERP modules.	Development, customization of the ERP system as per the approval of the designs by the STUs and other stakeholders to meet the technical, functional, business and performance requirements
7	Development Phase 2: Development/ customization/ configurations and implementation of the ERP solution for 25% of the total modules approved by the STUs at Design Phase	T + 9 Months	Development/ customization/ configurations status report for 25% of ERP modules	Develop and customized the necessary reports (Statistical Report, Interactive Report, Business Intelligence Report etc.) as per the business & operational needs of the STUs as a part of the development phase
8	Development Phase 3: Development/ customization/ configurations and implementation of the ERP solution for 25% of the total modules approved by the STUs at Design Phase	T + 10.5 Months	Development/ customization/ configurations status report for 25% of ERP modules	Develop and customize the appropriate data structure for the storage needs comprising Common data structures include

#	Project Deliverables	Schedule Timelines of Delivery	Expected Deliverable from Bidders	Details of the Deliverables (Indicative List)
9	Development Phase 4: Development/ customization/ configurations and implementation of the ERP solution for 25% of the total modules approved by the STUs at Design Phase	T + 12 Months	Development/ customization/ configurations status report for 25% of ERP modules	arrays, linked lists, trees, graphs, and hash tables. Ensure that the data structure you select aligns with the operations need to perform for STUs
10	Testing & Pre-Commissioning Phase: Solution testing procedure for conducting test on various modules of the ERP solution including the Test cases	T+9 Months to T+13 Months	- Unit Test Report - Modules Test Report - Compatibility test report - Localization test report - Security test report - Reliability test report - Stress test report - Recovery test report - Integration Test Report	- Create the test strategy document that defines the requirements and goals of ERP System configuration, determines the tools and methods used to check that the system responds correctly, determines how and when the test will be performed and recommends how the approval process should occur - Test strategy document shall guide the project team & all stakeholders through the implementation to ensure that planning and conducting testing activities in the various phases - Develop the baseline test plan with scenarios and test data to be used for testing based on the test templates - Process Procedure, maintaining the test section with test conditions and variations of the standard transaction, or with case procedures, maintaining the test section. Bidder shall use the Test Scenario template entering every single step (transaction) with

#	Project Deliverables	Schedule Timelines of Delivery	Expected Deliverable from Bidders	Details of the Deliverables (Indicative List)
				input and output data to document process flow • Execution of predefined business flows, or scenarios, that emulate how the system shall run the processes of STUs. These business flows, using migrated data from the pre-existing systems (if available and identified at As-Is stage), shall be performed in a multifaceted computing environment comprising of ERP System, third-party software if any, system interfaces and various hardware and software components
11	Data digitisation and migration to ERP system.	T+6 Months to T + 14 Months	Data digitisation and migration plan and report	• Data migration including entry and validation of legacy data, and porting • Design the data migration & acceptance methodology and plan • Risk Identification and Mitigation Plan for Data Migration • Mapping of the data • Identifying the data gaps • Perform data cleansing for incorrect/ incomplete data • Providing templates for data collection • Extraction and Loading of the data • Listing of errors during data migration

#	Project Deliverables	Schedule Timelines of Delivery	Expected Deliverable from Bidders	Details of the Deliverables (Indicative List)
				• Correction of the migrated data during Data Quality Assessment and Review • Final porting of the data into the ERP System
12	Integration with Third Parties & Gap Analysis Phase:	T + 15 Months	Integration acceptance report.	• Study all the existing system available at STUs and subsequently system that under implementation or being implemented by the STUs through KfW project for integration activities with the ERP system • Develop the open APIs for the integration (transmit / receive) of the data from/to the ERP system in seamless manner for all modules • Proper approval and authorization process flow through the STUs in ERP system
13	Third Party Audit & Assessment Phase:	T + 18 Months	Third Party audit and assessment report to the STUs	• Functional Requirements. • Infrastructure (hardware and network) Compliance Review. • Availability of the Project services in the defined locations. • Performance Testing including Load Testing. • Security Requirements. • Manageability. • SLA Reporting System. • Project documentation (Design, development, configuration,

#	Project Deliverables	Schedule Timelines of Delivery	Expected Deliverable from Bidders	Details of the Deliverables (Indicative List)
				- training and administration manuals etc.). - Data Quality Review
14	Training & Capacity Building to STUs users (Before Commissioning)	T + 19 Months	Training Report with detailed attendance and manuals as specified format in the RFP to the STUs.	- Project sensitization training - Training on new business processes different modules/ Functions of the Software Applications - Training on MIS and Reports - Training on Daily Operations - Training for system changes and database management
15	I.Comissioning & Final Go-Live& Sign off (UAT Phase) – Complete cloud hosting of the ERP System on Production environment	T + 21 Months = T1	UAT Test cases and acceptance signoff	- Process of verifying and ensuring that all systems and components of a project or facility are designed, installed, tested, and operated in accordance with the approved detailed design, intent, and operational requirements as per the STUs and in line with the best industry practices - Systematic and thorough review and testing of all systems, equipment, and components to ensure they work as intended and meet performance criteria - Commissioning process typically shall includes activities like equipment and system testing, documentation review, training of staff, and addressing any issues or deficiencies that are identified during testing

#	Project Deliverables	Schedule Timelines of Delivery	Expected Deliverable from Bidders	Details of the Deliverables (Indicative List)
16	Solution Stabilization timeline (Defect Liability Period) This milestone ensures that the vendor will be ready for the Operation & Maintenance phase and make provisions in the deployed system for SLAs to be generated without any manual intervention on the final day of the said quarter)	T1 + 12 Months (T1 = Date of Go-live of ERP System for particular STUs)	Monthly/ Quarterly Progress Report with System based SLA assessment report	• Applications Functional Support (AFS) processes • Routine functional changes processes • User Profiles and Account Management • Help Desk Deployment for ERP • Communication Plan listing all stakeholders in the project, defining their roles and responsibilities, • Architecture documents, Design documents • Testing and deployment manuals • Operation Manual of all modules • Exception case handling manual for administrative and operational modules
17	Operation and Maintenance Period	T1 + 60 Months	Monthly/ Quarterly Progress Report with System based SLA assessment report	
18	Successful completion of project and exit management process.	T1+ 49 Months to T1+ 60 Months	Project Closure Report and Knowledge Transfer	• Documentation and Knowledge Transfer: • Project Closure Report: • Transition Planning: • Client or Stakeholder Communication: • Quality Assurance: • Post-Implementation Review (PIR): • Archiving and Storage: • Exit Strategy for Team Members: • Business Continuity Plan

Note: In case the contracts with the STUs will be signed on different dates, the time schedule and payments will be adjusted by mutual agreement accordingly.

H. Technical & Functional Specifications Benchmarks

The below technical and functional specifications are indicative in nature. Bidder shall have to consider this as a outline of the specificaliton. The detailed specifications are to be developed as part of the As-Is and To-Be analyses in close coooperation with the STUs t. Bidder shall have to consider this as a baseline functional benchmarks of the modules. While propose the ERP system, Bidder shall take all assumptions and sef-assessment in line with the best industry practices for the Public Transport administrative and operation processes while implementation.

I. Management Information System (MIS) / Business Intelligence System

Integrated ERP System with Management Information System (MIS)/ Business Intelligence System shall provide the advanced analytics, reporting, and data visualization capabilities to the STUs management layer and other users. All the modules under the ERP system shall integrated with the MIS system for interactive reporting and insights.

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
1	Management Interactive Dashboard	Display information in an easy-to understand format and use intuitive and interactive visualization to enable management users within STUs to quickly navigate, understand, and investigate data elements to make informed decisions.	
2		Allow users to capture and export the current display through electronic reports and in different printer-friendly formats, including, at a minimum, MS-Office (Word, Excel, PPT)I, PDF, JPEG, PNG and Web formats.	
3		Have a default configuration and landing page for each user or user-group that are editable.	
4		Allow multiple visual elements to be laid out on the same display.	
5		Have the ability to display dashboards and reports using different visual elements including charts, maps, calendars, gauges, images, tables, visual and textual lists, and alerts as follows: A) All visual elements shall have editable titles, labels, legends, axes, icons, and colors, where applicable. B) Interactive visualization component shall display the overall aggregate status of a STUs KPI with proper color coding (Green, Yellow, Red or as defined by STUs preference) It will allow the user to drilldown and switch between different KPIs (e.g., KPI for average vehicle utilization, average vehicle duration, etc.) C) Display clickable contextual information related to the metrics being viewed and	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
		<i>allows the user to drilldown on contextual information as required. Charts shall support at least the following chart types: Bar Charts, Histograms, Line Charts, Heat Maps, Pie Charts, Grids, Area Charts, Timeline Charts, Bubble Charts, Radar Charts, Scatter Plots, Doughnut Charts, Pyramid Charts</i>	
6		<i>Calendars shall allow the user to intuitively navigate through calendar fields, such as day, month, and year. Gauges shall have the look and feel of an analog gauge (needle) with configurable level markings (green, yellow, red, or as defined STUs management preferences) that gives a visual display of the amount, level, and measure of defined KPI Tables shall be able to: A) Hold a large amount of data. B) Allow the user to scroll through the data in all directions. C) Freeze the header columns and rows when the user scrolls. D) Allow the user to enlarge/decrease the font.</i>	
7		<i>Visual and textual lists shall allow the user to scroll through all the available list items with smooth scrolling. Allow the user to choose the proper visual element required to display the required KPI data and allow the user to easily switch between alternative visual elements.</i>	
8		<i>Have view-management tools, allowing the user to move, reorder, enlarge, shrink, open, and close visual elements with intuitive interaction.</i>	
9		<i>Allow the user to create a new visual element based on the available visual element types and customize an existing visual element with an easy-to-use graphical interface.</i>	
10		<i>Allow the user to save any customization done on a visual element.</i>	
11		<i>Have zero-programming mashup capability that allows the user to configure queries and data mashups visually through drag-and drop functionality. For example, the user should be able to select two or more KPIs, to compare their performance for a selected period in time.</i>	
12	Searching & Filtering	<i>Allow the user to drill down to display increasingly detailed data on various data elements.</i>	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
13		Allow intuitive visual filtering, focusing, and selection of the displayed data and information.	
14		Automatically update the parameters and filters of the displayed data when the user drills down through visual elements and update the other visual elements accordingly. Also, enable selection of filters through the visual elements and propagate selection to all visual elements in the dashboard.	
15		Allow the user to filter and sort the presented data based on a number of attributes including the time period or on multiple attributes simultaneously.	
16		Allow the user to search through visual elements that display numerous data entries such as tables and lists.	
17		Allow the user to save the current filter and selection parameters	
18		Understand different types of structured data including numbers, percentages, fractions (ratios), min/max/mean/std, general text, coordinates, and objects.	
19		Store the user configuration and customizations information	
20		Have the ability to mashup different types of data from multiple sources with automatic detection of relationships between the data components and an option to manually define/overwrite relationship.	
21		Run mathematical, statistical, and analytical operations on available data.	
22		Compute trends and projections from data based on available historical data and based on data from external systems to enable informed decision-making. Support the user with scenario analyses, for example when a certain target (e.g. turnover, number of passengers) is likely to be reached.	
23		Allow the user to drill down and search through the large amounts of data easily and quickly by time periods, facility (such as depots, training centres), bus lines, city districts, ticket types and other search criteria defined by the user. Also, provide user guidance for searching & filtering through data	
24		Generate reports from the current view in different electronic formats including at least MS-Word, MS-Excel, PDF, and Web formats and that are printer-friendly Not require programming knowledge or knowledge of SQL or databases to perform searches, queries, and filters	
25		Display a huge amount of data in a clear and organized view.	
26		Allow the user to hide or show parts of the data.	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
27		<i>Offer the capability to search multiple data sources effortlessly through a GUI</i>	
28		<i>Allow the user to search, filter, and sort the presented data based on any attribute or on multiple attributes simultaneously.</i>	
29		<i>Allow the user to graphically define complex queries that contain multiple parameters and span different data sources.</i>	
30		<i>Allow the user to search through historical data</i>	
31		<i>Allow the user to save the current queries, filters, and selection parameters</i>	
32		<i>Have data-pivoting capabilities</i>	
33		<i>Understand different types of structured data including numbers, percentages, fractions, general text, coordinates, and objects</i>	
34		<i>Store saved custom queries.</i>	
35	Crystal Reporting	<i>The system shall have the ability to allow the user to generate reports based on predefined report templates or by manually selecting the data and the corresponding visual elements.</i>	
36		<i>The system shall have the ability to provide a GUI with drag-and-drop functionality for creating custom formatted reports that include visual elements, objects, and formulas.</i>	
37		<i>The system shall have the ability to Display the list of available report templates, saved reports, and recently used report templates when the user logs in.</i>	
38		<i>The system shall have the ability to Allow the user to create, load, modify, delete, and save report templates graphically.</i>	
39		<i>The system shall allow reports to be generated and published on an ad-hoc or scheduled basis with the ability to predefine a list of recipients and a regular schedule through a GUI.</i>	
40		<i>The system shall be able to generate reports in different electronic formats including at least MS-Word, MS-Excel, PDF, and Web formats and that are printer-friendly.</i>	
41		<i>The system shall allow reports to be sent directly to a network printer</i>	
42		<i>The system should have the ability to generate planning and forecasting reports for providing the information related to planning for no of buses to be transported.</i>	
43		<i>The system shall have the ability for the reports to have the ability to drill down to multiple levels</i>	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
44		Reports should have the ability to print	
45		Publish reports and dashboards for planned Vs. actual data, for example the system should allow the management user to view the planned budget vs. the actual revenue spent for a particular route	
46		The system shall allow to publish reports and send them to recipients through email attachments and to a central data store to be accessed by different users.	
47		The system should not require any programming knowledge, knowledge of SQL, or dataset to create self-service ad-hoc reports.	
48		The system shall allow the user to use previously defined objects and formulas or create new custom objects and formulas and save them for repeated use.	
49		The system shall allow the user to save any configuration done on a visual element	
50		The system shall have the ability to display data elements using different visual elements including charts, maps, calendars, gauges, images, tables, visual and textual lists, and alerts as follows: • All visual elements shall have editable titles, labels, legends, axes, icons, and colors where applicable. • Display the overall aggregate status of KPI with proper color coding (Green, Yellow, Red, or as defined per STUs preference) and allow the use to perform an interactive visual drilldown and to switch between different KPIs. • Display clickable contextual information related to the KPI being viewed and allows the user to drill-down on contextual information as required. • M	
51		The system shall allow conditional formatting, based on thresholds or data ranges, for any cell/object in the report.	
52		The system shall allow the display of multiple data elements and result sets in the same report.	
53		The system shall allow the user to display historical data side-by-side or overlapping in views are applicable	
54		The system shall display the generated report on screen.	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
55		<i>The system shall have zero-programming mashup capability that allows the user to configure queries and data mashups visually through drag-and-drop functionality.</i>	
56		<i>The system shall automatically update the parameters and filters of the displayed data when the user drills down through views.</i>	
57		<i>The system shall allow the user to display historical data for the current filter and selection</i>	
58		<i>The system shall offer the capability to add new data sources easily through a GUI.</i>	
59		<i>The system shall allow the user to filter and sort the presented data based on any attribute including time period</i>	
60		<i>The system shall allow the user to filter and sort the presented data based on one or multiple attributes simultaneously.</i>	
61		<i>The system shall have mathematical capabilities to be used to manipulate data, including basic and advanced arithmetic and statistical operations.</i>	
62		<i>The system shall allow the user to filter and search through the different data sources.</i>	
63		<i>The system shall allow the user to save the current queries, filters, and selection parameters.</i>	
64		<i>The system shall have data-pivoting capabilities.</i>	
65		<i>The system shall store the report templates and generated reports.</i>	
66		<i>The system shall understand different types of structured data including numbers, percentages, fractions, general text, coordinates, and objects.</i>	
67		<i>The system shall have the ability to mashup different types of data from multiple sources with automatic detection of relationships between the data components and an option to manually select the required relationship.</i>	
68		<i>The system shall run mathematical and statistical operations on available data.</i>	
69		<i>The system shall compute trends and projections from data series.</i>	
70		<i>The system shall have the capability to integrate with data sources on the real time basis to fetch the information</i>	
71		<i>The system shall be able to quickly retrieve the data with minimal time lag</i>	
72		<i>The system shall have the ability to capture the failed transaction</i>	

#	Particular	Minimum Technical/Functional Specification		Compliance (Yes / No)
73	Configuration and Management	<i>The system shall have functionality authenticating users involves a unique username and password combination with at least two factor authentication. The system shall assigns permissions based on the roles and responsibilities of users within an organization. Users are placed into roles, and each role is assigned specific access rights.</i> <i>• The system shall access is granted based on user attributes, such as job title, department, or location.</i> <i>• The system shall allow users or system processes are granted access to objects, as well as what operations are allowed on given objects.</i> <i>• The system shall have set process of granting access and setting up user accounts when an individual joins the organization.</i> <i>• The system shall have set process of process of revoking access and disabling user accounts when an individual leaves the organization.</i> <i>• The system shall allow users to give the minimum level of access or permissions needed to perform their job functions, reducing the risk of unauthorized access.</i> <i>• The system shall have also functionality of elevated privileges where privilege management ensures these are granted and monitored appropriately.</i> <i>• The system shall have a functionality of recording and audit trail user activities and access attempts for auditing purposes.</i> <i>• The system shall have a functionality of reviewing logs and monitoring systems for unusual or unauthorized activities.</i> <i>• The system shall have setting rules for password creation to enhance security.</i>		

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
		- The system shall have setting rules requiring users to change their passwords regularly. - The system shall have functionality to securing data in transit and at rest to protect sensitive information from unauthorized access. - The system shall ensuring that access management processes adhere to industry regulations and internal policies. - The system shall generating reports on user access and permissions for auditing purposes. - The system shall allowe users to request access permissions or changes without direct IT intervention, streamlining the process. - The system shall have centralized control over user identities and their associated attributes, facilitating effective access management.	
		The system shall allow the authorized user to complete the following functions:	
74		Manage the different KPIs available by adding, modifying, or deleting KPIs or KPI groups areas using a GUI.	
75		Enable or disable KPI which activates or inactivates it but does not delete it (soft deletion).	
76		Configure a KPI including its ID, name, description, area, data source, format, unit, frequency, and formula.	
77		Configure the user access level required to view each KPI.	
78		Choose the default and alternate views for displaying a KPI.	
79		Drill down by clicking on a KPI to view its details and edit it.	
80		Search, sort, and filter KPIs by ID, name, frequency, measure, and indicator area.	
81		Show/hide disabled KPIs from the KPI management screen.	
82		Manage data sources for the KPIs easily through a GUI.	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
83		<i>The system shall have the ability to present an intuitive GUI allowing the authorized user to configure the threshold values and levels (green, yellow, red, or as defined per management preference) for a KPI by defining score card algorithms.</i>	
84		<i>The system shall have the ability to clearly present multiple KPIs in the same view</i>	
85		<i>The system shall have the ability to Configure KPIs that are aggregates of multiple other KPIs from different areas</i>	
86		<i>The system shall have the ability to update the other dashboard components instantly and automatically with any new KPI or changes to the configuration of current KPIs</i>	
87		<i>The system shall have the ability to Store each KPIs current and historical measure</i>	
88		<i>The system shall have the ability to Configure KPIs with multiple data sources</i>	
89		<i>The system shall have the ability to run algorithms to calculate the measure of a KPI based on data from subset KPIs</i>	
90		<i>The system shall have the ability to Store the different access levels for each of the authorized users.</i>	

II. ERP System Functional Specification

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
1	<i>General Requirement</i>	<i>The ERP System shall be web-based solution which access from anywhere with the appropriate credentials of access. It shall also be available on the iOS and Android mobile app based delivery platform for the STUs staff and management officials.</i>	
2		<i>The ERP System shall be COTS based solution with customization facility / Be-spoke software with capability of the all level of required customization in line with the current operation procedures of the STUs at Depot Level.</i>	
3		<i>All the database structure of the ERP System shall be dynamically customize based on the current requirement of the STUs.</i>	
4		<i>All the required proposed customized software, firmware under the ERP shall be with the latest open source version with all latest available functionalities and technologies.</i>	
5		<i>All solution components used as part of the deployment, including, and not limited to the operating system and the database applications, shall be latest as on date of deployment.</i>	
6	<i>Graphical User Interface (GUI) Requirement</i>	<i>The ERP System shall be delivered with a fully functioning Graphical User Interface (GUI) in line with the branding of the TNSTC/ STUs finalized at Inception Phase level. .</i>	
7		<i>The ERP - GUI shall be based on standard windows controls for day to day operations of depot personnel.</i>	
8		<i>The GUI shall have branded of the STUs when access from the right credentials.</i>	
9		<i>All screens with non-paging data shall open and populate with data within 2 seconds. All the pages of the application shall have similar refresh timeframe for page open and populate.</i>	
10		<i>All screens with paging data shall open and populate with the initial data within 5 seconds or better & thereafter page updates shall be retrieved within 7 second or better.</i>	
11		<i>Dragging the cursor bar for a scrollable list shall cause instantaneous redisplay of the list intime with the movement of the cursor bar.</i>	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
12	Data Retention Policy Requirement	<i>All the system buses shall be shown concurrently in the GUI with both static and real-time data as parameters. Additional flexibility shall be present to select groups of buses based on criteria defined by the purchaser.</i>	
13		<i>Multiple configurable views of the GUI shall be available for the operator that shall be available for retrieval through a dropdown list.</i>	
14		<i>All the icons, branding material, logos of the application page shall be latest and in the original format and approved by the STUs only.</i>	
15		<i>The system shall record and store the micro and macro data coming from different process with the primary and secondary storage/access mechanism on cloud.</i>	
16		<i>The primary data access shall be considered as a Live Data which shall be available and directly access from the system from last 3 years in FILO logic. The data transfer from the primary to secondary should be through the automated process with 365 days cycle process.</i>	
17		<i>All the system generated data (Transaction data, User data, Master Data, Metadata, and Incident data, process data) primary and secondary data shall be available in the system for the entire contract period. Without written prior approval of the authority or subsequent STUs, the data shall not be deleted or altered during the contract period.</i>	
18		<i>All the summary and detail report shall be directly access from the system with the period of 365 days without any hindrance in the performance of the application.</i>	
19		<i>The ERP shall have capability to see the user audit trail data of the different requests and approval across the modules.</i>	
20	System Security Requirement	<i>The system shall maintain a transaction log that records all users that access reports, the reports accessed, edits and changes to the database and the system logon and log-off times.</i>	
21		<i>The system security shall provide features to maintain data integrity, including error checking, error monitoring, error handling and encryption.</i>	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
22	Master Data Module Requirement	Verification features shall be provided to ensure that all system-created files are uniquely identified, and that no files are lost or missed during data transfer.	
23		All systems, sub-systems and devices shall only allow access to authorized user classes.	
24		ERP system shall be access by the users with authorized credential that encrypted at both the ends and two factor authentications.	
25		All the created user under the ERP system shall have role based data and module access only.	
26		All the master data shall be store with the unique database id into the data and shall not be duplicated to the other databases of the ERP System.	
27		Different Master data tables shall be internally integrated.	
28		Any change in master data shall be process through pre-defined authentication, authorization and regulation compliance of the process set by the STUs.	

III. Stores Module

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
1.	Master Data / Configuration Data Requirements	Ability to group all items based on parameters like Engineering, Stationeries etc.	
2.		Assign unique category code to each category	
3.		Assign Unique Item code for items	
4.		Ability to regroup the items and retrieve the data as per user requirements	
5.		Assign item name in each category	
6.		Ability to assign model, make, characteristics etc to each item	
7.		Ability to configure items viz -- requiring quality check / quality check not required	
8.		Ability to Map item code with vendor master	
9.		Ability to identify duplicate items and send alerts	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
10.		Provision for traceability of materials	
11.		Provision for further scaling of coding structure	
12.		Ability to update the Bill of Materials for all the assets	
13.		Provision to attach Technical Write up, end user certificate for import / Indigenous items	
14.		Ability to identify place of inspection – Receipt / In-process / Pre-dispatch	
15.		Ability to link each item of an indent to equipment / project, department wise	
16.		Provision for differentiating items based on criteria such as capital or consumption	
17.		Provisions for maintaining critical characteristics like shelf life etc. for system alerts and decision regarding material movements	
18.		Ability to configure an expiry alert date for materials. The system shall generate an expiry alert 'XX' number of days before expiry as configured	
19.		Ability to configure safety stock / economic order quantity based on enterprise stock management policies	
20.		Ability to configure a committee for a specific department unit to generate local purchase Indent	
21.	Indent Master	Ability to raise auto indent to items whose stock levels are at or below ROL level or in safety stock levels	
22.		Ability to raise Indent and restrict access for certain materials to authorized personnel (AR items by Stores only)	
23.		Ability to put following details in an indent: past purchase PO, last 3 years consumption, estimated value of purchase, estimated delivery date, type of purchase, nature of item (consumption, capital), where used details, total budget allocated to the dept	
24.		Ability to raise alerts when items reach the re-order level and generate indents automatically.	
25.		Ability to suggest vendors with justifications while raising the draft indent	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
26.		Ability to forward the indent to the respective approving authority through a defined workflow for clearance.	
27.		Ability to evaluate the indent online and reject / suggest modification / approve indent with detailed comments / notes.	
28.		Ability to access information on past purchase details, current inventory status, pending orders, etc required to evaluate an indent and sorting of approved approval hierarchy.	
29.		Ability to attach scanned docs [approved note sheets / drawings / special requests etc] if required	
30.		Link to database for price history	
31.		Ability to create internal indent by a unit / dept / etc. on another unit / dept.	
32.		Ability to raise indent for missing item / reject item with appropriate auto generated reason code affixed with indent.	
33.		Ability to classify indents such as revenue / capital indents/ Emergence / normal, import / indigenous, trial, import substitution, etc.	
34.		Ability to rework and resubmit the indent for approval after necessary modifications (edit after submission).	
35.		Ability to allocate funds against an indent online from department procurement budget.	
36.		Ability to direct the indent to the relevant approving / concurring authority as per the	
37.		indent type (Capital / Revenue) and Delegation of Power	
38.		Ability to differentiate between approved, pending for approval and rejected indents	
39.		Ability to link the Purchase indent with the respective Cost centre	
40.		Ability to trace the indent to the indenter, department, shop floor etc. with the audit trail with regard to date	
41.		Ability to track on indents raised per user dept / cost centre , buyer group/person	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
42.		Ability to convert indent to a final stage by indenter, after this further modifications by indenter is restricted.	
43.		Ability to specify whether items in the indent are proprietary or not and accordingly link proprietary certificate for proprietary items (same is true for Quality inspection specific items and relevant quality certificate)	
44.		Ability to track the status of an indent from indent raising to approval, receipt of offers, placement of order, LC status, material in transit, receipt at stores, inspection, stock charging and payment	
45.		Ability for online budget monitoring and display of budget status during indent stage and accordingly display alerts / messages on exceeding the budget.	
46.		Provision to use multibudget codes for certain group of items	
47.		Without sufficient budget indents cannot be raised.	
48.		Ability to track items critical to Operation, critical to quality, insurance spares, having shelf life, etc for stock level and raise alarm for indenting.	
49.		Ability to raise indents automatically for items reaching re-order level with generation of alerts.	
50.		Ability to provide a facility to the indenter for adding any remarks/description, Special instruction on Packing req, inspection req, sample submission (free/chargeable), legal transit needs, delivery scheduling, test certificate req, Pre-dispatch inspect	
51.		Ability to specify whether 'Sample' is to be submitted with offer or after placement of order and attach 'sample approval criteria' to the indent.	
52.		Ability to prepare an estimate based on standard cost data, past purchase and latest applicable taxes and duties (ED, Cess, entry Tax, etc), transport cost, etc giving landed cost.	
53.		Ability to choose the mode and type of tendering.	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
54.		Ability to identify existence of rate contracts at the indenting stage and link it accordingly with the indent.	
55.		Ability to indent and track a free trial / paid trial item and record the performance.	
56.		Ability to create a purchase requisition / Indent from an existing requisition	
57.		Visibility of inventory of the items.	
58.		Ability to track Purchase requisitions at various stages of approval hierarchy and consolidate the requirements based on material groups or other relevant criteria.	
59.		Ability to automatically book the department budget with actual value, upon placement of Approved Tender / Finalized contract	
60.		Ability to specify whether 'Sample' is to be submitted with offer or after placement of order and attach 'sample approval criteria' to the indent.	
61.	Service Master	Ability to identify services as per work category eg. New capital projects, Revenue work/ consultancy/real estate or others	
62.		Generate unique service code for services.	
63.		Ability to capture Tax details for services	
64.		Provision for mapping of complex service structure such as hierarchy of services and mapping provision for more than one similar jobs	
65.		Assign name corresponding to service code.	
66.		Mapping of service with vendor	
67.		Ability to check existence of rate contract.	
68.		Ability to maintain measurebook or equivalent for service measurement	
69.		Ability to attach service entry sheet along with each service code.	
70.		Ability to capture vendor rating for particular service code.	
71.		Ability to make part payments without the need to enter all the line items	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
72.	Transaction / Process / Activity Requirements - Stock Planning & Analysis	Provision for revaluation of contract pricing (renegotiate L1) terms, in case of market price fluctuation with time	
73.		Ability to interface with e-procurement module for online tendering, goods-receipt, inspection etc.	
74.		Ability to record the inspection schedule and results of shelf life items and generate alert.	
75.		Ability to analyze age-wise and location-wise inventory, class code wise, area code wise, shop floor wise	
76.		Ability to maintain and run the Stores Ledger detailing the opening and closing stock, receipts, issues, price and quantity	
77.		Ability to value inventory on various methods like average, weighted average, current, etc.	
78.		Ability to revalue inventory, with tracking to revert back / to get original value, if required. This is to facilitate cenvat credit refund to govt at current rate or on original value.	
79.		Ability to track stocks at sub-store after it issued from main store as "consumed (consumption posting)" for concerned department.	
80.	Physical Inventory	Ability to perform various kinds of inventory analysis like ABC analysis, XYZ analysis, Fast/Slow/Non-moving analysis, Min-Max analysis, etc. with alert.	
81.		Ability to post stock adjustment transactions (positive and negative adjustments) to adjust quantity and / or value after approval	
82.		Ability to do Stock Verification based on perpetual / cycle / physical counting or any other defined method and periodicity	
83.		Ability to perform perpetual inventory verification by group wise, location wise, item wise etc.	
84.	Inward Receipts Management	Ability to crosscheck delivery chain against the corresponding purchase order	
85.		Ability to register/record inward - material details unloaded	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
86.		Ability to retrieve the details of Materials ordered and received with the Purchase order number	
87.		Ability to capture such particulars as - item name, Quantity/packing, date of receipt, inward register number, purchase order number and name of the supplier - for the unloaded batch	
88.		Ability to qualify and track of items based on colour codes -yellow (quality check pending), green(quality approved) and red (discard)	
89.		Ability to generate MAN - information captured to also include delivery chain details, excise invoice information, commercial invoice information	
90.		Ability to alert \ route MAN to the Concerned user department	
91.		Ability to notify Purchase / Accounts departments about the rejected materials. (Ability to generate Material Rejected Note)	
92.		Ability to receive notifications from Purchase department on approvals for returning rejected material	
93.		Ability to notify Purchase department of excess / shortfall in material received	
94.	Reporting / Document Outputs / MIS Requirements	Material Arrival Note (MAN)	
95.		Material Received Report (MRR)	
96.		Material rejection Note	
97.		Material returned to Party (MRP)	
98.		Material Rejection for Destroyal	
99.		Stored Rejection Report (SRR)	
100.		Stock available statement	
101.		Stock rejection report	
102.		Sales return on finished goods	
103.		Transfer notes	
104.		Scrap sales report	
105.		List of Insurance spares	
106.		Waste generated statement	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
107.		Trend Analysis report on expiry of chemicals, rejected material	
108.		Non-moving Items report	
109.		Aging analysis report	
110.		Report of expiry of non-moving items	
111.		Total SRRs raised for a given period	
112.		List of SRRs against which the material is returned back to the party	
113.		List of pending SRRs	
114.		List of total MRNs for a given period	
115.		List of rejected material returned to the party	
116.		List of rejected material lying with stores	

IV. Purchase Module

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
1.	Master Data / Configuration Data Requirements	Ability to have a centralized vendor master facilitating single vendor description and code across the organization	
2.		Ability to capture multiple addresses against each vendor	
3.		Ability to have both manual numbering / automatically generated numbering for vendor codes with provision for maintaining different numbering sequences and formats for different vendor categories	
4.		Ability to record the following against each vendor:	
5.		Contact person for each vendor address Bank Account (e-payment, cheque payment etc.)	
6.		Handling alternate payee(bank, third party)	
7.		Payment method preferences (e.g. cheque / DD / Bank Transfer etc.)	
8.		Ability to classify vendor master (multiple parameters required to meet reporting, preferential treatment like waiver. payment prioritization and other needs) such as SSI, ANCILLARY, PSU (Spsu, Cpsu) etc. with effective date	
9.		Ability to enter / remove Tax details required for ensuring compliance with Indian Tax laws considering both direct & Indirect taxes.	
10.		Ability to setup default currency for invoice/payment	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
11.		Ability to configure various kinds of payment terms and indicate default payment term (e.g. Immediate, 30 days etc.)	
12.		Ability to de-activate / activate / blacklist vendors with effective dates and assigning status to individual vendors	
13.		Ability to check whether a vendor is also a customer and if so ability to set-off transactions from AP and AR as per requirements	
14.		Ability to configure and allow one-time vendor	
15.		Ability to restrict access to vendor master to specific users and enable filtered views of the vendor list for various processes as per business rules	
16.		Ability to conduct vendor registration process and vendor unregistration process as per predefined business rule	
17.		Ability to undertake vendor development process in the system as per predefined vendor development protocol	
18.	Item Master	Ability to have centralized item master across the organization for all categories of items (Raw materials, Consumables, Spares, Tools, Components, Semi-Finished Items, Finished Items, Service Items, Work Items etc.)	
19.		Ability to maintain bill of materials for specified items	
20.		Ability to assign unique material codes and adopt material codification policy agreed by the organization	
21.		Ability to assign unique material name including specifications so that there is no chance of duplicate records being maintained of the same material	
22.		Ability to capture, maintain and track shelf life of perishable items	
23.	Service Master	Ability to identify services as per Area -works, non-works	
24.		Ability to assign name corresponding to service code	
25.		Ability to enter unit of measure of service as per the nature of service	
26.		Ability to maintain unique service item codes	
27.		Ability to assign / edit / modify description of the service / item(activity) of service	
28.		Ability to check existence of rate contract for individual services or service groups	
29.	Indent Management	Ability of the indents to follow a configurable workflow so that they can be sent to the purchase organization online	
30.		Ability to raise service indents which includes service items	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
31.		Ability to categorize Indent documents as Revenue Purchase Indent, Capital Purchase indent and Proprietary Indent	
32.		For the Capital Purchase Indent, ability to capture against the indent, the reference to budget approval document, justification for purchase, environmental clearance (wherever applicable)	
33.		For Proprietary Indents, ability to capture details of Proprietary certificates	
34.		Ability to direct the indent to the relevant approving / concurring authority as per the indent type (Capital / Revenue) and Delegation of Power	
35.		Ability for senior officers/approvers to evaluate the indent online and reject / suggest modification / approve indent with detailed comments / notes	
36.		Ability to rework and resubmit the indent for approval after necessary modifications	
37.		Ability for the concerned purchaser to scrutinize the indent online and enter remarks if required	
38.		Ability of the purchaser to reject a Indent if required with appropriate comments	
39.		Ability of the system to suggest the type of tendering required based on value of indent and DoP	
40.		Ability of the system to take online special approvals as work flow in case there is any deviation from the DoP	
41.		Ability to generate a unique indent number.	
42.		Ability to access information on past purchase details, current inventory status, pending orders, etc against a particular item	
43.		Ability to attach scanned docs (approved note sheets / drawings / special requests etc).	
44.		Ability to track indent status at every approval stage	
45.		Ability for online budget monitoring and display of budget status during indent stage and accordingly display alerts / messages on exceeding the budget	
46.		Ability to merge/demerge indents	
47.		Ability of the system to support both open tendering process and limited tendering process	
48.		In case of Open Tenders, ability to store information of the Tender Notice, Date, Other details, Details of respondents etc.	
49.		In case of Limited Tenders, ability to store details of the enquiries and the list of vendors to which the enquiry was sent	
50.		Ability of the system to send the Technical Reports through online workflows for approval and to the Purchase Department	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
51.		<i>Ability to select and maintain L1 / acceptable bidder</i>	
52.		<i>Ability to generate Purchase orders</i>	
53.		<i>Ability to capture vendor / item rates with effective dates</i>	
54.		<i>Ability to generate enquiries only on active vendors in the vendor master to avoid loss of effort and time</i>	
55.		<i>Ability to collect requirements from various departments and procure strategically for common and similar items</i>	
56.		<i>Ability to track budget allocation and the utilization against cost / profit centers</i>	
57.		<i>Ability to cancel enquiry and refloat the same enquiry with provision for adding new vendor or change in specification by adding vendors and generate a new enquiry and send it to the vendors.</i>	
58.		<i>Ability to place order without the tendering process esp for small value items / emergency procurement requirements</i>	
59.		<i>Ability to provide for Lead-time alerts and tracking at every stage after generation of indents.</i>	
60.		<i>Ability to escalate to higher officials if approvals are not done with in the stipulated time</i>	
61.		<i>Ability to receive offers/bids into the system.</i>	
62.		<i>Ability to capture bid details</i>	
63.		<i>Ability to make comparative statement and rank the offers received based on defined parameters</i>	
64.		<i>Ability to evaluate offer on-line for technical and commercial aspects</i>	
65.		<i>Ability to integrate with e-procurement / e-bid systems on a prospective date</i>	
66.	Order Management	<i>Ability to convert the indents / enquiries to orders (Purchase / Work) with updated terms and conditions as captured in the negotiation phase</i>	
67.		<i>Ability to maintain all details of each purchase and linkage between subsequent stages of the purchase process (indents -> enquiries -> orders)</i>	
68.		<i>Ability to create amendment orders / partially close orders / terminate orders / blanket orders</i>	
69.		<i>Ability to prepare a Purchase proposal for SPC committee based on the recommendation made by evaluators / committee</i>	
70.		<i>Ability to revise proposal after negotiation with the vendors</i>	
71.		<i>Ability to follow up on the vendor for delivery by sending reminders</i>	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
72.		Ability to generate multiple Purchase orders against one contract and track them	
73.		Ability to create a Purchase Order with staggered delivery	
74.		Ability to release schedules against a Purchase order for staggered delivery	
75.		Ability to provide for taxes and duties for various individual items in the Purchase order	
76.		Ability to provide for ship-to address, bill-to address, invoice-sent-to address in the Purchase order	
77.		Ability to specify on order, shipment-from, bill-by/payment to be released, report-to(agents),etc vendor address in PO	
78.		Ability to provide for various terms and conditions etc. in the Purchase order	
79.		Ability to capture payment terms in distinct parametric form e.g. full / part / advance, mode of payment, address to release the payment etc.	
80.		Ability to capture inspection requirements, acceptance criteria, etc. in PO	
81.		Ability to check for budget allocation when generating a Purchase order / Purchase Proposal	
82.		Ability to capture Tolerances on Quantity ordered and received.	
83.		Ability to generate Purchase order without a quotation / offer (emergency PO / RC / Repeat Order)	
84.		Ability to generate PO with a unique number (unit / dept or other relevant criteria)	
85.		Ability to generate purchase orders with quantity but no delivery schedule (contracts)	
86.		Ability to compare offered rates with estimates and / or Last PO rate and report variances	
87.		Ability to generate release orders against an open PO as and when material is required	
88.		Ability to generate dummy Purchase Orders	
89.		Ability to distribute order quantity amongst multiple vendors against one RFQ	
90.		Ability to capture Purchase Order acknowledgement and Planned delivery date given by the vendor in the system	
91.		Ability to query on Purchase order history by vendor, item code, PO number, indent no. etc.	
92.		Ability to link the Purchase orders to rate contracts for view and analysis	
93.		Ability to generate automatic reminders to vendors for delivery on time, expiry of L.C.	
94.		Ability to track payment / refund status against PO	
95.		Ability to track Bank Guarantee against advance and EMD against PO in terms of value, receipt and validity and raise alerts whenever required	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
96.		Ability to amend / cancel a Purchase Order, item wise	
97.		Ability to create Rate contracts and agreements to schedule deliveries	
98.		Ability to follow-up on the vendor for order delivery	
99.		Ability to make AT's (Acceptance to Tender) with provisional rates.	
100.		Ability to create a Purchase Order and Service Order against one Indent.	
101.		Ability to execute cash purchase (direct purchase) in case of emergency on the basis of approved local purchase indent	
102.		Ability to generate MRR (Material Receipts) to acknowledge accepted quantity of materials	
103.		Ability to integrate with stores functions (inward) from Purchase Receipts	
104.		Ability to integrate with Material Testing Department functions / QA functions for input materials purchased	
105.		Ability of the Material Testing Lab to automatically receive online intimation on requirement of sampling and testing and elimination physical MAN (Material Arrival Note) which is prepared and sent	
106.		Ability to send alerts and reminders for delivery failure and gather vendor feedback	
107.		Ability to view the status (Financial payments) of an order post receipt of goods from the vendors	
108.		Ability to account for samples of materials from new vendors for material testing (could include 3rd party inspection)	
109.		Ability to capture / communicate the test results of the materials of the new vendor	
110.		Ability to attach the technical report with the new vendor development record	
111.		Ability to incorporate Vendor Rating based on configurable parameters of evaluation	
112.	New Vendor Development	Once Vendor Rating is done, the Vendor Rate should appear clearly on the Vendor's Master Record and in all online views / reports	
113.	Purchase Receipts	Ability to record material / service receipts fully / partially against open purchase / work orders in appropriate formats	
114.		Ability of the system to update physical stock and stock valuation as per organizations policies on posting receipts	
115.		Ability to consider tolerance levels (+ve and -ve) to be setup for each material / each vendor / vendor-material combination in posting receipts	
116.		Ability to verify vendor invoices online in terms of material specification / quality requirements, quantity, delivery schedules, payment terms, other conditions	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
117.	Purchase Invoice Verification	Ability to record the vendor liability in the books of the company by posting the vendor invoices	
118.	Purchase Returns	Ability to reject purchased materials because of quality test results	
119.		Ability to raise debit notes	
120.		Ability to create return orders for other purposes	
121.	Budgeting	Ability to categorize revenue budgets for works/material purchase etc.	
122.		Ability to support purchase department budgeting activities	
123.		Ability to perform analysis of budget allocation and actual money spent for purchase activities	
124.		Ability to capture annual requirement plan	
125.	Reporting / Document Outputs / MIS Requirements	Detailed Purchase Transactions / Purchase Register	
126.		List of Active vendors	
127.		List of Emergency Direct and Local Purchase	
128.		List of indents raised for excess material	
129.		Details of existing rate contracts and open orders on the same	
130.		Vendor Rating Report	
131.		Possible Vendor -Item Sourcing Options	
132.		Details of existing rate contracts and open orders on the same	
133.		Vendor / Contractor / Consultant / Creditor Ageing Analysis	
134.		Purchase Order Register-current, outstanding, closed	
135.		Purchase Requisition Register -current, outstanding, closed	
136.		Material Costing / Pricing Report	
137.		Purchase Indent / Requisition	
138.		Purchase Enquiry	
139.		Purchase Tender Document Summary	
140.		Bid Comparison Sheet	
141.		Purchase Order	
142.		Work Order	
143.		Service Order	
144.		Purchase Receipts / GRN / MRR	
145.		Purchase Invoice / Bill	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
146.		Purchase Return Order / Debit Note	

V. Fuel Management Module

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
1.	Fuel Management Module	Module shall have ability to capture the fuel stoke based on the automated sensor based system or manual entry process by fuel management.	
2.		The module shall have capability to capture the odometers and km operated by each fleet through the AVLS application of the STUs under KfW project.	
3.		The module shall have fuel consumption shall be captured for each bus and notified by bus, bus type, depot, driver details etc.	
4.		Module shall have capability to fuel consumption per day /per week.	
5.		Module shall have ability to interfaces with wide range of fuel gauge systems/external fuel suppliers.	
6.		Module shall have create reports of fuel sheets and odometers of the fleets.	

VI. HRMS Module

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
1.	Master Data / Configuration Data Requirements	Ability to maintain and update where required following details of employee master data:	
2.		Names and details of self, spouse, children, parents, dependants, nominees under different schemes, PAN No. and signature	
3.		Postal Addresses -- home, mailing, permanent, office, e-mail addresses and phone numbers for self, spouse, dependants, emergency contacts including contracts of family members	
4.		Home town, home state, domicile town and domicile state	
5.		Gender, date of birth, blood group, citizenship, marital status, religion, caste etc.	
6.		Recruitment category like physically handicapped/ PWD/ sportsperson /ex--servicemen / specialist / SC / ST / OBC / LDP/LAP/HS)/compassionate grounds/Others Recent photograph	
7.		Employee medical details (prior to joining and after joining)	
8.		Qualifications – should capture the details of name of the examination passed (prior to joining and after joining) with specialization/Trade, university/Institute, month and year of passing, percentage of marks obtained, grade/class obtained / Duration of the course / (With incentive / without incentive) etc.	
9.		Previous employment details like name of the organization, position held (designation), start/end dates, reason for leaving, last salary drawn etc.	
10.		Details of spouse in the service of the organization including name, personnel number, unit where working, designation with provision for automatic updation of records of the relative as and when it is updated for him by his controlling establishment.	
11.		Details of the dependents including relationship, their month and year of birth, studying in school/college, monthly income/pension amount, Date of updation of data	
12.			
13.		Details of relatives in the service of the organization including name, personnel number, unit where working, designation and relationship with provision for automatic updation of records of the relative as and when it is updated for him by his controlling establishment.	
14.			

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
15.		History of trainings attended (prior to joining and after joining) like name of the course, name of the Institution, month and year of training, duration of the course in days/weeks etc.	
16.		Awards received (prior to joining and after joining) by the employee including the name of the award, year of award, in which discipline/field and date of receipt of award and special status/ privilege, if any, to be given to him for the award.	
17.		Date of joining, probation period, date of confirmation in each grade / post/ designation	
18.		Details of promotion from one grade / scale / discipline to another including any re-- appointment through internal selections	
19.			
20.		Full transfer history of the employee including the past and current location, nature of transfer (self- initiated / company initiated / against circular), tenure/Deputation, date of joining and date of relieving at different locations, number of times cancelled but kept in abeyance etc	
21.		Present place of posting including name of the department, cost centre, division etc.	
22.		Ability to maintain / update union membership data and processing for deduction of membership fee through pay--roll processing	
23.		History of disciplinary actions against the employee including date of charge, nature of charge, amount of financial loss to organization, date of punishment and nature of punishment. This must include Vigilance/ CBI/ Criminal proceedings.	
24.			
25.		Ability to provide dynamic user defined query/ report facilities based on the defined user login/security levels for Personnel department as well as for other Users. Views of information on user--defined criteria like date --wise, category--wise, qualification--wise, experience--wise, male--female, etc. Should support maintenance of statutory registers (like Form--11, Form--12)/Establishment schedule / muster rolls etc.	
26.		Ability to change employment status from full--time to part--time, or part--time to full-- time.	
27.		Ability to send email/notification to the concerned departments like Accounts etc. on change of employee status	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
28.		Ability to update a field indicating whether the employee has taken the home lease facility and link it to the payroll	
29.		Ability to track each employee's start dates and end dates for each position held / event during service for user-defined period.	
30.		Ability to create/ update organizational chart of all positions and reporting relationships.	
31.		Ability to drill down facilities to access information of the employees at various levels -- to go from organization level to sub levels like Unit level, department level and employee level	
32.		Ability to provide restricted access to different classes of employee master data	
33.		Ability to track, calculate and trend employee participation through Knowledge Management database.	
34.	Transaction / Process / Activity Requirements	Ability to interface with Govt. authorities for intimation of vacancies for sanctioned strength of trainees under Apprenticeship Act	
35.		Ability to arrive at vacancies to be reserved for SC / ST / OBC / Physically disabled categories	
36.		Ability to raise the indent / Manpower Requisition Form (MRF) in the system	
37.		Ability to introduce workflow based approval system for the MRF / indent	
38.		Ability to maintain applicant database in the system	
39.		Ability to connect the online application link (at the company website) to the central applicant data base	
40.		Ability to conduct first level of screening in the system by matching against key words of educational, skill requirements mentioned in the indent	
41.		Ability to gather the list of Candidates from the Govt. Authorities registered with KMRL	
42.		Ability to enter the details of short listed candidates who respond to advertisement on the basis of age, qualification, experience etc.	
43.		Ability to schedule interviews of the shortlisted candidates and enter interview results / comments in the system	
44.			
45.		Ability to generate Interview Call Letter	
46.		Ability to receive online approval from	
47.		Ability to generate Appointment Letter	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
48.		Ability to update and maintain the recruitment tracker on employees joining / not joining after appointment letter is issued	
49.		Ability to generate a report in a prescribed format to list the receivables from Board of Apprenticeship as mentioned above	
50.		For Training & Development Scheme, an approval note on the list of positions, job specifications, is generated. The system should support in generating this and also have the ability to route the approval workflow to the concerned authorities	
51.		Ability to track, calculate and trend for various categories a)Recruitment cost incurred/employee	
52.		b) Time taken for filling up a vacancy i.e from paper ad to appointment letter	
53.		c) No. of days taken to respond to an applicant etc.	
54.		Ability to maintain temporary posts as per requirements	
55.	Joining & Relieving	Ability to capture information of the Joining Form and transfer the data towards maintenance of Employee master	
56.		Ability to generate unique Employee Code	
57.		Ability to apply and submit resignation online in the system	
58.		Ability to generate Dues Report for the employee and show any outstanding amount in any category / department from the system	
59.		Ability to generate No Dues Certificate / Clearance to the employee	
60.		Ability to capture and archive relevant details from Exit Interview	
61.	Attendance & Leave Management	Ability to integrate attendance punch card system with the HR module of the ERP	
62.		Ability to enter and modify attendance data of employees directly in the system when punch cards are not operating	
63.		Ability to link up attendance with salary processing / financials	
64.		Ability to apply and approve leave online	
65.		Automate the leave approval workflow of the employee through the concerned approving authorities	
66.		Ability to maintain and update the leave database for employees	
67.		Ability to scan / capture details of medical certificates with relevant Leave Record of the employee	
68.		Ability to maintain updated leave balances against individual employees	
69.		Ability to link wage / salary cut due to excess leave taken by employees	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
70.		Ability to record time stamp of records entered and prevent back dated entries	
71.	LTC availing and Claim	Ability to auto verify names of dependents (from employee master)	
72.		Ability to validate the mode of travel with the employee's eligibility on the same based on his grade / seniority etc.	
73.		Ability to route the application form through the concerned approving authorities as a workflow	
74.		Ability to send the verification form to Finance Department on a workflow after due approvals (may be multi-level if required) from HR	
75.		Ability to verify the submission and enter remarks / comments and approve / reject the settlement form	
76.			
77.		Ability to capture application for advance	
78.		Ability to check and verify eligibility criteria of dependents and prepare eligibility list online	
79.		Ability to send auto alert to concerned departments on availing of LTA by an employee	
80.	Loans and Advances	Ability to setup loan eligibility against different employee grades	
81.		Ability to apply and send online the application for loan in the system to HR	
82.		Ability to generate a sanction note and its approval online in the system	
83.		Ability to intimate Accounts section on remittance of instalments after due processing by the financial institution	
84.		Ability to introduce workflow based approval system for the house-- building/maintenance loan	
85.		Ability to avail interest subsidy on loan as per corporate policy	
86.		Ability to process applications and necessary approvals for loans in the system	
87.	Increments	Ability to maintain and update the scale of pay for different categories of employees of the organization	
88.		Ability to generate list of employees due for increment (preferable one month earlier)	
89.		Ability to calculate the increments as per the scale of pay for employees who have served for 12 months -- as business rule	
90.		Ability to send auto alert/e-mail to the concerned departments on change of pay--scale of the employee	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
91.		Ability to generate increment letters for employees from the system	
92.	Leave Encashment	Ability to configure necessary business rules for leave encashment in the system for different categories of employees	
93.		Ability to raise Leave Encashment Application in the system and this should flow by workflow to concerned HR personnel	
94.		Ability of the approved applications to flow online to Finance / Accounts section for suitable disbursement	
95.	Medical claim & Medical Reimbursement	Ability to maintain and update a master of approved hospitals / health clinics/Insurer etc.	
96.		Ability to raise a Form to intimate the company regarding the admission in a hospital	
97.		Ability to take lodge claims with insurer	
98.		Ability to enable selection the option of Medical Reimbursement as against medical allowance	
99.		Ability to fill up online medical reimbursement form	
100.	Promotion and Pay Fixation	Ability to configure time--based and vacancy--based promotion policies and salary fixation	
101.		Ability to introduce a workflow based approval process if required	
102.		Ability to generate Promotion Order in the system	
103.		Ability to capture minimum attendance criteria, performance rating and seniority and qualification criteria for vacancy--based promotion	
104.		Ability to prefer optional fixation against pay fixation online	
105.		Ability to generate a list of employees due for promotion (based on tenure of service and any other business rule which can get updated time to time)	
106.		Ability to generate a Pay Fixation Statement as per pre--defined business rule, in case employee has selected Pay Fixation	
107.	Personal Accident Claim	Ability to send the form online to the Safety Officer and after approval to HR -- through workflows	
108.		Ability to store / capture details of fitness certificate, medical certificate etc.	
109.		Ability to raise note in case of accidents which happen within the factory premises	
110.		Ability to send the note to accounts after approval for payment and to time office / leave function for updating leave	
111.		Ability to raise and send Travel Forms online from different departments	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
112.	Vehicle & Estate Management	Ability to record daily trips and reconcile with contract / payment settlement	
113.	Confirmation and Placement of Trainees	Ability to generate a confirmation note on completion of probation of trainees	
114.		Ability of the system to generate a report / generate alerts to remind HR about completion of probation period of trainees at least 1 day before	
115.		Ability to generate Confirmation Letters to confirmed trainees	
116.		Ability to extend probation period of trainees if found required	
117.		Ability to generate a list of all trainees who have completed 1 year in the organization	
118.		Ability to send the names and PR forms to different departments	
119.		Ability to process travel requisition including capture of settlement details against the specific requisition	
120.	Reporting / Document Outputs / MIS Requirements	Report of Recoverables from salary	
121.		Report on new joiners, resignees and retirees	
122.		Reports of employees based on the categorisation of Length of Service, Age, Qualification, etc	
123.		Attendance Report -- normal, overtime, unauthorized absence, late arrival, punch recorder output	
124.		List of applications and processing status for availing benefits -- leave, LTC etc.	
125.		Report the number of resignations, retirements, transfers and promotions quarterly / half-yearly / annually	
126.		Report the current stage and status of a hiring process	
127.		Report the number of applicants for each positions	
128.		Report the recruitment cost per department	
129.		Individual and departmental training reports.	
130.		Report with the attended training programs, and total training hours for each employee during the year	
131.		Reports on mediclaim processing -- claims received and processed	
132.		Performance appraisal rating for all employees	
133.		Report on performance of an employee including ratings as captured in the system on a need basis	
134.		Report on manpower utilisation across units	
135.		Report on LTC availment vs encashment	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
136.		Report on list of vacancies	
137.		Report on employees / contract laborers engaged against a specific indents for annual return	

VII. Depot Module

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
1	Mechanical Department Module - Workshop & Fleet Maintenance	Module shall have a capability to creating service request by using input from Drivers, technical staff ,scheduled maintenance plan, accident repair request, Equipment sublet's request etc.	
2		At any given point of time, work progress status at various stages e.g assigned to test drive, technician, investigation, under component replacement, work completed.	
3		Module shall have capability to incorporating approval matrix for cost & time estimates, Material requestioning , final work completion, High Value repair work etc.	
4		Module shall have provision for identification of status of each type of used item, quantity, usability status (re-usable /scrap/etc) and linking to storage locations	
5		Module shall have auto and manual assignment of maintenance calendar to different type of assets under workshop, e.g Buses, Maintenance equipment's, electrical equipment, mechanical equipment etc.	
6		Module shall have ability to daily triggering of scheduled activities, e.g. list of buses due for different types of maintenance schedules, list of infra due for preventive checks etc.	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
7		Module shall have feature of creation of accident information report (AIR) through joint inspection at gate, accident repair request generation, Template for faster estimate generation for accident repair work cost & time estimation, submission of estimate, repair cost & time estimate approval status tracking, work flow tracking, work completion alerts, final inspection, satisfaction note creation, final closure of work ,repair bill generation, bill submission.	
8		Module shall have identification mechanism for various spare parts/components based on their specific identification code used by OEMs and also provide for such number based tracking of the same. Buses should also be added as a maintainable asset in the system.	
9		Module shall maintain a repair history and track real time data to raise maintenance alerts (Repeat work alert, repeat part failure alert etc.)	
10		Module shall be able to track the spares required for maintenance and should be integrated with inventory system to maintain real time inventory levels	
11		Module shall provide tyre tracking and tyre rethreading cycle with history of kilometer run, obtain precise information regarding the tyre operational conditions and how this can affect the performance and cost.	
12		Module shall capture wear rates by tyre brand, size, type, vehicle and position.	
13		Module shall capture details of rim tests and inspections, failure reasons, lost tread value.	
14		Module shall keep track on the flow of tyres, moving out /in for tyre retreading and km usage on vehicles by each tyre till end of life.	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
15		Module shall have a capability to store the data history and transaction of the tyres should be linked with the vehicle Chassis Number / Registration Number and on which side (FL,FR, RLI, RLO, RRI, RRO) is being mounted through-out its life of buses.	
16		Module shall be able to monitor tyre pressure by integrating with available information in Bus and should be able to track history of tyre pressure filling incidences on each tyre through out its life.	
17		Module shall send alerts for Workshop specific scheduled maintenance to concerned staff or department	
18		Module shall be able to send alerts for Fitness Certificate Renewal (Bi-annual/annual) requirement. System shall provide list of checks that should be done before the fitness certificate application, Work progress monitoring , status update related alerts to operations team	
19		Module shall be able to provide end to end functionality for scrap handling and scrapping process, ability to dispose of Scrap Vehicles, able to capture scrap vehicles information along with history, Track disposal of scrap material	
20		Module shall have functionality for defect rectification on all buses in the fleet or replacement of any component as a campaign on all buses or assets	
21		Module shall have functionality for rebuilding or reconditioning work undertaken in any assets, or in any component of assets/buses	
22		Module shall have functionality for subletting of repair work on any component or asset by allowing the component to go out of depot for 3rd party repair and regularizing back once receipt of the same post repair. System should be able to link cost of such sublet work to the asset concerned	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
23		Module shall have functionality to prompt for initiation of Product failure investigation based on repeated occurrence of same nature of complaints, or frequent replacement of same component , or based on same complaint reported in all buses within short span of time, or based on very early (days of operation or low km run)	
24		Module shall have functionality to map possible root cause of any specific failure and assist the investigating technical staff to conclude through well-defined trouble shooting tree for each type of complaint and finally create an investigation report	
25	Preventative Maintenance Modules	The module enhances overall equipment reliability, reduces maintenance costs, and improves the efficiency of maintenance operations buses through integration of the VHMD – Vehicle Health Monitoring System of the STUs. (Third Party).	
26		The module shall Diagnostic Trouble Code (DTC) Analysis based on interpret and analyze diagnostic trouble codes emitted from VHMD system. It should identifying and addressing issues early, PMMs help prevent more severe problems and reduce unplanned downtime	
27		Based on the Through historical data analysis and machine learning algorithms, PMMs can predict potential failures before they occur. Predictive analytics should help schedule maintenance activities based on the expected remaining useful life of components.	
28		The module should track the performance trends of various components over time and identifying deviations from normal operating parameters, Module should suggest maintenance actions to address potential issues	
29		Module should monitoring the condition of fluids (engine oil, transmission fluid, coolant, etc.) based on VHMD data helps in scheduling timely fluid changes and preventing equipment damage.	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
30		<i>The module shall have capability to consider the usage patterns of the equipment to determine maintenance intervals. The module should preventing unexpected breakdowns and reducing the need for emergency repairs, PMMs contribute to cost optimization and improved asset utilization</i>	

VIII. Legal Department Module

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
1	User Access and Authentication:	<i>Define user roles and permissions for legal staff. Implement secure user authentication and password policies.</i>	
2	Legal Case Management:	<i>Create a module for managing legal cases, including case creation, tracking, and closing. Assign responsible attorneys to each case. Set up a document repository for case-related documents and evidence.</i>	
3	Contract Management:	<i>Develop a contract management system to track contracts throughout their lifecycle. Provide version control and audit trail capabilities for contract modifications.</i>	
4	Legal Document Repository:	<i>Establish a central repository for legal documents, such as court filings, contracts, and legal opinions. Implement document versioning and access control.</i>	
5	Court Calendar and Docketing:	<i>Create a calendar system to schedule court dates, hearings, and deadlines. Enable automated docketing to ensure compliance with legal timelines.</i>	
6	Legal Expense Tracking:	<i>Implement an expense tracking system for legal matters, including billing and budget monitoring.</i>	
7	Legal Research and Knowledge Management:	<i>Provide tools for legal research and knowledge sharing among legal professionals. Integrate legal databases and research resources.</i>	
8	eDiscovery and Data Preservation:	<i>Develop a module for electronic discovery and data preservation to facilitate litigation. Ensure data preservation compliance with legal requirements.</i>	
9	Compliance Monitoring:	<i>Implement features to track and monitor legal compliance with regulations and policies.</i>	
10	Legal Request Management:	<i>Create a system for managing incoming legal requests, subpoenas, and information disclosure. Track request status and responses.</i>	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
11	Case Collaboration:	Enable collaboration among legal team members on case-related activities and documents.	
12	Reporting and Analytics:	Provide reporting capabilities for legal department performance, case status, and expense analysis. Implement dashboard for key legal metrics.	
13	Workflow Automation:	Automate legal processes and workflows, such as contract approval and review. Enable notifications and alerts for critical legal events.	
14	Legal Matter Intake:	Establish a standardized process for intake of new legal matters. Capture essential information for initial assessment.	
15	Legal Holds:	Implement legal hold functionality to preserve relevant documents and data for pending litigation.	
16	Conflict of Interest Checking:	Enable the generation of standard legal documents, such as contracts and legal opinions.	
17	Records Management:	Implement a records management system for archiving and retention of legal documents.	
18	Audit Trail and Compliance Logging:	Maintain an audit trail of all actions taken within the system for compliance and accountability.	
19	Search and Retrieval:	Provide advanced search capabilities to quickly locate specific legal documents and information.	
20	Document Version Control:	Maintain a version history for all legal documents with the ability to compare versions.	
21	Secure Communication:	Implement secure communication channels for confidential legal discussions and document sharing	

IX. Forecast Management Module

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
1	User Management	Define different user roles such as administrators, planners, and data entry personnel, each with specific access rights	
2	Data Management	- Data sources: Integrate with various data sources, including historical travel data, weather data, and event data. - Data storage: Store historical and real-time data efficiently and securely.	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
		• <i>Data cleansing: Implement data validation and cleansing processes to ensure data quality</i>	
3	Forecast Models	• <i>Time-series forecasting: Develop models for predicting passenger demand based on historical data.</i> • <i>Route-specific forecasts: Generate forecasts for each route, considering historical ridership, seasonal variations, and special events.</i> • <i>Real-time data integration: Integrate real-time data to adjust forecasts dynamically.</i> • <i>Machine learning: Use machine learning algorithms to improve forecast accuracy.</i>	
4	Schedule Optimization	• <i>Route optimization: Optimize routes and schedules to match demand forecasts.</i> • <i>Resource allocation: Assign vehicles and drivers efficiently.</i> • <i>Service alerts: Automatically notify users about changes in schedules or delays.</i>	
5	Demand Analysis	• <i>Passenger segmentation: Analyze passenger demographics and behavior.</i> • <i>Seasonal variations: Identify and accommodate seasonal variations in demand.</i> • <i>Special events: Account for events that may affect ridership.</i>	
6	Reporting and Visualization	• <i>Dashboards: Create interactive dashboards for real-time monitoring and reporting.</i> • <i>Data visualization: Use charts, graphs, and maps to display data.</i> • <i>Export and sharing: Allow users to export reports and share insights with stakeholders</i>	
7	Communication and Alerts	• <i>Notifications: Send automated alerts to passengers about route changes, delays, or cancellations.</i> • <i>Communication channels: Support SMS, email, and mobile app notifications.</i>	
8	Compliance and Regulatory Features	• <i>Compliance with local regulations: Ensure that the system complies with public transport regulations in India.</i> • <i>Data security and privacy: Implement data protection measures in line with relevant laws</i>	
9	Integration with Other Modules	• <i>Integration with ticketing and payment systems.</i> • <i>Integration with fleet management and maintenance modules</i>	
10	Maintenance and Support	• <i>Error handling: Implement a robust error-handling mechanism.</i>	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
		Regular updates and maintenance: Ensure the system remains up to date and operational.	
11	Budget and Cost Analysis	- Cost tracking: Monitor the cost associated with forecast management. - Budgeting: Assist in creating budgets based on historical data and forecasts	

X. Document Management System Module

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
1	Document Capture and Import	- Scanning and Importing: Users should be able to scan physical documents or import electronic files into the system. - Document Metadata: Assign metadata (e.g., document type, date, source, and route information) to documents during import.	
2	Document Storage	- Central Repository: Maintain a centralized and secure repository for all documents. - Categorization: Categorize documents into relevant groups (e.g., vehicle maintenance records, financial documents, safety certificates). - Version Control: Allow versioning of documents to track changes and revisions.	
3	Document Retrieval	- Search and Filters: Enable users to search for documents using keywords, document type, date range, and other metadata. - Document Previews: Provide document previews to help users quickly identify and access the required document.	
4	Document Access Control	- Role-Based Access: Implement role-based access control to restrict document access based on user roles and responsibilities. - Audit Trails: Maintain an audit trail to track document access and modifications	
5	Document Workflow	- Approval Workflow: Create approval workflows for documents that require review and approval. - Routing: Define document routing paths to ensure documents reach the right individuals for approval and processing. - Notifications: Send automated notifications for pending tasks in the workflow	
6	Document Versioning and Editing	- Check-out/Check-in: Allow users to check out a document for editing, ensuring no simultaneous modifications. - Annotation and Editing: Enable document annotation and basic editing capabilities (e.g., adding comments, highlighting text).	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
7	Compliance and Retention	- Retention Policies: Implement retention policies to ensure compliance with legal requirements for document retention. - Archiving: Move older or less frequently accessed documents to an archive while keeping them accessible.	

XI. Budget, Finance, Accounting, Audit and Contingency Module

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
1	Master Data / Configuration	Centralized definition of fixed asset categories, description, multiple depreciation rates etc	
2	Data	Ability to maintain parent-child relationship across asset classes	
3	Requirements	Ability to support different methods of depreciation like WDV, SLM etc	
4	Payroll Masters	Ability to maintain master information of all employees -- Personal Data with Basic pay and other allowances applicable, PF no., PAN no., Bank account no. etc	
5		Ability to maintain Unique master code for each employee from inception till retirement across the enterprise even in case of transfers, deputation etc	
6		Ability to support configuring of various tax rules (e.g. Income tax, Professional taxes) specifying, but not limited to items such as basis and method of calculation, default %	
7		rates, general accounts to which tax effects may be posted, applicable stat	
8		Ability to configure outline pay structures at various levels and types (such as permanent, contract employees, trainees etc)	
9	Vendor Master	Centralized vendor master facilitating single vendor description and automatic numbering code across the organization (supporting such parameters as --Multiple addresses against each vendor, Contact person for each vendor address, Bank Account (e-payment, cheque payment), Tax details required for ensuring compliance with Indian Tax laws considering both direct & Indirect taxes	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
10		Vendor classification (multiple parameters required to meet reporting, preferential treatment like waiver of EMD etc. payment prioritization and other needs) such as SSI, ANCILLARY, PSU (Spsu, Cpsu) etc. with effective date	
11		Centralised vendor payment details (with such details as -- Default currency for invoice/payment, Default payment term (e.g. Immediate, 30 days etc.), Payment method preferences (e.g. cheque / DD / Bank Transfer))	
12		Whether vendor is also a customer; If yes, then his customer details	
13		Default level of invoice matching (e.g. to PO, Receipt etc)	
14		Limit maintenance / access to vendor master to specific users	
15		Create rate master, item wise/vendor wise for repetitive items against value based Purchase master.	
16	Transaction / Process / Activity Requirements	Ability to define internal organization structure like SBUs/ LOBs/ Locations/Profit	
17		Making Units across multiple legal entities	
18		Ability to generate complete trial balance, P & L account and Balance Sheet at these levels	
19		Ability to create departments/functions etc as flexible hierarchy to roll up cost	
20		Ability to do planning at the above two hierarchies	
21		Ability to maintain multiple planning versions	
22		Ability to support "Double Entry System of Accounting" on "Accrual Basis" as required under Companies Act in general and Schedule VI requirements in particular.	
23		Ability to maintain and enforce for strict compliance, the Delegation of Powers (DOP) of the Company with a facility to update/modify/delete/add powers/grades etc.	
24		Ability to implement Work-flow based mechanism of put up of proposal, concurrence, re-comment, forward for approval, refer to backward for necessary action, refer to across functions for getting back along with comments/ remarks/ information/ attachments	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
25		Ability to generate vouchers automatically based on the work-flow outcome as defined by the business rules.	
26		Ability to maintain Foreign Exchange Rates centrally and apply wherever necessary.	
27		Ability to upload exchange rates data from excel or any other system to ERP.	
28		Ability to maintain the Holiday list of KMRL and that of Banks/Govt. as applicable for determining Due Dates on various occasions or any other purpose.	
29		Ability to integrate the Finance Function with other functions in ERP and other legacy systems retained.	
30		Ability to upload and retrieve the supporting documents (soft version) with the vouchers.	
31		Ability to download reporting in excel and also in a format suited for XBRL reports.	
32		Ability to update Excise/Service Tax (ST) Registers/Records on dispatch of goods/services	
33		Generation of necessary TDS/TCS/VAT/ST and other statutory returns	
34		Ability to pass necessary entries, as per defined business rules, in case stocks dispatched to branches/stockyards	
35	Cash/Cheque Management	Ability to record Cash receipts and advances (with such details as -- To, date, Amount, Approver etc)	
36		Ability to print Payment Voucher, Receipt voucher, Cheque with pre-printed stationary	
37		Ability to print pay-in-slip (request for bankers' cheque, DD etc.), money-receipt, deposit slip, covering letter etc. from system	
38		Ability to have cash verification	
39		Ability to generate cash outflow / inflow for user defined period	
40		Receive online payment vouchers with respect to cash, bank and e-payments and receipt Challans from various sections	
41		Online verification of signatures in payment vouchers and authorisation slips	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
42		Ability to cancel cheque in system	
43		Adaptability to all modes of bank payments such as e-payments, cheque, bank drafts, CMP, E-transfers etc.	
44		Ability to throw alerts where payments are made before due date	
45		Ability to restrict certain document types in cash/ bank book	
46		Ability to account for the direct debits/credits in the bank accounts in the cash book	
47		Forecast expected date of payment to vendors based on payment terms (linked to PO raised, expected date of delivery, receipt of invoice, contractual terms & conditions etc)	
48		Forecast expected date of collection from customer (distributors/CFA) based on payment terms (linked to Sale Order date, expected date of shipment, invoice date etc.)	
49		Periodic forecast of receipts and payments across the unit/ Organisation.	
50		Forecast in currencies (separately for USD, INR etc)	
51		Ability to prepare Fund/cash flow statements from revenue and capital budget.	
52	Transaction Bank Reconciliation	Bank Master Maintenance -- maintain list of approved banks	
53		Ability to reconcile payments and collections to eliminate any duplicate data entry	
54		Ability to reconcile with General Ledger to consider any bank related journal entries such as those for bank transfers etc	
55		Ability to reconcile bank statement with payments, collections, adjustments etc recorded in the system based on the cheque number or such other reference number	
56		Ability to generate bank reconciliation statement listing unreconciled transactions	
57	General Ledger - Accounts	Option to have same or different chart of account structure across the organization	
58		Capture multiple dimensions (e.g. department, location, product, project, personal no. etc) in the chart of account	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
59		Ability to record asset, liability, expense and revenue against each dimension in the chart of account structure	
60		Option to have centralized or decentralized maintenance of chart of account values	
61		Facility to put start and end date to use of specific chart of account values, activate and deactivate as and when required	
62		Maintain Parent-child hierarchy in chart of account values	
63		Restrict access to specific values to specific users / units	
64		Enable identifying inter unit account codes with auto generation of advices	
65	General Ledger - Calendar	Define calendar based on organization's accounting and reporting requirements Calendar periods should be able to be defined by the user	
66		Calendar can be defined as uneven periods, adjustment periods, or to a maximum of 366 periods	
67		Multiple calendar definitions shall be allowed	
68		Facility to open multiple accounting periods i.e. open the next accounting period before closing the current accounting period	
69		Facility to open multiple accounting years by opening periods in multiple accounting years	
70		Close an accounting period to prevent any entries in that period	
71	Journals	Support manual entry of journal vouchers	
72		Facilitate entry and approval of Journal vouchers (maker--checker)	
73		Ability to have automatic journal numbering identifiable with section / department etc.	
74		Journals to have unlimited number of lines including narration for the journal as well	
75		as each line	
76		Look up account numbers and descriptions during journal entry	
77		Use codes to default account combinations	
78		Facilitate Journal Voucher Printing	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
79		Allocate overhead account balances to other accounts based on fixed amounts or user defined base	
80		Automatically create journal entries from allocation schedule	
81		Automatically generate recurring journals	
82		Facility to link reversed journal to original journal	
83		Ability to consolidate group company accounts on yearly / quarterly basis.	
84		Ability to automatically net off the expense and revenue accounts closing balances to	
85		retained earnings account and carry the same to the following accounting year.	
86		Ability to carry forward assets and liabilities to following accounting year	
87		Capability of defining separate consolidation and final accounting procedures for selected accounting units eg PF Trust, Foreign subsidiaries	
88		Ability to support provisional journal entries	
89		Ability to pickup previous year figures in current year financial statements and ability to regroup/reclassify previous year figures where necessary	
90		Ability to have different document type for memoranda provisional entries for monthly / quarterly closing and also to facilitate auto reversal of these entries in the immediate succeeding month.	
91		Ability to do Segment reporting	
92		Ability to integrate the General Ledger Accounting with:	
93		Asset Accounting ; FI Accounts Receivable and Accounts Payable; Costing ; Materials Management and HR	
94		Ability to generate G/L Account Balances	
95		Ability to generate Transaction Figure Display	
96	PROCURE TO PAY Management	Ability to track invoices received not processed/paid	
97		Enter required vendor invoice details manually for matching at material receipt / payment level	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
98		Ability to Generate invoices automatically based on predefined criteria (e.g. running bills, invoices based on receipt of material etc.)	
99		Ability to record details like liquidation charges, payment against billing schedule,	
100		chemical analysis, applicability of TDS etc. in the PO	
101		View and match invoice to PO eliminating need for physical PO	
102		Ability to view details of services received in Work-Order entry sheet	
103		Ability to match services received, PO for the services and Invoice for services	
104		Automatic alert for non compliance of PO terms (documents, price, delivery date, other conditions of contract)	
105		Automatically place on hold invoices not matched to PO for specific vendors	
106		Automatic accounting for invoices based on POs by linking to A/c master	
107		Default tax details from vendor master (CST/OS/Service Tax/Entry Tax)	
108		Calculate / deduct TDS / statutory taxes etc. automatically	
109		Maintain exchange rates centrally, with payment in centralized / decentralized way.	
110		Restrict GL date to the open accounting period only	
111		Automatically apply based on contract tax / freight / handling charges across multiple invoice lines	
112		Place invoices on hold to prevent further action at different stages like payment etc.	
113		Recording project invoices with details of project code, activity, task etc.	
114		Allocate single invoice expense line to multiple GL account with responsibility code	
115		Indicate vendor balance before making payment.	
116		View and match invoice to PO, Receipt in the system at line level eliminating need for physical PO / GRN	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
117		Automatic three way (invoice, PO and GRN) matching process after the invoice details are entered in the system	
118		For payment made on the basis of performance, provision should be there to capture the performance measure against PO and actual performance against GRN	
119		Ability to block payment to a Vendor till such time as desired	
120		Ability to analyse ageing of vendor balances at any given point of time whether current or past or even future.	
121		Ability to generate vendor account statement to be sent to the vendors.	
122		Ability to link payments to completion/installation details.	
123		Ability to compute and pay discount as per the terms agreed with vendor/supplier.	
124		Postings in Accounts Payable to be simultaneously recorded in the General Ledger	
125		Ability to generate balance confirmations, account statements and due date forecast	
126		Ability to Manage Vendor Master data(Create Read Update and Delete)	
127		Ability to add details like Vendor, Cheque No. etc. in the purchase master	
128		Enter Debit / Credit notes against specific invoice(s) to adjust vendor liability	
129		Ability to generate and capture appropriate Debit / Credit memos against specific trading product invoice(s) to adjust inter-unit(between procurement and marketing) accounting (VAT, CST, ED, Excise, transfer price etc)	
130	Inventory Valuation	Ability to support online valuation of Inventory	
131		Ability to integrate costing module with inventory module to facilitate inventory valuation	
132		Ability to have inventory ageing report	
133		Ability to value inventory as per accounting policy i.e. weighted average, FIFO etc	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
134		Ability to value finished products at cost or realisable value whichever is less	
135		Ability to account for differences arising on account of physical verification	
136		Ability to account/adjust for transit loss to inventory	
137		Ability to value issues of stores items as per defined business rules (i.e. moving weighted average/monthly weighted average etc. as the case may be) and ability to post to the appropriate GL Code	
138		Ability to identify nature of issues i.e. whether free/recoverable issue to contractors or consumption by company etc	
139		Ability to value consumption of raw material as per defined business rules(i.e. moving weighted average/monthly weighted average etc. as the case may be) and ability to	
140		post to the appropriate GL code	
141		Ability to make necessary adjustments to consumption, in case of price revisions, where applicable	
142		Ability to link MRV (Material receipt Voucher) raised on receipt of materials with issue note when materials have been sent out on repair	
143		Ability to track materials sent out on repairs	
144		Ability to create necessary provisions for slow moving/non moving inventory as per business rules	
145		Ability to arrive at landed cost of material including customs duty and port charges, freight charges, clearing and forwarding agent charges and other applicable charges, as the case may be	
146		Ability to value MRV raised as per defined business rules	
147		Ability to value Stock Adjustment/Stock Transfer Vouchers/Stores Return Note etc as per defined business rules	
148		Ability to do quantity reconciliation between procurement, consumption, production, dispatch, sale, shortages and closing stocks	
149		Ability to allocate overhead account balances to issues/consumption and closing inventory based on proportionate conversion costs	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
150		Ability to support adjustment of VAT credit taken at the time of issue/inventory	
151		valuation	
152		Ability to obtain details of book balances of inventory to facilitate physical verification	
153		Ability to update physical verification details in case of inventories for the system to list out excess/shortage report	
154		Ability to value shortages/excess inventory as per defined business rules and ability to classify the same as normal/abnormal	
155	Revenue Accounting	Ability to support accrual based accounting	
156		Ability to link sales with the respective account codes	
157		Handling credit notes on customers for shortages, quality complaints etc.	
158		Handling debit notes on customers for interest on overdue payments etc.	
159		Ability to support overall stock reconciliation-- product wise and preparation of stock reconciliation statement for Balance Sheet	
160		Ability to update excise register on despatch of finished goods and accounting of excise duty at plant and CFA depot	
161		Ability to automatically compute penalty and facilitating computation of taxes and duties by linking it to invoice	
162		Ability to generate ageing schedule of debtors giving details of debtors outstanding for more than XX days, for more than XX days but less than XXX days, for more than XXX days, etc.	
163		All postings in Accounts Receivable are also recorded directly in the General Ledger	
164		Update respective G/L accounts depending on the transaction involved (for example, receivables, down payments, and bills of exchange).	
165		Monitor open items, such as account analyses, alarm reports, due date lists, and a flexible dunning program	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
166		Ability to documenting the transactions that occur in Accounts Receivable, including balance lists, journals, balance audit trails, and other standard report	
167		Ability to calculate interest on customer and vendor accounts	
168		Ability to account for receipt of cheque/DD, track whether dishonoured or not	
169		Ability to match export proceeds with import payments falling within a bucket of specified no. of days	
170		Ability to support accounting of advance received from customer and ability to classify advance separately from amount outstanding against invoices for balance sheet disclosure.	
171		Ability to support refund of advance if value of dispatch is less than advance amount	
172		Ability to transfer balances lying to the credit of a customer against multiple Money Receipts and multiple DOs as free balance by a single journal (for refund or to be used for further transactions)	
173		Ability to support accounting of collection received at location other than where invoice is raised.	
174		Ability to handle accounting of collection received from customers received in e-payment mode.	
175			
176		Ability to adjust receipt with invoice and show net amount outstanding	
177		Ability to provide for doubtful debts and ability to facilitate writeoff	
178		Ability to display break up of customer balance against each sales order / invoice	
179		Generation of customer outstanding statement on a consolidated basis across units / regions or only with respect to individual unit/location	
180		Support customer ledger on gross basis (showing all debit and credit entries) and net basis (only outstanding or unadjusted debit or credit entries)	
181		Ability to generate outstanding report only for one customer, only for domestic sales, only for export sales or combination thereof.	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
182		Support generating outstanding report in foreign currency for export sales	
183		Ability to generate report on customer profile/customer statement of account for a specific period and sending the same to customer.	
184		Ability to raise debit/credit advices/notes on customers for rate differences, sales returns, additional discounts, penalties, interest for late payments etc.	
185		Ability to provide for doubtful debts and ability to facilitate write off of customer balances, where necessary	
186		Ability to adjust customer receivables against amounts due to the customer	
187		Ability to handle debtors reconciliation	
188		Ability to generate customer outstanding	
189	Work Order Management	Ability to track materials issued on either free-of-cost basis or chargeable basis to contractors and account the same as per defined business rules.	
190		Ability to make recoveries from contractors for materials issued on free-of-charge basis to the extent consumed in excess of applicable norms as certified by Engineer-in-charge.	
191		Ability to make recoveries from contractors for materials issued on chargeable basis.	
192		Ability to track material which was issued to contractors on free-of-charge basis and lying with contractor un-consumed for more than specified period/date and to include the same into the inventory valuation.	
193		Interfacing invoice with work measurement	
194		Booking of outstanding liabilities and calculation of tax on the same	
195		Ability to handle EMD received in the form of cheque, BG, DD etc	
196	BG/PBG Security Management	Ability to record collection of EMD from vendors/service providers/customers against the related PO/WO/ Agreement/ Contract and to keep a track of it.	
197		Ability to refund/adjust deposits with age-wise analysis.	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
198		Ability to convert EMD into Security Deposit for successful vendors and to keep link between the EMD and PO/WO/ Agreement/Contract and also vendor master.	
199		Ability to maintain data of Bank Guarantees received from vendors/contractors etc., including full particulars about vendor code with a link to vendor master, related PO/WO/ Agreement/Contract reference, Bank name with ability to link with Bank Master, BG	
200		Ability to implement approval of PO/WO/ Agreement/Invoice subject to	
201		receipt/confirmation of BG.	
202		Ability to generate request letters for extension/invoke of bank guarantees.	
203		Automatically interface accounting entries to the GL module	
204	Cost & Budget Management	Ability to capture and report costs against each dimension in the chart of account structure such as unit, department, location, product, project etc	
205		Ability to define cost centers across the organisation	
206		Ability to define various elements of costs for cost sheet preparation	
207		Facility to pool costs and then allocate / reallocate costs to other cost centers / across organisation based on predefined basis	
208		Ability to create flexible cost objects to collect cost for specific purpose / objective	
209		Ability to settle such collected cost to another cost object	
210		Ability to print various allocation schedules prior to the financial closing of the period	
211		Ability to allocate overheads either on a percentage basis or as quantified by the service providing department	
212		Ability to allocate indirect process unit costs to direct process units based on direct cost ratio	
213		Ability to rerun cost allocations when the underlying data changes	
214		Ability to combine the costs for several input sources and allocate in one allocation source through parameters	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
215		Ability to allocate common costs across departments/ products / units based on predefined basis.	
216		Provisions to add relevant taxes and duties (wherever applicable; e.g.-- Utilities) for a cost element	
217		Facility to reconcile costing reports with financial reports	
218		Flexibility to accept new elements/parameters for preparation of cost sheets	
219		Ability to derive the costs centers or cost collectors automatically based on the normal	
220		accounting postings	
221		Ability to assign budget for these cost collectors	
222		Ability to track the actual costs and budget costs on these cost collectors	
223		Ability to support variance analysis between budget and actual across various periods.	
224		Ability to set up availability control on these cost collectors and set up warning or error messages when the budget exceeds / matches the actual costs	
225		Ability to create these cost collectors either as statistical or real orders	
226		Ability to compile the total costs in the primary cost collectors and settle the costs to other cost collectors	
227		Ability to create various reports about the costs collected in these cost collectors at various time periods and compare them with the budgets	
228		Ability to compute costs for inventory valuation purpose based on defined accounting policy	
229		Ability to support categorisation of costs into fixed/ variable costs at	
230		process/product/element/cost centre levels.	
231		Ability to accept costs/rates on adhoc basis, where prices have not been finalised.	
232		Ability to maintain mapping between chart of accounts and costing system along with cost centre/responsibility centre system.	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
233		Ability to allocate cost in the same original GL account Head to multiple cost centres or other cost objects	
234		Ability to assign Fixed Assets to Cost Centres	
235		Ability to capture depreciation for cost sheet preparation from the fixed asset module	
236		Ability to charge of Depreciation to assigned cost centres automatically, while posting Depreciation entries	
237		Facility to determine cost for any process with or without depreciation and interest component and ability to transfer relevant amount to subsequent process.	
238		Ability to maintain cost sheets prepared on multiple basis for the same period for comparison purpose.	
239		Ability to perform Cost assessment (plan/actual cost accounting based on full costs. Costs are not split into fixed and proportional costs)	
240		Allow to calculates wage costs using the fixed hourly rates determined in cost center planning	
241		Allow Standard costing and Marginal Costing	
242		Ability to do Activity based costing	
243		Ability to collect actual Labour / factory overheads based on the settings like activity allocations made in the system	
244		Ability to have Cost Center Accounting and internal orders	
245		Ability to add one or more cost centers or one or more nodes of the standard hierarchy for Cost Center	
246		Ability to get the break up of costs by way of different accounts	
247		Ability to get itemisation of the standard cost estimates, where we can get the break up of costs in the required parameters	
248		Ability to consider the planned overhead costs in the standard cost estimates based on cost center planning and activities	
249		Ability to consider various overheads like material overheads, production overheads	
250		and Admin overheads	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
251		Ability to cost roll up from lower levels to higher levels of products manufactured	
252		Ability to maintain cost estimates for materials sent on sub contracting	
253		Ability to estimate costs and maintain costs for previous, current and Future period in the system	
254		Ability to cost the subcontracting materials and the status of material lying with Sub--contractors	
255		Various MIS Reports based on the standard and actual costs and the analysis of variances	
256		Detailed Priced Stores Ledger (Based on user defined parameters)	
257		Real--Time Integration of Costing with Financial Accounting	
258	Capital Budgeting	Flexibility for preparing budgets at the department level, forward it for approval, modification and consolidation at the unit level and then again for approval, modification and consolidation at the company level with appropriate approval hierarchy at ea	
259		Ability to maintain budget at each A/c code / cost code / cost center level	
260		Ability to maintain capital as well as Revenue budgets	
261		Maintain record of each version of budget during it's preparation phase	
262		Create multiple budgets in same year	
263		Maintain original budget, revised budget and latest forecast for each account	
264		Automatically allocate an annual budget over multiple periods based on a predefined basis.	
265		Automatically generate a budget from previous year's actual or budget with a percentage increase or decrease	
266		Create flexible budgets based on user defined relationships among various accounts	
267		Maintain current year, last year and next year budgets by period	
268		Enable budget encumbrance	
269		Enable online budgetary control	
270		View budget availability / utilization on a real-time basis	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
271		Ability to re-appropriate budget across various budget heads	
272		Ability to prepare budget based on top-down / bottoms-up approach	
273		Ability to generate different types of variance reports (like actual v/s budget, actuals on year to year and month to month basis etc.)	
274		Ability to prepare flexible budget (fixed and variable)	
275		Allow to prepare review, edit and approve various types of budgets (such as Zero Based Budget, rolling budgets, product wise budget, budget for costing etc	
276		Ability to allocate budget on different periodical basis	
277		Ability to regulate payments in accordance with budgetary allocation for scheme and for the user defined period	
278		Ability to generate capital budget (revised budget) documents as per the budgetary variable as defined by management	
279	Asset Revauation / Scrape Sale	Ability to retire entire or part of an existing fixed asset/set of fixed assets and update asset register on retirement of assets	
280		Ability to record salvage value, sale proceeds, and cost of removal	
281		Ability to Create, view, update delete relevant details in Asset Register	
282		Revalue an existing fixed asset or a group of fixed assets or all fixed assets belonging to a category or all fixed assets in the fixed assets register	
283		Reclassify individual fixed asset or a group of fixed assets	
284		Reclassification to automatically update depreciation rates	
285		Provision to record manufacturer's serial number	
286		Provision to record bar code number	
287		Provision to facilitate physical verification of fixed assets by printing fixed assets reports location-wise, employee-wise, category-wise etc	
288		Provision to enter/ electronically upload fixed assets physical verification data for the system to list out or alert missing fixed assets or not at recorded location or not with recorded employee	
289		Option to assign each fixed asset to one or multiple custodians	
290		Record the physical location of each fixed asset	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
291		Record transfer of fixed assets from unit to unit ,one location to another or from one employee to another etc	
292		Ability to maintain employee data cost centre wise	
293		Ability to define pay structures at various levels and types (such as permanent, contract employees, consultants, trainees etc)	
294		Ability to support calculation of different allowances based on user-defined criteria	
295		Ability to maintain all pay related rules (user definable) for automatic maintenance/ updating of data.	
296		Facility to indicate carryover and partial recovery	
297		Ability to generate monthly balance and cumulative balance position of various accounts related to payroll for user definable periods.	
298		Ability to support withholding of any amount recoverable from employee against salary, Gratuity and other dues payable to employee	
299	Payroll Processing	ability to enter, administer and perform payroll for company loans, Voluntary Deductions, Recurring Payments/Deductions and additional payments	
300		Ability to prorate salary and allowance payment based on employee hire or resignation date	
301		Provide Roster (create, edit and display rosters and roster points) for	
302		Generate correspondence letters relating to promotions, transfer, confirmation, retirement and salary certificate	
303		Ability to compute both annual and promotional increment through this component.	
304		Ability to run Payroll in addition to the regular payroll run for a specific day and for individual employees	
305		Ability to handle instances where nominees of deceased employees opt to receive last drawn basic pay and DA, upon deposit of PF and gratuity dues	
306		Support retroactive accounting(Automatically recalculate payroll in event of change in master data and time data in periods for which payroll has been already completed	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
307		Arrears calculations shall support payroll increases with retrospective benefit.	
308		EDI of salary information to the bank account	
309	Final Settlement	Ability to take care of final settlement process to arrive at net amount to be paid or recovered	
310		Ability to receive No Due Certificates from concerned departments before making final settlement	
311		Ability to compute leave encashment and gratuity payable in final settlement cases	
312	Compliance with Tax Laws (States and Central)	Ability to generate reports/forms/ statutory returns and generate as and when required	
313		Ability to handle credits i.e. CGST/SGST/ Customs/CVD/Cess/ etc.	
314		Ability to issue certificates to entities for various tax recoveries and remittances.	
315		Ability to segregate labor and material portion in a contract and apply the relevant statutory rules for the same.	
316		Ability to support deduction of Tax on advance payments & provisions	
317		Ability to prepare the necessary return files in the format specified by the respective tax authorities.	
318		File tax returns electronically and submit details requested for by tax authorities either as attachment to the return or by email	
319		Define payments schedules of various taxes and duties	
320		Ability to compute recovery, remittance and filing of returns of various taxes and duties	
321		Ability to track various deposits with statutory authorities for different purposes	
322		Ability to capture invoice and dispatch data for excise duty purposes	
323		Provision to reconcile Excise records with Accounting records	
324		Support VAT, CST and ET reconciliation.	
325		Ability to record receipt of C/D/H/F forms from customers / other units etc.	
326	Expense Claim	Submission of Bills/Claims by the Beneficiary/ Dept/Section	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
327		On-line approval of claims	
328		Integration of employee claims with FI	
329		Reports for various time periods	
330		Sales Report	
331		Financial statements & consolidation	
332		Profitability report	
333		Cashflow projection	
334		Capital budget utilization	
335		Financial analysis	
336		Variance analysis	
337		Cash Flow (a) Actual / Cumulative (b) Projected/Cumulative	
338		Inventory Position	
339		Receivable Status	
340		Analysis of Current Assets compared to Production/Sales	
341		Non-moving/Slow Moving inventories	
342	Reporting / Document Outputs / MIS Requirements	Ageing analysis of loans & advances	
343		Ageing Analysis of Debtors	
344		comparative report on Purchase orders with Capital budget	
345		R; Cost centre wise/Business unit wise reports	
346		Capital Budget -unit wise/Cost centre wise/business unit wise & consolidation	
347		Capital Budget Utilization Statement	
348		Budgeted Expenditure Vs Actuals -month wise/ Cumulative	
349		Status Report of Policy Claims	
350		Unit wise premium paid towards Medical Insurance/Group Personal Accident Policy	
351		Asset Register, Capital Budget Utilisation Statement, Asset Pending Commissioning, Asset Purchase/put to use -pending purchase orders	
352		Salary Statement, Monthwise, Sectionwise Salary Summary, Addition/Deletion Statement of Employees	
353		Expense Analysis	
354		Asset management reports	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
355		Status Report on Audit Observations	
356		Costing reports	
357		Sales Tax details report	
358		Pending payment details report	

XII. Safety, Security and Vigilance Department Module

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
1.	Purpose	To manage, monitor, and enhance safety, security, and vigilance operations in STUs	
2.	User Access and Authentication	- Secure login and authentication for authorized personnel. - Role-based access control to ensure data confidentiality	
3.	Incident Reporting	- Capture and categorize incidents, including accidents, security breaches, and other safety-related issues. - Integration with other modules for incident reporting, such as ticketing and scheduling	
4.	Real-time Monitoring	Ability to monitoring of the real-time tracking of the vigilance activities carry-out by the STUs	
5.	Safety Compliance:	- Ensure compliance with safety regulations and standards. - Notify and record violations for corrective actions.	
6.	Emergency Response	- Provide tools for initiating and managing emergency responses. - Integration with first responders' systems for quick reaction	
7.	Investigation and Reporting	- Ability to conduct investigations on incidents. - Generate detailed reports for internal and external use	
8.	Vigilance and Passenger Feedback	- Capture feedback from passengers regarding safety and security. - Implement vigilance programs based on passenger input	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
9.	Data Analytics	- Analyze incident data to identify patterns and trends. - Use predictive analytics for proactive safety and security measures	
10.	Compliance Auditing	- Conduct regular audits to ensure adherence to safety and security protocols. - Maintain a record of audit results and corrective actions	
11.	Notifications and Alerts	- Send real-time notifications and alerts to relevant personnel. - Implement customizable alert rules and escalation procedures	

XIII. Medical Ailment Module

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
1.	Purpose	Ensure the health and well-being of passengers and staff in the public transport system.	
2.	User Access and Permissions:	- Define user roles and permissions, such as administrators, medical staff, and transport personnel. - Specify the data access levels and restrictions for each role	
3.	Medical Staff Integration	- Integrate medical staff profiles and assign them to specific transport routes or vehicles. - Define roles and responsibilities of medical staff, including first aiders and paramedic	
4.	Medical Emergency Response	- Implement an emergency response system that allows medical staff to respond quickly to passenger health issues. - Set up a notification system to alert nearby medical staff in case of emergencies	
5.	Reporting and Data Analysis	- Generate reports on medical interventions. - Use data analytics to identify trends, patterns, and opportunities for improvement	
6.	Regulatory Compliance	Ensure the module complies with local and national health and data protection regulations in India.	

XIV. Training Module

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
7.	Training Module	Ability to incorporate the Induction Plan (a plan of about 3-4 weeks during which the newly joined employees move across all departments and understand their working)	
8.		Ability to enter the evaluation results in the system of the individual induction reports prepared by the employees at the end of the Induction Programme	
9.		Ability to check whether the employees have crossed the expected benchmark score in their evaluation results by the evaluation committee	
10.		Ability to provide a Training Needs Requirement Form to employees online which can	
11.		be filled in the system and the results can be collated for analysis	
12.		Ability of the Corporate HR to prepare a comprehensive Training Plan in the system based on inputs on training needs	
13.		Ability to perform a comprehensive skills gap analysis using Skills Gap Form for non-executives on a periodic basis by each department	
14.		Ability to plan, maintain and track Training Schedules for executives and non-executives	
15.		Ability to collect training feedback online	
16.		Ability to capture details of the On-the-Job trainings	
17.		Ability to automate the workflow of training requisitions, approvals etc	
18.		Ability to evaluate cost of individual trainings and validate the same with the training budget line item	
19.		Ability to capture details of discipline (channel)-wise, program-wise courses conducted – monthly, quarterly, half-yearly, yearly and cumulative	
20.		The system should be able to send training notices /remainders at pre--determined time lines to participants via email/SMS etc.	
21.		Ability to maintain external certifications obtained by staff	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
22.	Performance Management	Ability to capture all details of the Performance Appraisal Forms in the system	
23.		Ability to enable workflows between Employees, evaluators and reviewers in a step by step fashion	
24.		Ability to link promotion eligibility based on performance ratings and disciplinary actions for employees	
25.		Ability to setup goals / performance expectations for individuals at the beginning of the year and even in mid-year (optional)	
26.		Ability to maintain the appraisal ratings and feedback in the system for the current year	
27.		Support to generate reminder letters/e-mail to the employees/ appraising authorities in case of non-submission of appraisal reports etc.	
28.		The system shall store the results of the employee's performance evaluation such as Start and End Date for evaluation, Manager, Total Score, Employee Development Information, Comment	
29.		Ability to archive appraisal ratings and feedback in the system for previous years	

XV. Incident Management Module

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
1.	Emergency/Incident Management	Emergency/incident Management shall be. In general, the strategies for emergency/incident management will be developed at a broader organizational level and shall involve many stakeholders Emergency/incidents can be clustered in three levels, which have differing levels of response: • Individual vehicle or location • Impacting only the public transport services • Impacting the urban area and utilities, of which public transport is one	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
2.	Emergency/incidents cover the following scenarios:	• Breakdown of vehicle or collision, requiring technical assistance or replacement • Collision, illness or other non-criminal incident requiring medical support • Assault, aggressive or security incident, requiring police/security response • Pre-advised diversion or restriction due to road construction/repairs or other cause • Unplanned diversion or restriction • Weather-related events and restrictions • Events, requiring diversions and/or additional services	
3.	Specific ITS supports for emergency/incident management include	• Alarm/alert initiated by the driver. This can override the normal communication protocols and get priority alert to the dispatcher. • For known disruptions (e.g. planned road work, events) temporary route diversions temporary schedules and adjusted sectional running times can be pre-programmed into the CAD/AVLS system and activated for the period of the works • For occasional disruptions (e.g. key street unavailable), alternative plans can be stored within the CAD/AVLS system and activated whenever a trigger event occurs (e.g. weather alert, demonstration). • Data exchange among the transportation and security agencies The incident management process shall include: • Detection • Verification • Motorist Information • Response • Site Management • Traffic Management • Clearance	

XVI. Feedback Management Module

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
1.	User Access and Authentication	• Define user roles such as administrators, customer service representatives, and passengers. • Implement secure login with multi-factor authentication for all user roles.	
2.	Feedback Submission	• Gather the data from the submitted feedbacks of the commuters through mobile applications on their experiences, including suggestions, complaints, and compliments. • Provide an option for passengers to submit feedback anonymously, if desired.	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
3.	Feedback Categorization	• Categorize feedback into predefined categories (e.g., cleanliness, punctuality, safety). • Assign a priority level to each feedback item (e.g., low, medium, high) based on predefined criteria	
4.	Feedback Routing and Assignment	• Define routing and assignment rules to direct feedback to the appropriate department or personnel • Automatically notify responsible personnel when feedback is assigned to them.	
5.	Feedback Tracking	• Allow users to track the status of their feedback submission • Implement an escalation process for unresolved high-priority feedback items.	
6.	Analysis and Reporting	• Provide tools for administrators to analyze feedback data, identifying trends and patterns. • Generate and export reports on feedback trends and performance metrics.	
7.	Feedback Resolution	• Create cases or tickets for each feedback item to track the resolution process. • Enable follow-up communication with passengers to inform them of the actions taken • Allow for documentation of actions taken to resolve feedback..	
8.	Feedback Trends and Improvement Initiatives	• Identify the root causes of recurring feedback issues • Support the initiation of improvement projects based on feedback data.	
9.	Notifications and Alerts	• Notify administrators and relevant staff about critical feedback items. • Send reminders to ensure timely response and resolution	
10.	Accessibility and Multilingual Support	• Ensure that the module is accessible to passengers with disabilities • Support multiple languages to accommodate passengers from diverse backgrounds (Tamil, Hindi and English)	
11.	Data Security and Compliance	• Encrypt sensitive passenger data. • Maintain an audit trail of all user activities within the module for accountability.	

XVII. Bugs and Fixes Management Module

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
1.	Bug Tracking System	Implement a bug tracking system to record and monitor issues	
2.	Bug Reporting	Enable the users to report bugs with detailed information, such as steps to reproduce, system configuration, and severity levels.	
3.	Categorization	Categorize bugs based on their severity and impact on operations. Common categories might include critical, major, minor, and cosmetic.	
4.	Prioritization	Prioritize bug fixing based on the impact they have on the public transport operations. Critical and major issues should be addressed first.	
5.	Assigning and Tracking	Assign bugs to specific developers or teams responsible for fixing them. Implement a status tracking system to monitor the progress of bug fixes	
6.	Regression Testing	Before deploying fixes, perform regression testing to ensure that the fixes do not introduce new issues. Encourage users to provide feedback on the bug fixes and improvements, which can inform further iterations and enhancements to the ERP system.	

XVIII. Knowledge Management Module

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
1.	User Management:	User Authentication: Secure user login with authentication mechanisms.	
2.		User Roles and Permissions: Define roles and access permissions for users (e.g., admin, staff, drivers, etc.).	
3.		Knowledge Repository:	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
4.	Document Management:	Upload, categorize, and manage various types of documents (e.g., policies, manuals, reports, procedures).	
5.		Version Control: Maintain version history and track changes to documents.	
6.		Document Search: Allow users to search for documents using keywords, categories, and tags.	
7.		Metadata: Include metadata such as author, creation date, and document status.	
8.	Knowledge Sharing:	Enable users to share documents and knowledge with others.	
9.		Comments and Discussions: Allow users to comment on and discuss documents.	
10.		Notifications: Send notifications for new document uploads, comments, and updates.	
11.	Knowledge Categorization:	Categories and Tags: Create a hierarchical system of categories and tags for easy organization.	
12.		Taxonomy Management: Admins should be able to manage the category structure.	
13.	Knowledge Access Control:	Access Permissions: Control who can view, edit, and delete documents.	
14.		Access History: Log access and changes to documents for auditing purposes.	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
15.	Knowledge Collaboration:	<i>Collaboration Tools: Integrate tools like chat, forums, and collaborative editing for real-time interaction.</i>	
16.		<i>Workflow: Implement approval workflows for critical documents.</i>	
17.	Knowledge Analytics:	<i>Usage Tracking: Monitor document views, downloads, and user interactions.</i>	
18.		<i>Reporting: Generate reports on knowledge utilization and contributions.</i>	
19.	Knowledge Transfer:	<i>Onboarding: Support onboarding processes by making relevant documents accessible to new employees.</i>	
20.		<i>Training Materials: Store training materials for employees, including video tutorials and quizzes.</i>	
21.	Security:	<i>Data Security: Implement strong encryption and data protection measures.</i>	
22.		<i>Backup and Recovery: Regularly back up the knowledge repository and provide recovery options.</i>	
23.	Compliance and Auditing:	<i>Compliance Support: Ensure that documents adhere to industry standards and regulations.</i>	
24.		<i>Audit Trails: Maintain detailed audit logs for compliance purposes.</i>	

XIX. Accident Investigation and safety Module

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
1.	Incident Reporting	- Ability to report incidents, accidents, and near misses. - Capturing incident details, location, date, time, and involved parties. - Attachment of multimedia files (photos, videos, documents) when available.	
2.	Investigation Initiation	- Ability to initiate investigations for reported incidents. - Assign investigators and set investigation deadlines	
3.	Accident Investigation	- Ability document and update investigation progress. - Capture witness statements and interview records. - Attach relevant documents and evidence. - Determine root causes and contributing factors. - Generate investigation reports for review.	
4.	Safety Compliance	- Maintain safety standards and regulatory compliance. - Conduct safety audits and inspections. - Document findings and corrective action	
5.	Safety Data Analytics	- Generate safety performance reports and dashboards. - Track trends and patterns in accidents and incidents. - Monitor safety-related KPIs.	
6.	Notifications and Alerts	- Send automatic notifications for critical incidents. - Set up alerts for compliance deadlines and safety audits	
7.	Document Management	- Store and manage safety-related documents and policies. - Ensure version control and accessibility	
8.	Data Security and Access Control	- Implement strong data encryption for sensitive information. - Role-based access control to ensure data security and privacy.	

XX. Corporate Secretary Module

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
1.	User Access and Permissions:	- User roles and permissions to control access to sensitive information. - Different access levels for board members, executives, and administrators.	
2.	Board Meeting Management	- Scheduling and calendar integration for board meetings. - Agenda creation, distribution, and version control. - Minutes of meetings recording and archiving. - Action item tracking and reporting.	
3.	Document Management	- Centralized repository for storing corporate documents, legal contracts, bylaws, and policies. - Version control and audit trail for document revisions. - Document search and retrieval capabilities	
4.	Compliance Tracking	- Monitor and track compliance with legal and regulatory requirements. - Alert system for upcoming compliance deadlines. - Generate compliance reports for internal and external stakeholder	
5.	Electronic/Digital Signature Integration	- Integration with e-signature platforms for signing legal documents and contracts. - Ensure document authenticity and security.	
6.	Shareholder Management	- Maintain a database of shareholders and their contact details. - Track and record shareholder meetings and communications	
7.	Corporate Records Maintenance	- Keep records of company registrations, licenses, and permits. - Manage company history and archive historical documents.	
8.	Reporting and Analytics:	- Generate reports on board activities, compliance status, and corporate records. - Provide data analytics for better decision-making.	

XXI. Digital Signatures Module

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
1.	Digital Signing	The Digital Signature Module must allow users to digitally sign the following types of documents and transactions:	

#	Particular	Minimum Technical/Functional Specification	Compliance (Yes / No)
		• Invoices • Purchase orders • Contracts • Employee records • Reports • Any other relevant documents	
2.	Digital Verification	The module should provide a feature for users to verify the authenticity and integrity of digitally signed documents.	
3.	Key Management	• Generate, store, and manage digital signing keys securely. • Provide options for key rotation and expiration. • Allow for secure backup and recovery of keys.	
4.	Audit Trail	• Maintain a comprehensive audit trail of all digital signature activities. • Log user actions related to digital signatures. • Store a record of all signed documents and transactions.	
5.	Security	• Use strong encryption and hashing algorithms for digital signatures. • Implement secure practices for key storage and management. • Comply with industry-standard security protocols and guidelines.	

I. Service Level Agreements

This section describes the service levels to be established for the Services offered by the onbaorded vendor. The vendor shall monitor and maintain the stated service levels to provide quality service to the STUs.

I. Implementation Phase Service Level Benchmarks

Definition	<i>Timely delivery of deliverables would comprise entire scope of work, bill of material and the application systems, and as per successful acceptance of the same.</i>
Service Level Requirement	<i>All the deliverables defined in the RFP milestones need to be submitted on-time on the date as mentioned in the contract with no delay.</i>
Measurement of Service Level Parameter	<i>To be measured in number of weeks of delay from the timelines mentioned in the “Timelines and Payment Terms” section above</i>
Penalty for Non-achievement of SLA Requirement	<i>Any delay in the delivery of the project deliverables (solely attributable to vendor) would attract a liquidated damage per week of 0.5% of the CAPEX per week for first 8 weeks and 1% per week for every subsequent week, capped at 15% of the CAPEX.</i> <i>If the project gets delayed beyond 19 weeks (delay solely attributable to the bidder), Authority may invoke termination clause.</i>

Note:

- *The on-boarded vendor needs to follow the client calender and accordingly plan for the implementation acitivity.*
- *The maximum penalty amount during the implementation phase will be limited to 15% of the the Project CAPEX considerd during the Work Order release.*

- Once the vendor reaches the maximum penalty amount, this will tantamount to the breach of the contract and the concerned STU reserves the right to cancel the whole project contract, forfeit the submitted Performance Bank Guarantee and initiate the blacklisting procedure as per the followed STU norms.

II. Post Implementation Service Level Benchmarks

The Post implementation SLA reports are to be generated by system directly, whereby there will be minimal human intervention. A solution stabilization timeline in addition of the implementation timeline to safeguard the entire Operation and Maintenance phase. The final acceptance of the solution stabilization report will lead to the start of the Operation and Maintenance phase.

- “Scheduled Maintenance Time” shall mean the time that the System is not in service due to a scheduled activity as defined in this SLA. The scheduled maintenance time would be communicated to the respective STUs and the other line departments. Further, scheduled maintenance time is planned downtime with the prior permission of STU.
- “Scheduled operation time” means the scheduled operating hours of the System for the month. All scheduled maintenance time on the system would be deducted from the total operation time for the month to give the scheduled operation time. The total operation time for the systems and applications will be 24x7x365. The total operation time for the client site systems shall be the business hours of STU.
- “System or Application downtime” means accumulated time during which the System is totally inoperable within the Scheduled Operation Time but outside the scheduled maintenance time and measured from the time STU and/or its employees log a call with the Successful Bidder team of the failure or the failure is known to the Successful Bidder from the availability measurement tools to the time when the System is returned to proper operation.
- “Availability” means the time for which the services and facilities are available for conducting operations on the STU system including application and associated infrastructure. Availability is defined as: $\{(\text{Scheduled Operation Time} - \text{System Downtime}) / (\text{Scheduled Operation Time})\} * 100\%$
- “Incident” refers to any event / abnormalities in the functioning of the any of IT Equipment / Services that may lead to disruption in normal operations of the Data Centre, System or Application services.
- The manpower is expected to be deployed round the clock across the year (24X7X365) and the vendor is expected to make provision of the manpower in accordance with the expectation considering the deployment of manpower including Saturdays, Sundays, Puiblic Holidays and other leaves to be taken by the manpower.

- The maximum penalty amount per quarter during the O&M phase will be limited to 15% of quarterly invoice value.

Infrastructure and Application Availability and Performance

Service Level Description	Severity of Violation	Measurement												
Infrastructure availability for production of the ERP systems	High	Availability of production ERP systems shall be atleast 99.5% and above over the entire O&M project timelines.												
		<table><tr><th>Availability over the quarter</th><th>No. of violations calculated per instance</th><th>Penalty Amount in Rs.</th></tr><tr><td>Above 99% and below 99.5%</td><td>1</td><td>1,000</td></tr><tr><td>Above 98.5% and below 99%</td><td>2</td><td>2,000</td></tr><tr><td>Less than 98.5%</td><td>3</td><td>5,000</td></tr></table>	Availability over the quarter	No. of violations calculated per instance	Penalty Amount in Rs.	Above 99% and below 99.5%	1	1,000	Above 98.5% and below 99%	2	2,000	Less than 98.5%	3	5,000
		Availability over the quarter	No. of violations calculated per instance	Penalty Amount in Rs.										
		Above 99% and below 99.5%	1	1,000										
		Above 98.5% and below 99%	2	2,000										
		Less than 98.5%	3	5,000										
Additionally, if the service level in any month in the quarter falls below 98.5%, one additional violation will be considered i.e. 03+01 = 04 violations per instance, whose penalty amount will amount to Rs. 10,000 and any further violations will accrue a penalty of Rs. 5,000 extra per instance.														
Application Availability – ERP systems	High	Availability of ERP solution components shall be atleast 99.5% and above over the entire O&M project timelines.												
		<table><tr><th>Availability over the quarter</th><th>No. of violations calculated per instance</th><th>Penalty Amount in Rs.</th></tr><tr><td>Above 99% and below 99.5%</td><td>1</td><td>1,000</td></tr><tr><td>Above 98.5% and below 99%</td><td>2</td><td>2,000</td></tr></table>	Availability over the quarter	No. of violations calculated per instance	Penalty Amount in Rs.	Above 99% and below 99.5%	1	1,000	Above 98.5% and below 99%	2	2,000			
		Availability over the quarter	No. of violations calculated per instance	Penalty Amount in Rs.										
		Above 99% and below 99.5%	1	1,000										
		Above 98.5% and below 99%	2	2,000										

<i>Service Level Description</i>	<i>Severity of Violation</i>	<i>Measurement</i>												
		<table> <tr> <td><i>Less than 98.5%</i></td><td><i>3</i></td><td><i>5,000</i></td></tr> </table> <i>Additionally, if the service level in any month in the quarter falls below 98.5%, one additional violation will be considered i.e. 03+01 = 04 violations per instance, whose penalty amount will amount to Rs. 10,000 and any further violations will accrue a penalty of Rs. 5,000 extra per instance.</i>	<i>Less than 98.5%</i>	<i>3</i>	<i>5,000</i>									
<i>Less than 98.5%</i>	<i>3</i>	<i>5,000</i>												
<i>ERP Application Performance</i>	<i>High</i>	<i>Average Application Response Time during peak usage hours as measured between any of STU's location and DC shall not exceed 10 seconds.</i> <i>The list of critical business functions and peak usage hours will be identified by the vendor alongwith the STU during the Supply and System Integration Phase.</i> <table> <tr> <th><i>Average Application response time over the quarter</i></th><th><i>No. of violations calculated per instance</i></th><th><i>Penalty Amount in Rs.</i></th></tr> <tr> <td><i>Greater than 10 seconds and Less than or equal to 14 seconds</i></td><td><i>2</i></td><td><i>10,000/-</i></td></tr> <tr> <td><i>Greater than 14 seconds and Less than or equal to 16 seconds</i></td><td><i>4</i></td><td><i>20,000/-</i></td></tr> <tr> <td><i>Greater than 16 seconds</i></td><td><i>5</i></td><td><i>40,000/-</i></td></tr> </table>	<i>Average Application response time over the quarter</i>	<i>No. of violations calculated per instance</i>	<i>Penalty Amount in Rs.</i>	<i>Greater than 10 seconds and Less than or equal to 14 seconds</i>	<i>2</i>	<i>10,000/-</i>	<i>Greater than 14 seconds and Less than or equal to 16 seconds</i>	<i>4</i>	<i>20,000/-</i>	<i>Greater than 16 seconds</i>	<i>5</i>	<i>40,000/-</i>
<i>Average Application response time over the quarter</i>	<i>No. of violations calculated per instance</i>	<i>Penalty Amount in Rs.</i>												
<i>Greater than 10 seconds and Less than or equal to 14 seconds</i>	<i>2</i>	<i>10,000/-</i>												
<i>Greater than 14 seconds and Less than or equal to 16 seconds</i>	<i>4</i>	<i>20,000/-</i>												
<i>Greater than 16 seconds</i>	<i>5</i>	<i>40,000/-</i>												

Application Support Performance

- *Level 1 Defects: The failure to fix has an immediate impact on the STU's ability to service its user units , inability to perform critical STU office functions or a direct impact on the organization.*
- *Level 2 Defects: The failure to fix has an impact on the STU's ability to service its user units/ that while not immediate, can cause service to degrade if not resolved within reasonable time frames.*
- *Level 3 Defects: The failure to fix has no direct impact on the STU's ability to serve its user units, or perform critical STU's office functions.*
- *The severity of the individual defects will be mutually determined by the STU and Successful Bidder.*
- *The below tables gives details on the Service Levels the Successful Bidder should maintain.*

The below tables gives details on the Service Levels the Successful Bidder should maintain:										
Service Level Description	Severity of Violation	Measurement								
Application support performance- Level 1 defects	High	Level 1 defects are expected to be resolved within 5 hours of the instance of the issue being reported. There will be no penalty applicable if the defect is resolved within 5 hours. If the Level 1 defects are not resolved within 5 hours, following SLA will be applicable								
		<table><tr><th>No. of violations calculated per instance per quarter</th><th>Penalty Amount in Rs.</th></tr><tr><td>1</td><td>5,000</td></tr><tr><td>2</td><td>8,000</td></tr><tr><td>3</td><td>10,000</td></tr></table>	No. of violations calculated per instance per quarter	Penalty Amount in Rs.	1	5,000	2	8,000	3	10,000
		No. of violations calculated per instance per quarter	Penalty Amount in Rs.							
		1	5,000							
		2	8,000							
3	10,000									
Additionally, if the violations exceed by 01 instance i.e. 03+01 = 04 violations per instance, whose penalty amount will amount to Rs. 15,000 and any further violations will accrue a penalty of Rs. 5,000 extra per instance.										
Application support performance – Level 2 defects	High	Level 2 defects are expected to be resolved within 48 hours of the instance of the issue being reported. There will be no penalty								

Service Level Description	Severity of Violation	Measurement								
		applicable if the defect is resolved within 5 hours. If the Level 1 defects are not resolved within 48 hours, following SLA will be applicable <table><tr><th>No. of violations calculated per instance per quarter</th><th>Penalty Amount in Rs.</th></tr><tr><td>1</td><td>3,000</td></tr><tr><td>2</td><td>5,000</td></tr><tr><td>3</td><td>7,000</td></tr></table> Additionally, if the violations exceed by 01 instance i.e. 03+01 = 04 violations per instance, whose penalty amount will amount to Rs. 10,000 and any further violations will accrue a penalty of Rs. 5,000 extra per instance.	No. of violations calculated per instance per quarter	Penalty Amount in Rs.	1	3,000	2	5,000	3	7,000
No. of violations calculated per instance per quarter	Penalty Amount in Rs.									
1	3,000									
2	5,000									
3	7,000									
Application support performance – Level 3 defects	High	Level 3 defects are expected to be resolved within 72 hours of the instance of the issue being reported. There will be no penalty applicable if the defect is resolved within 5 hours. If the Level 1 defects are not resolved within 72 hours, following SLA will be applicable <table><tr><th>No. of violations calculated per instance per quarter</th><th>Penalty Amount in Rs.</th></tr><tr><td>1</td><td>3,000</td></tr><tr><td>2</td><td>5,000</td></tr><tr><td>3</td><td>7,000</td></tr></table> Additionally, if the violations exceed by 01 instance i.e. 03+01 = 04 violations per instance, whose penalty amount will amount to Rs.	No. of violations calculated per instance per quarter	Penalty Amount in Rs.	1	3,000	2	5,000	3	7,000
No. of violations calculated per instance per quarter	Penalty Amount in Rs.									
1	3,000									
2	5,000									
3	7,000									

<i>Service Level Description</i>	<i>Severity of Violation</i>	<i>Measurement</i>
		<i>10,000 and any further violations will accrue a penalty of Rs. 5,000 extra per instance.</i>

<i>Service Level Description</i>	<i>Severity of Violation</i>	<i>Measurement</i>
<i>Manpower Availability</i>	<i>High</i>	<i>The vendor is expected to deploy the following manpower during the project O&M phase in individual STUs:</i> <i>1. Project Manager– 03 Nos.</i> <i>2. Technical Architect– 03 Nos.</i> <i>3. ERP Application support staff – 15 Nos.</i> <i>Implementation Staff: To be self-assessed by bidder to meet implementation timelines and requirements.</i> <i>Help desk staff – To be self-assessed by bidder to manitatin RfP Requirements and the SLAs.</i> <i>While it is understood that there are labour laws in place in India, the operations are expected to be live all across the year i.e. 24 X 7 X 365. The operations are expected to be manned all across the year, throughout the project duration by the above mentioned staff and further additional staff for O&M support as necessary to be provisioned by the vendor to meet all the service level agreements.</i> <i>The vendor needs to get adeauqte process followed before the manpower deployment which includes background,</i>

<i>Service Level Description</i>	<i>Severity of Violation</i>	<i>Measurement</i>
		<i>police verification check and the candidates need to be selected through proper official interview by a panel of three members or above.</i> <i>The vendor is expected to make a provision of additional, reserve manpower who can be pooled in the absentia of the said resource. In case of the manpower not present and the reserve resource also not present, following benchmarks are to be followed:</i> <i>1. Absence of Project Manager and ERP Expert for One Day results in penalty of Rs. 20,000/- per instance.</i> <i>2. Absence of Application supporti staff for One Day results in penalty of Rs. 6,000/- per insta</i>

J. Annexures

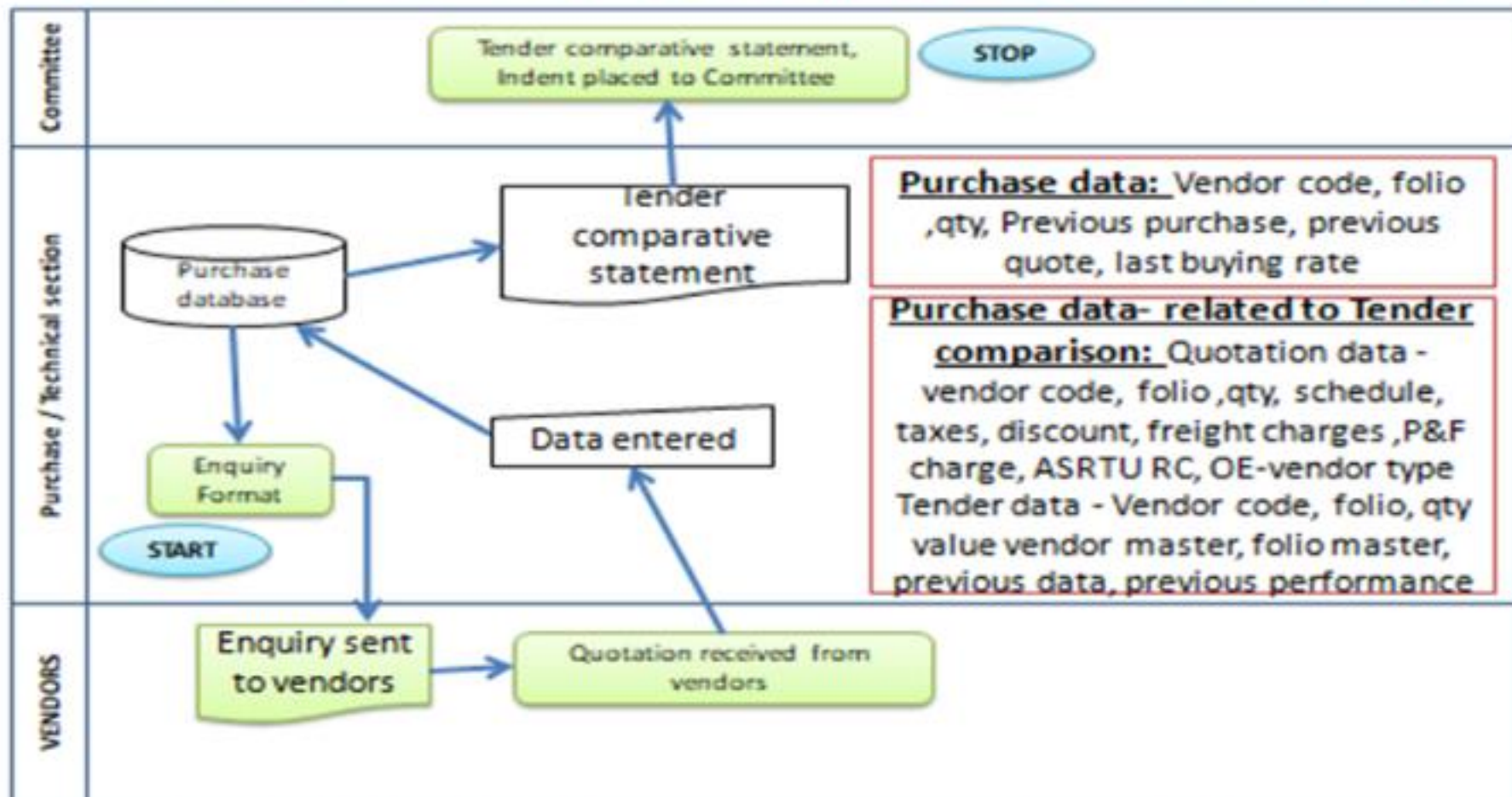
I. Annexure 1: - Existing As-Is Processed followed by the STUs.

Bidder to take a note that below processed followed by the STUs are for the understanding of the existing processes in non-exhaustive basis and illustrative in nature. Bidder shall have to do the necessary As-Is and Current state understanding on the existing processes under the scope of work of this RFP.

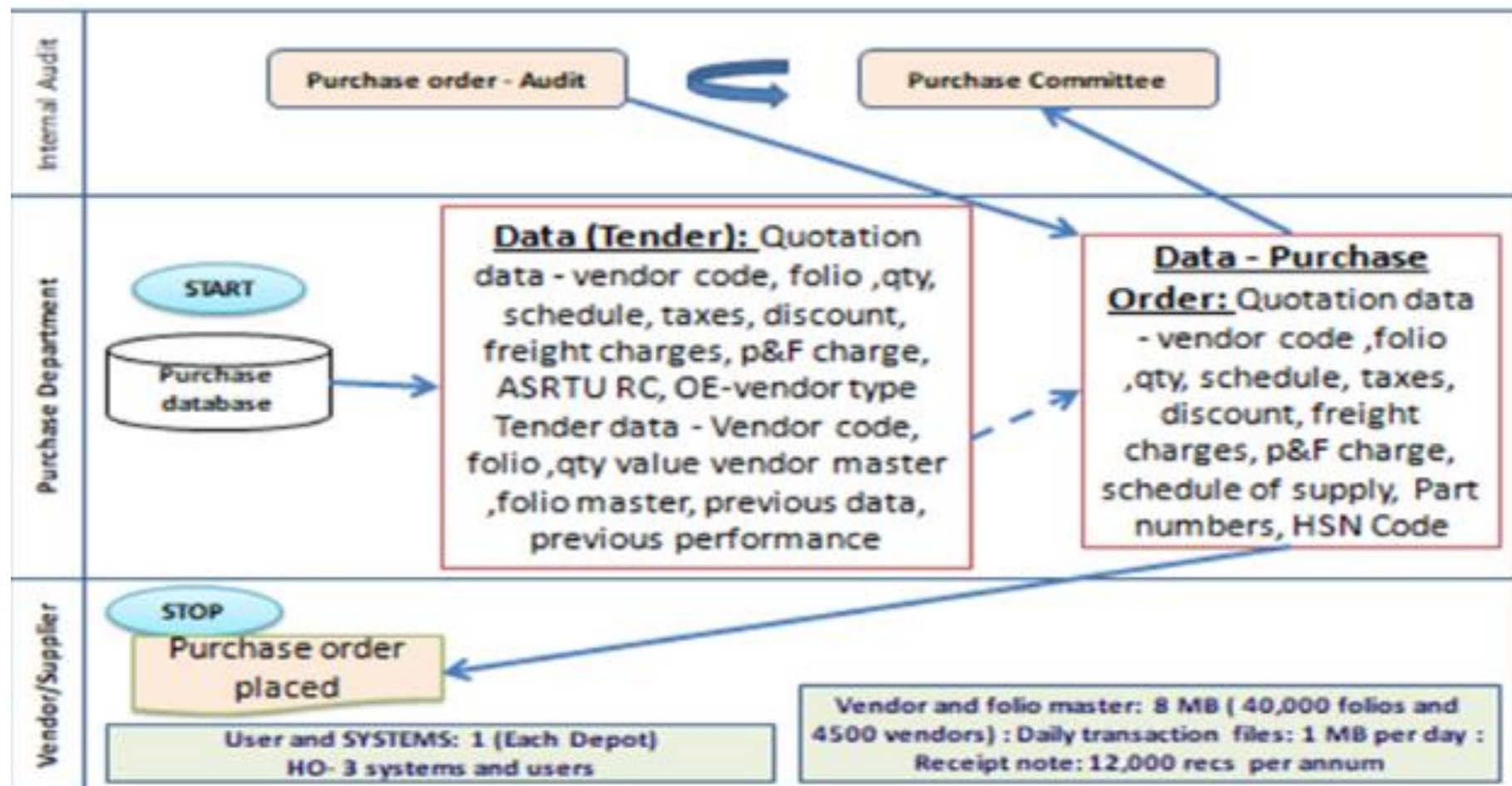
a. Indent – Enquiry – Quotation – Tender Comparison – Purchase Order

The indent is prepared based on periodic needs (quarterly/Half Yearly/Annual) or on as and when required basis every month. The indent list is approved up to indent committee.

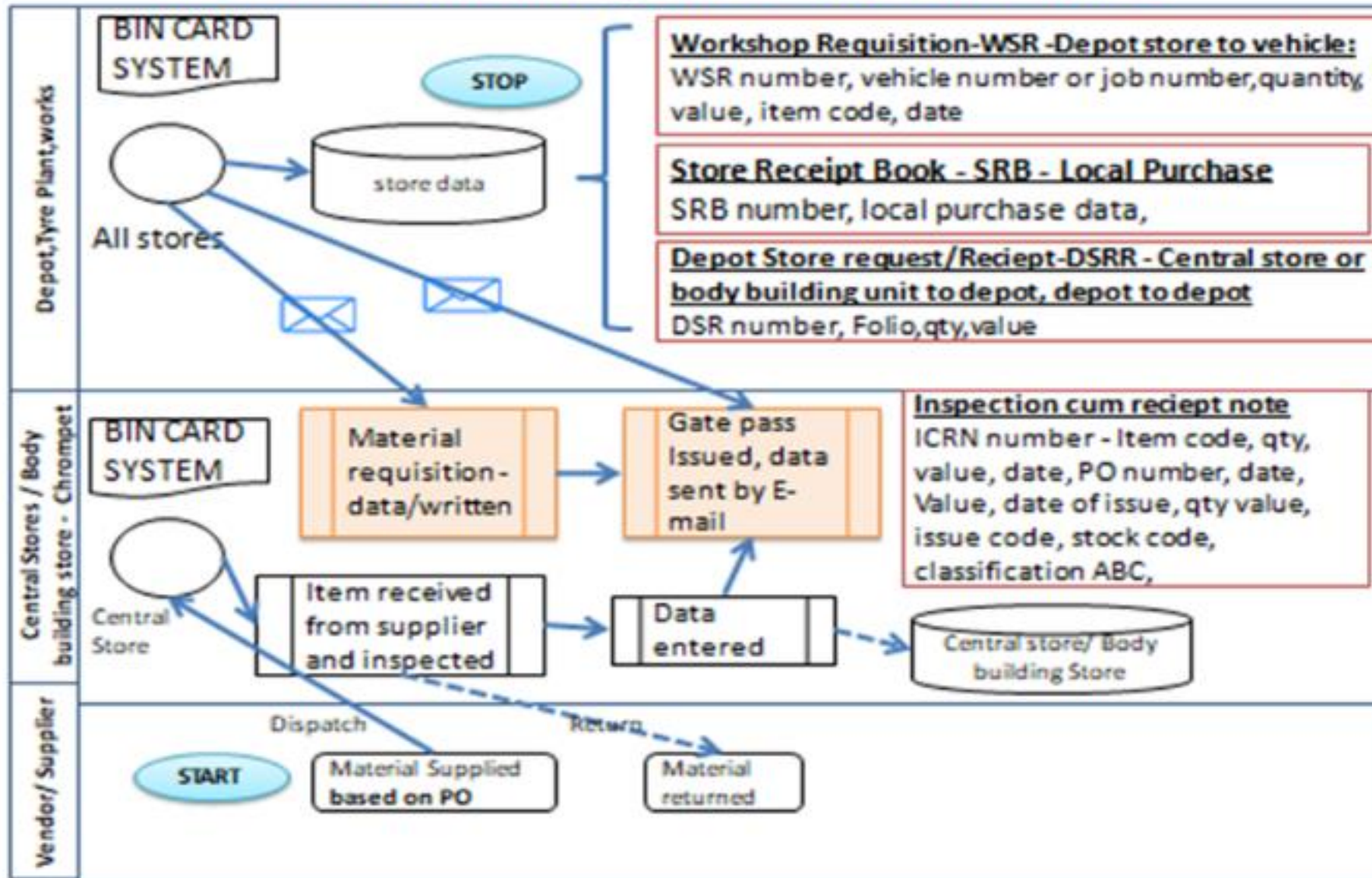
As-Is- Material Management - Enquiry & Tender comparison



As-Is- Material Management – Purchase Order



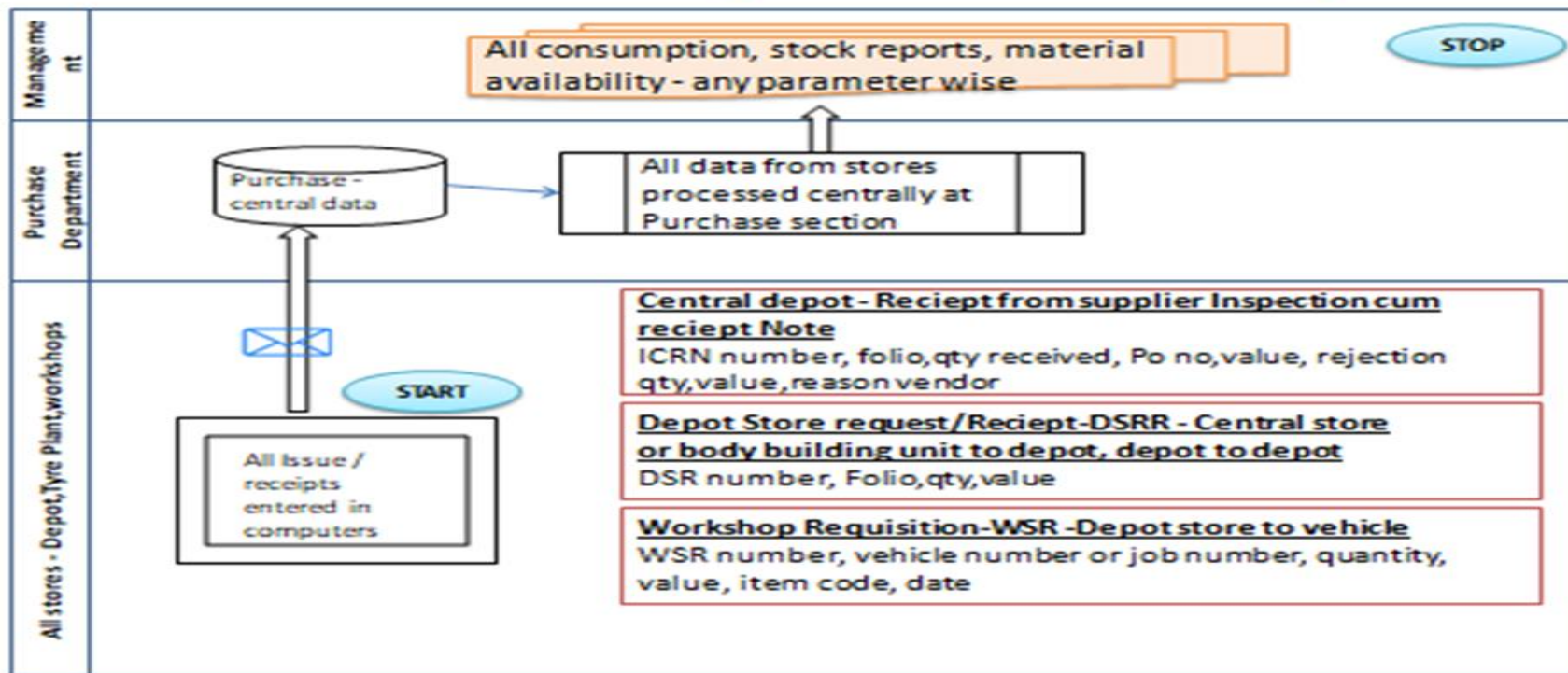
As-Is- Material Management - Purchase Order



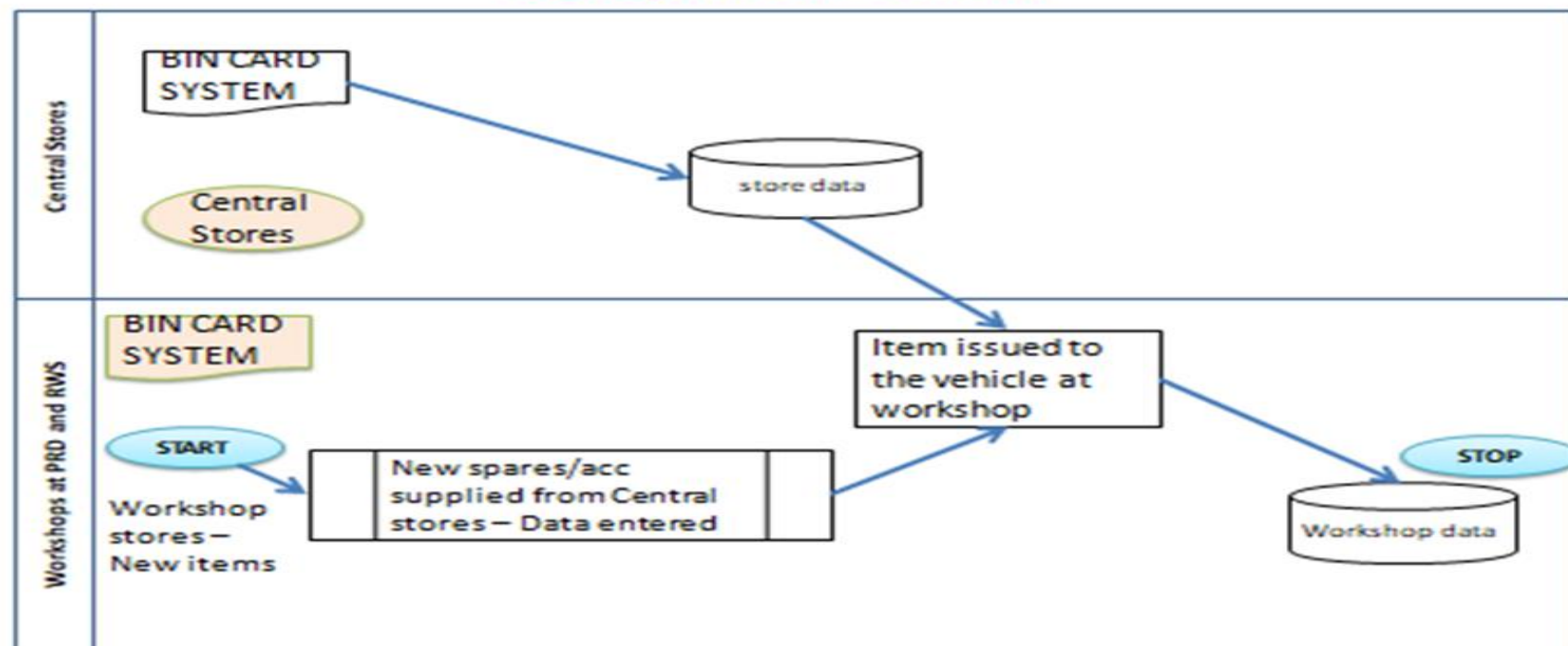
The enquiry is generated and sent to probable suppliers already listed by ASRTU rate contract or IRT Rate contract or local suppliers. The Limited or Open Tender is made based on the items on the indent list and its estimated value. The quotation received from the suppliers is also entered and a comparative table is generated in the system. This is analyzed and decision taken by a committee called Purchase Committee (1 or 2 or 3). The Tender Tabulation sheet has various details like the movement of items, stock and back order on hand, suppliers type –ASRTU rate contract , Manufacturer, Original equipment dealer/partner etc. , supplier previous rates. All these are taken to decide on the lowest quote, along with a tested sample if required. The finalist is given the purchase order after necessary approvals. The purchase is issued to the supplier, where the quantity has to be supplied in bulk or periodically depending on the item.

b. Material Movement–Receipt / Issue at depots from Central Stores and Costing

As-Is- Material Management - Issue/Receipt-1



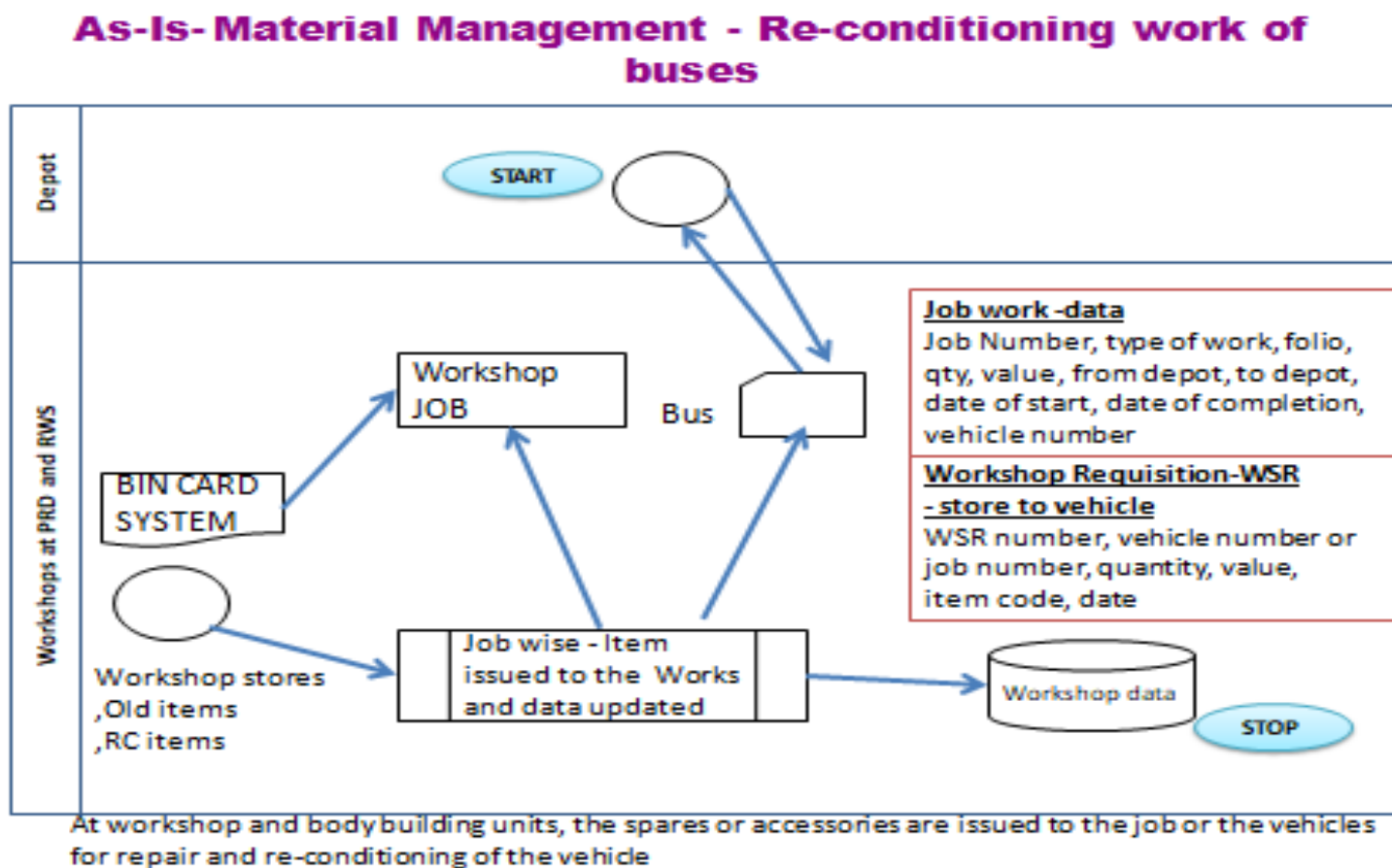
As-Is- Material Management - Body building Workshop - Receipt/Issue Central



Material is received at Central Store in all regions STUs along with invoice. This is accounted as Indent cum receipt Note in the system after inspection. Quantity rejected is sent back and entries made as applicable. The invoice is sent to accounts for payment. In case of advance payment, the bills are sent to accounts for adjustment. The ICRN is certified by the Stores manager. The material is accounted at the purchase value and may be transferred to depots where requirement is given by Indent Cum packing Slip (ICPS) or depot Store requisition (DSR). The material reaches the depot and is issued the vehicle or job – as Workshop Store requisition (WSR) or ICPS. Sometimes Local Purchase is also made at depot level in the form of SRB (Store requisition Book) and accounted in depot system. All physical transfers are physically entries made in the Store BIN Cards and also in the systems available at depot.

c. Work Orders for Re-Conditioning / FC – Fitness Certificate Unit

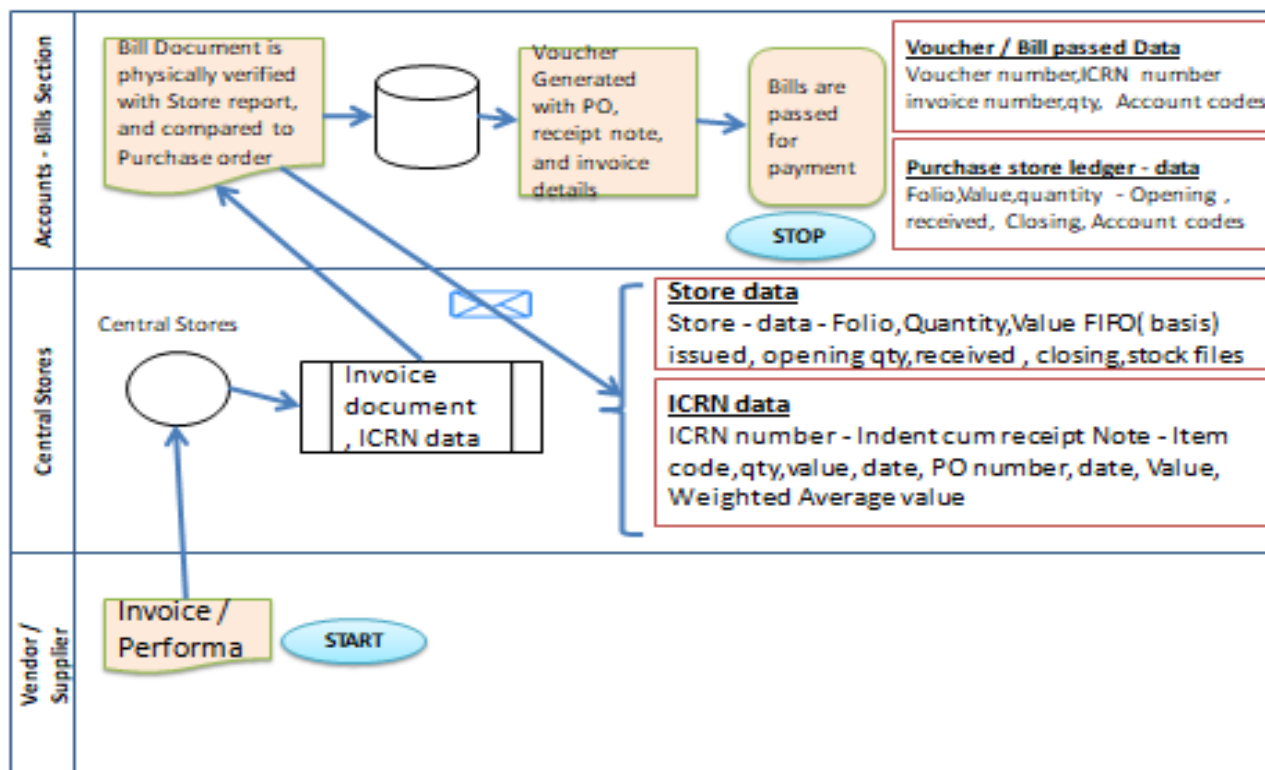
Work orders are issued to contractors periodically to carry out technical repairs, painting etc. on job basis every year or as and when required, by the Purchase section after prior approval by committee and MD. After work is completed the invoices are sent to accounts and then settled. The items are purchased by the STU (as stated above) which are used for completing this work. The receipt / issue at these units - like Tyre Plant, FC units, Workshops are also accounted similar to depots.



d. Material Accounting

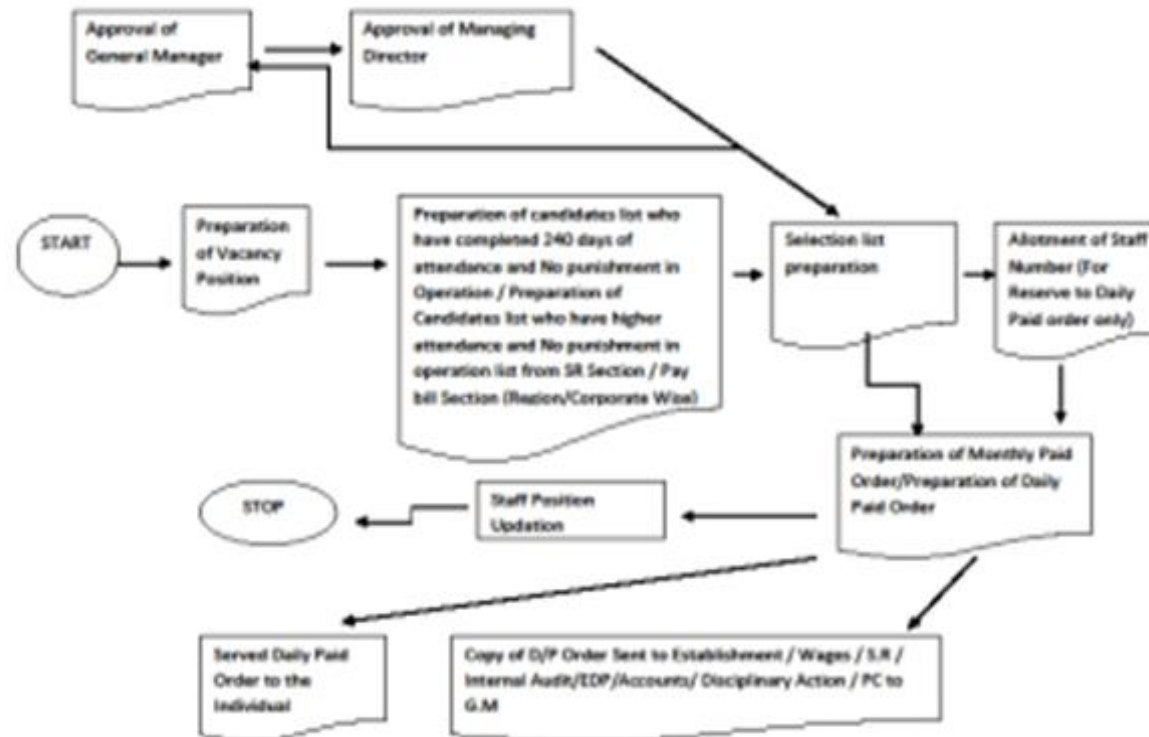
The depot expenditure is evaluated based on weighted average method. The value of purchases made is accounted at the Central Accounting section (Compilation) section. The payments made to vendors, the receipts of material value, the advances made thereof, the issue to vehicles at depots, are all tallied every month. The Stock or inventory maintained at end of month is also valued. The expenditure depot wise, STU wise is maintained. Every quarter a physical verification of stock maintained at depot Stores and Central stores is done (physical Vs. BIN card Vs data) and tallied with system data.

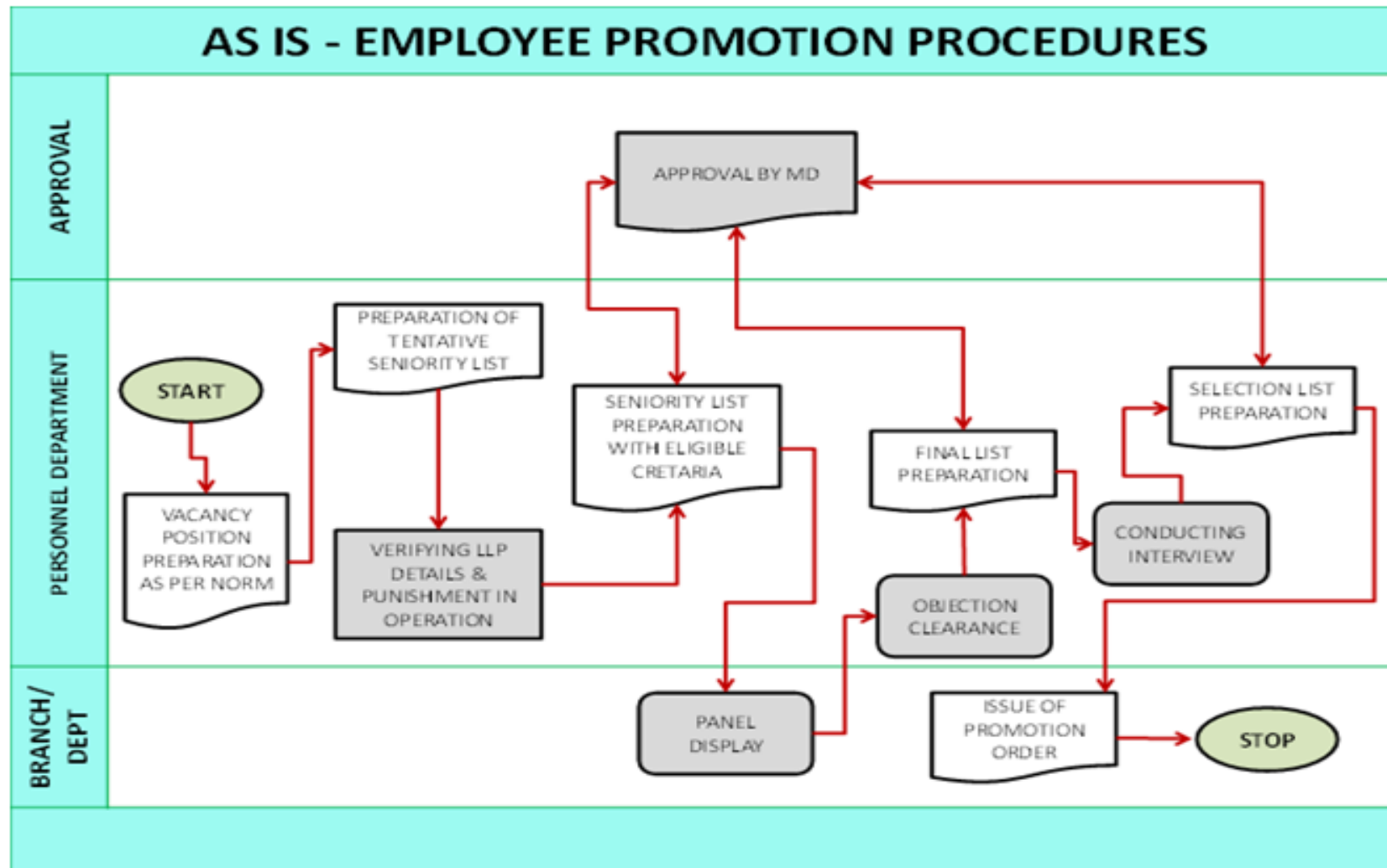
As-Is- Material Management - Accounting part

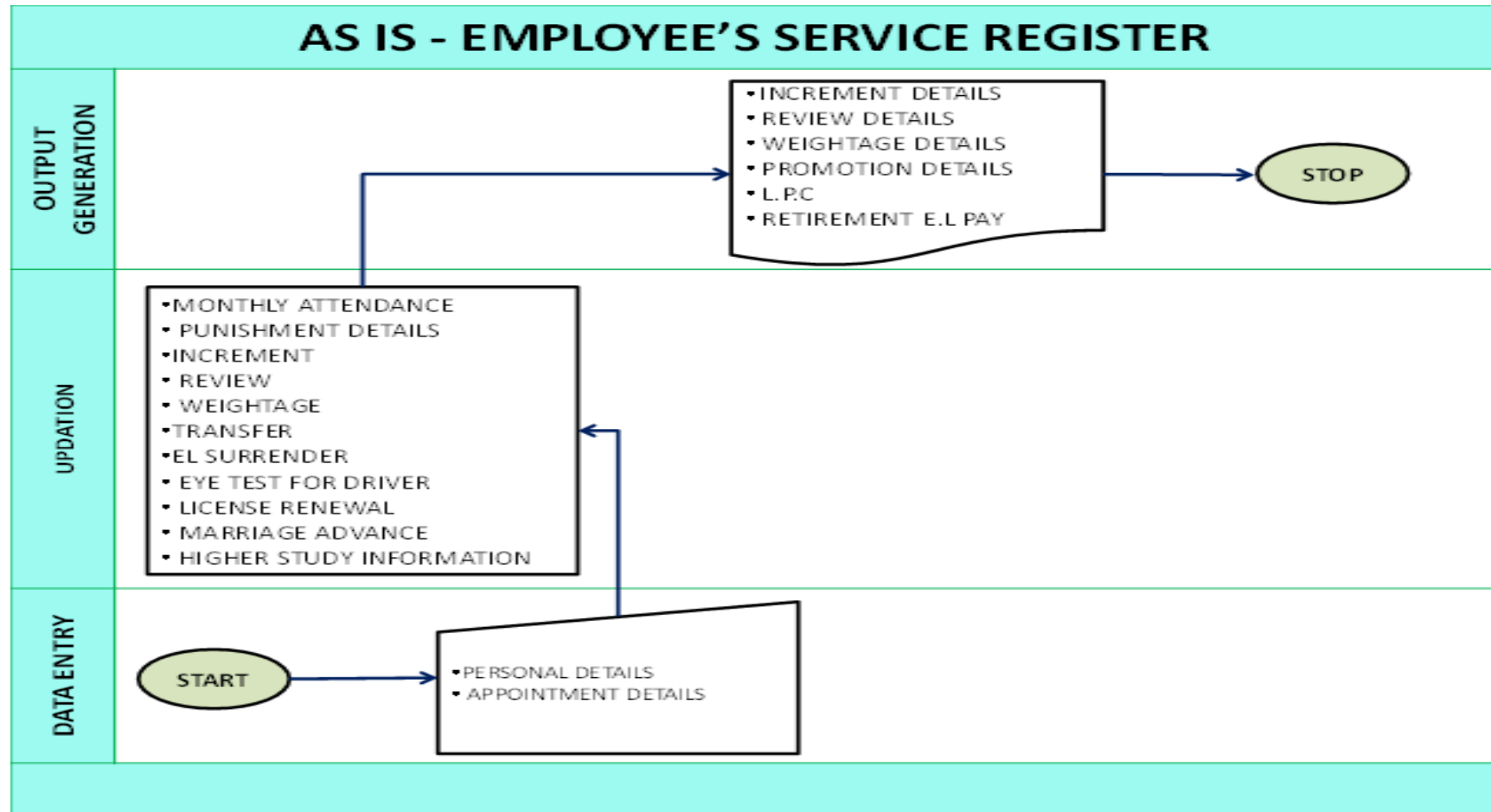


e. *Personnel Management related activities*

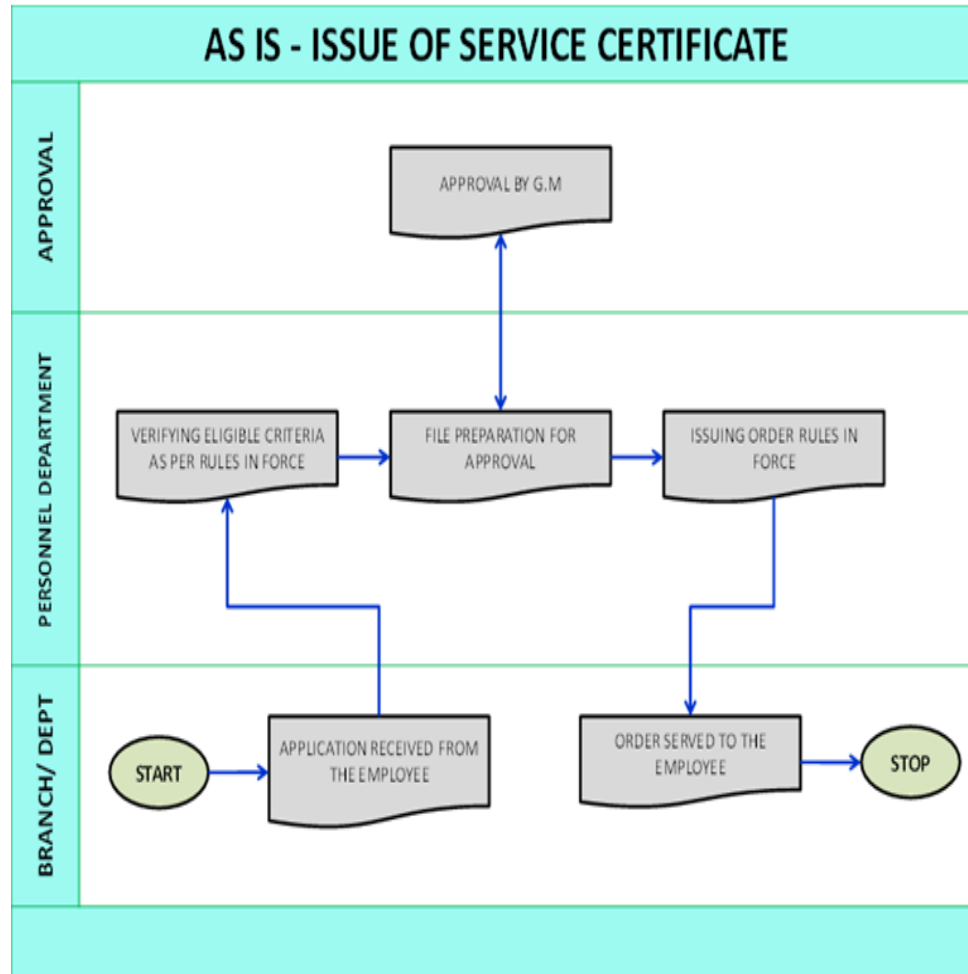
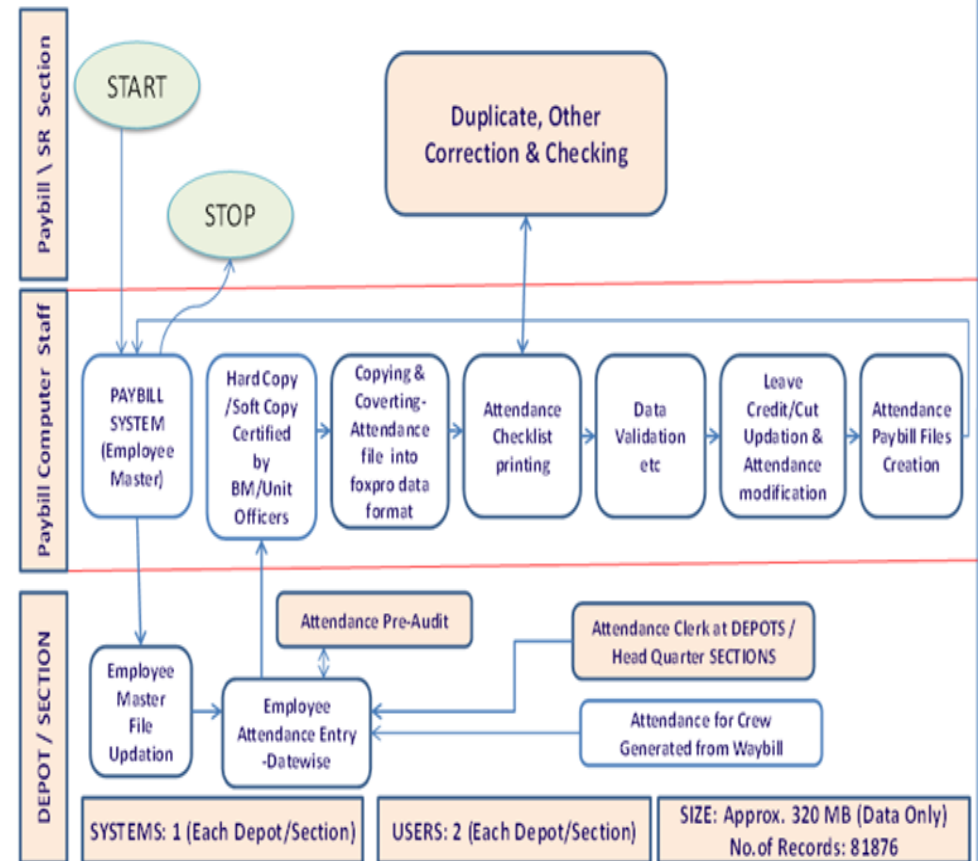
DAILY PAID TO MONTHLY PAID ORDER ISSUE / RESERVE TO DAILY PAID ORDER ISSUE





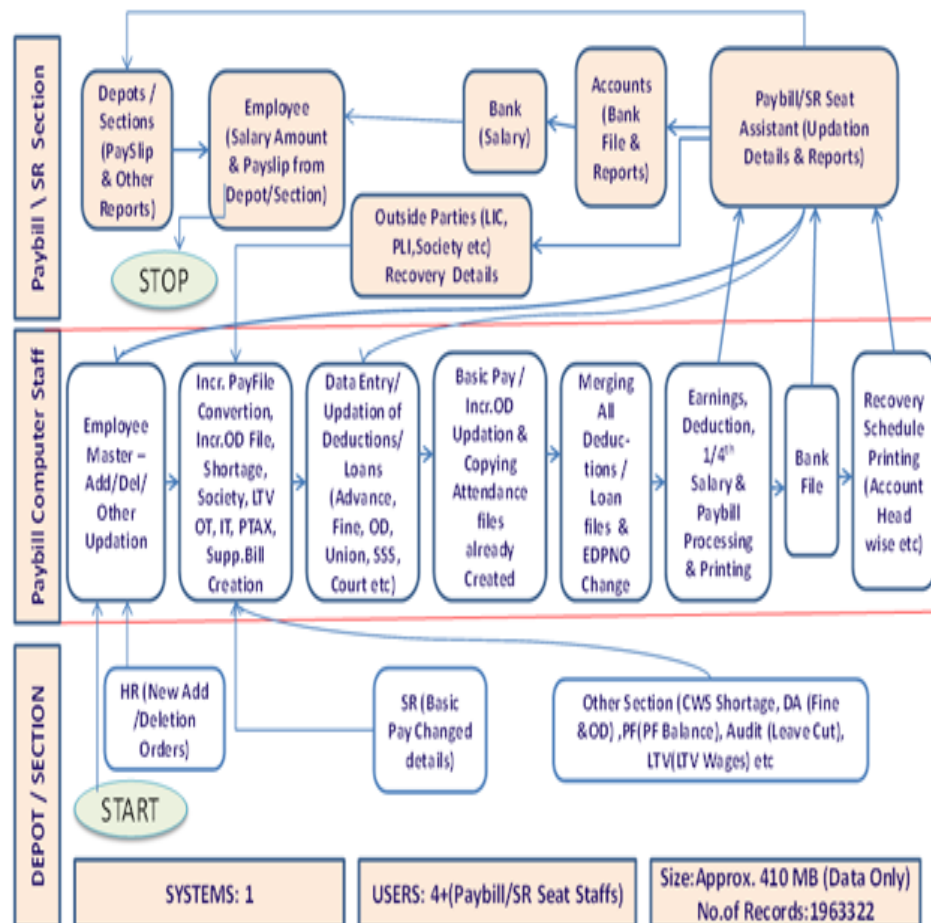
f. *Service Register*

g. Issue of Service certificate to Employees

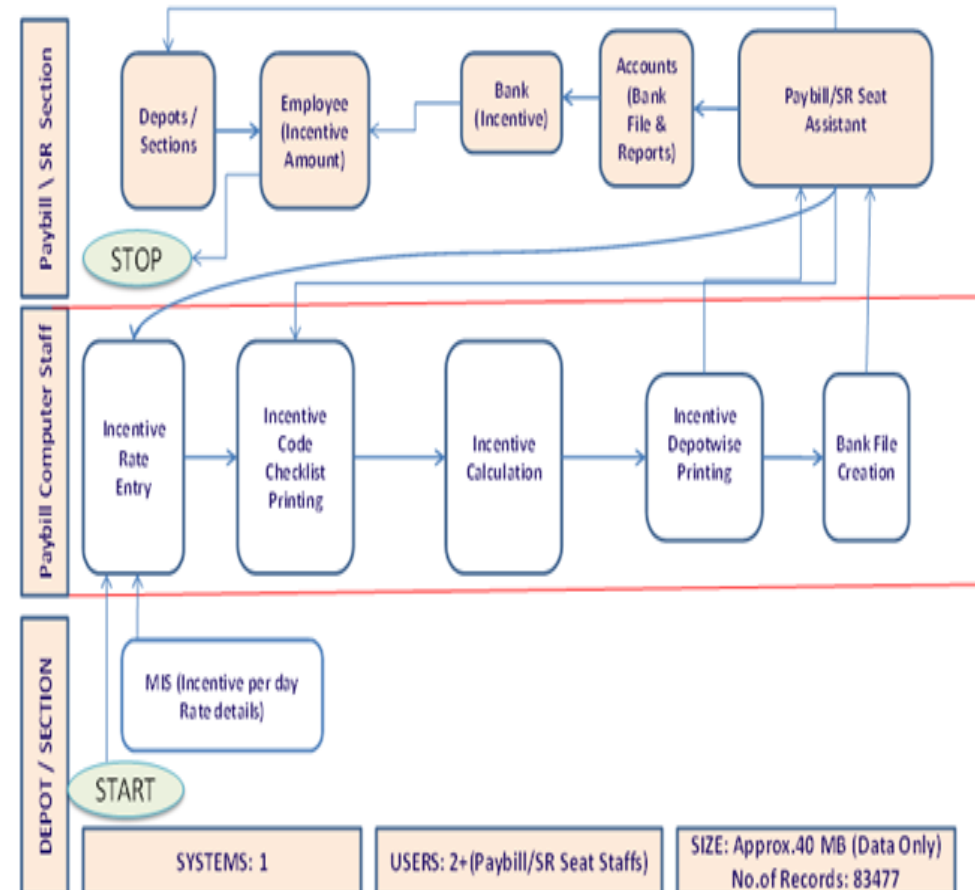
**As-Is-Attendance Processing (PAYROLL SYSTEM)**

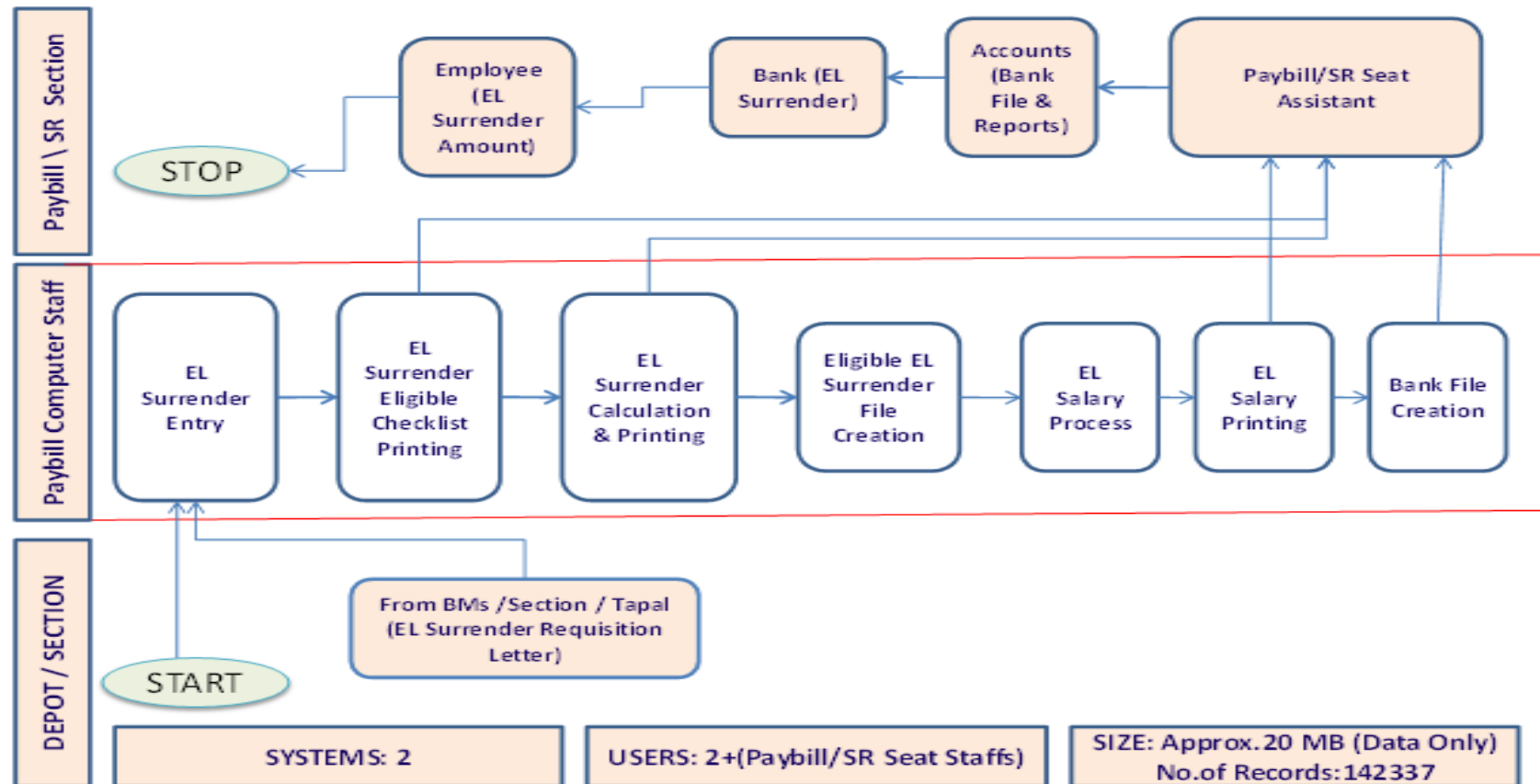
h. Payroll Processes (Normal / incentive)

As-Is-Paybill Processing (PAYROLL SYSTEM)

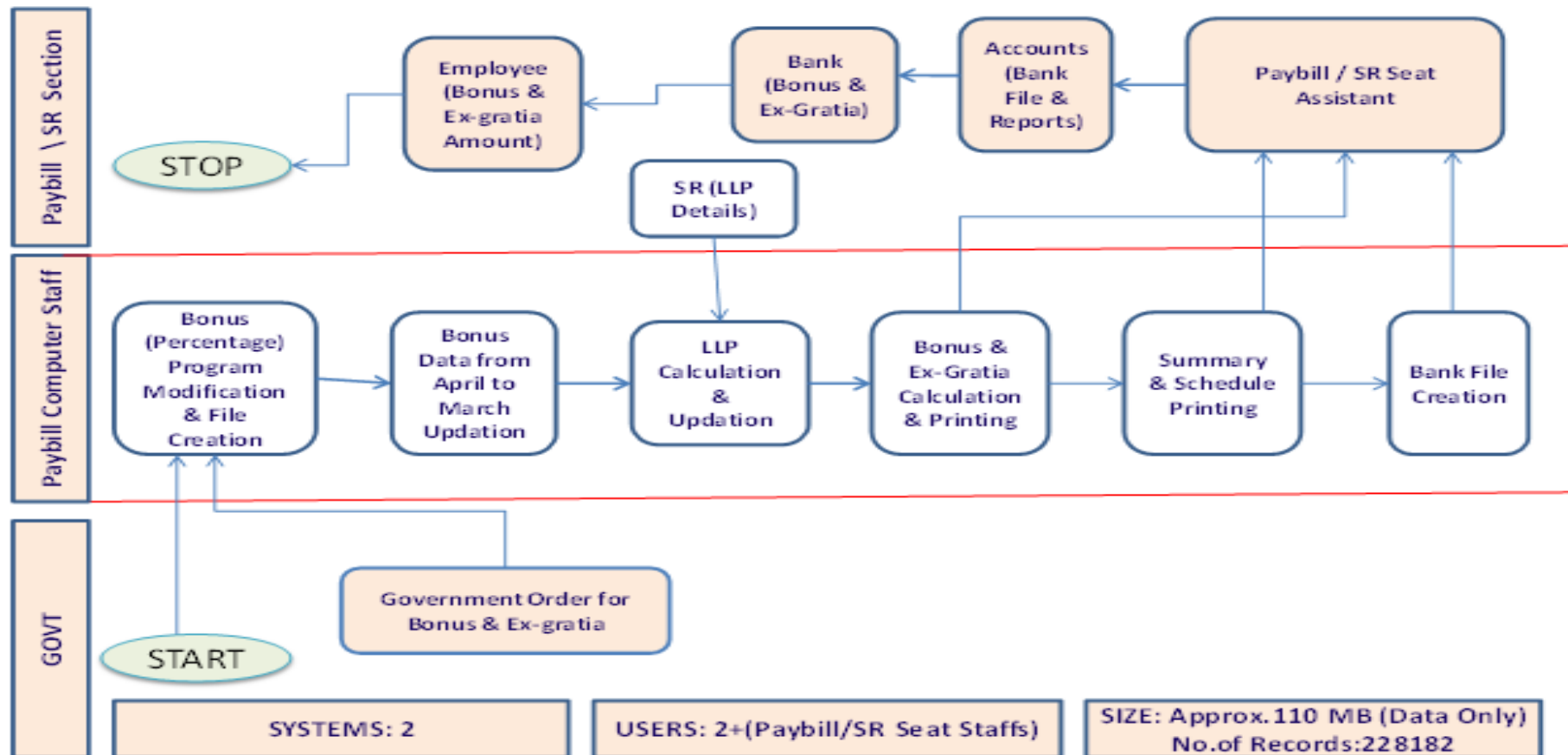


As-Is-Incentive (PAYROLL SYSTEM)

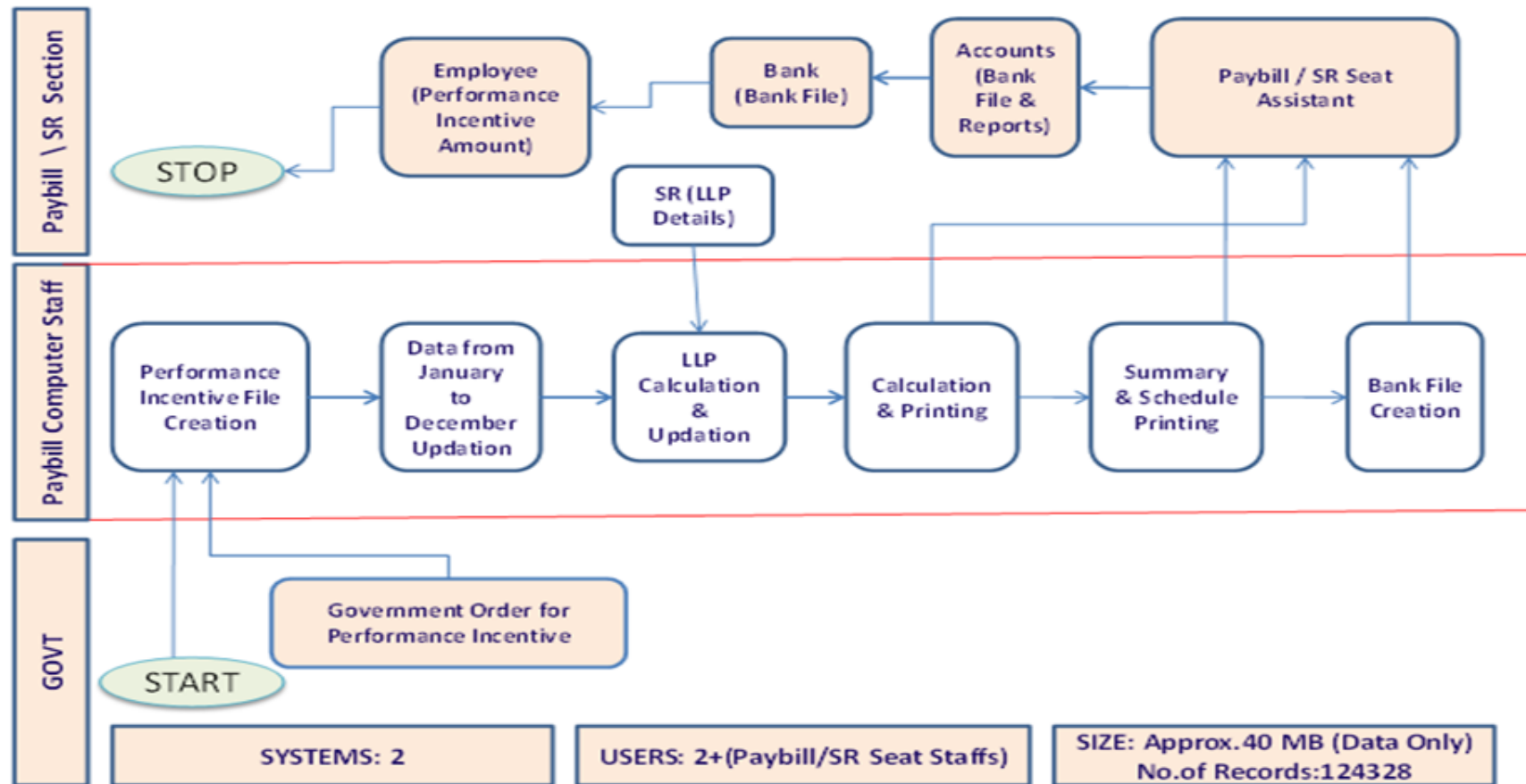


i. *Earned Leave Surrender Module***As-Is-EL Surrender Salary (PAYROLL SYSTEM)**

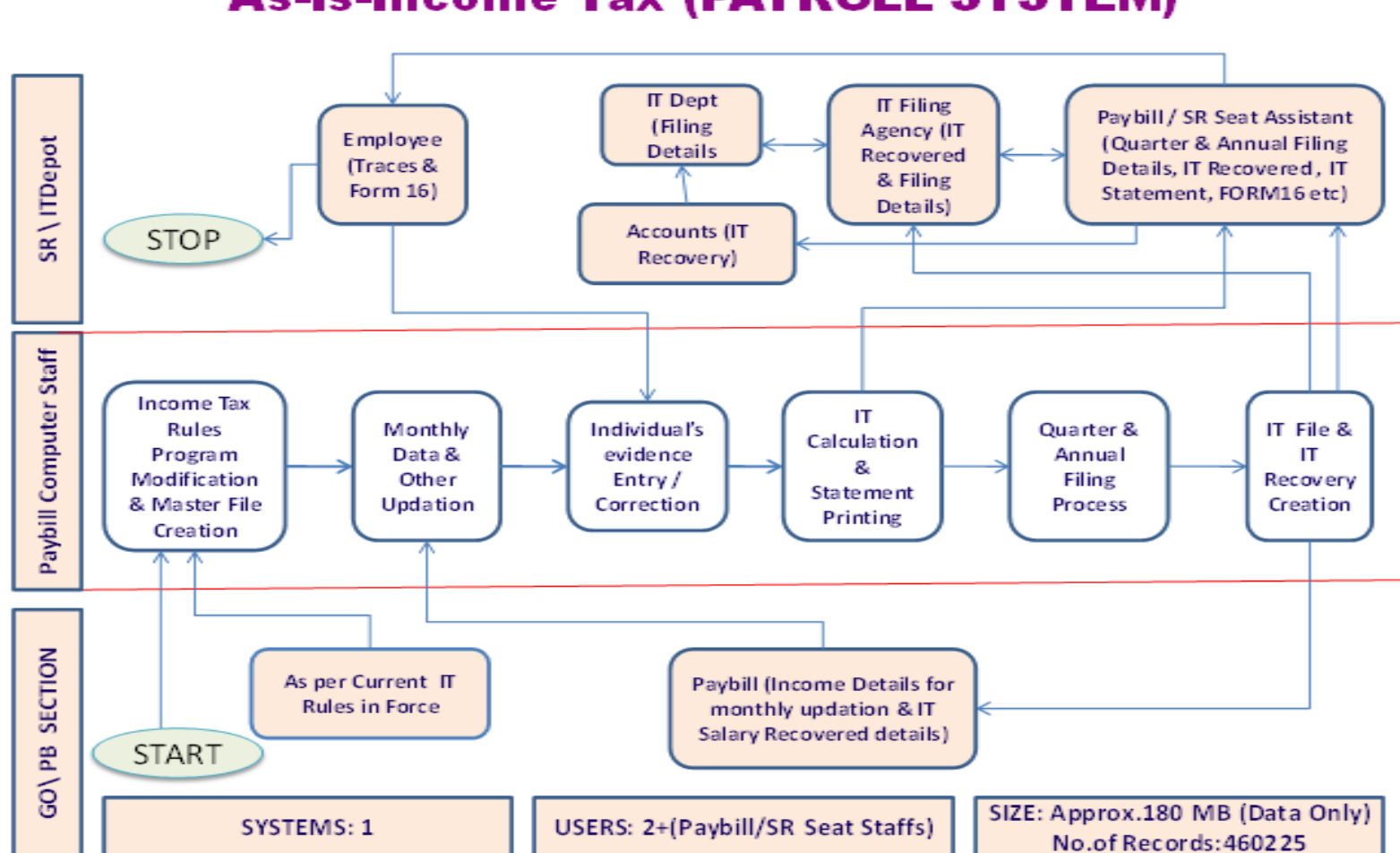
j. Bonus & Ex-Gratia

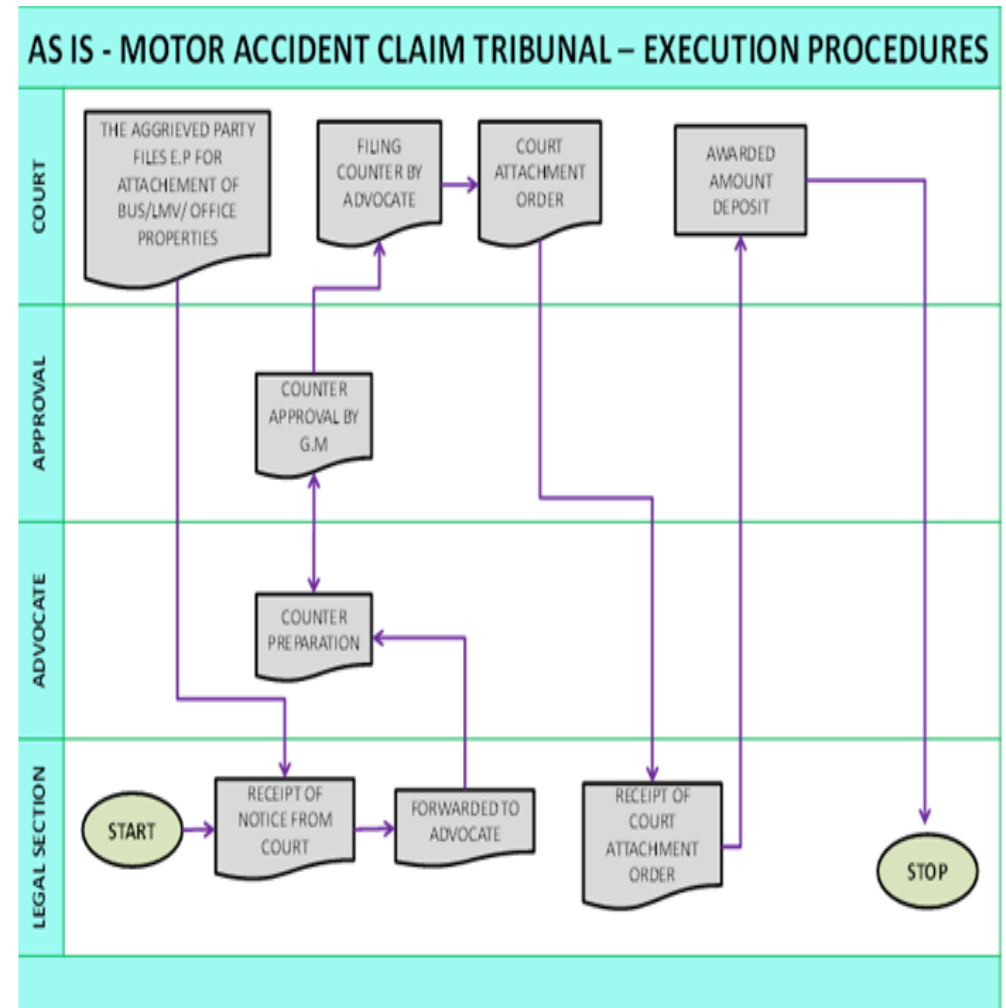
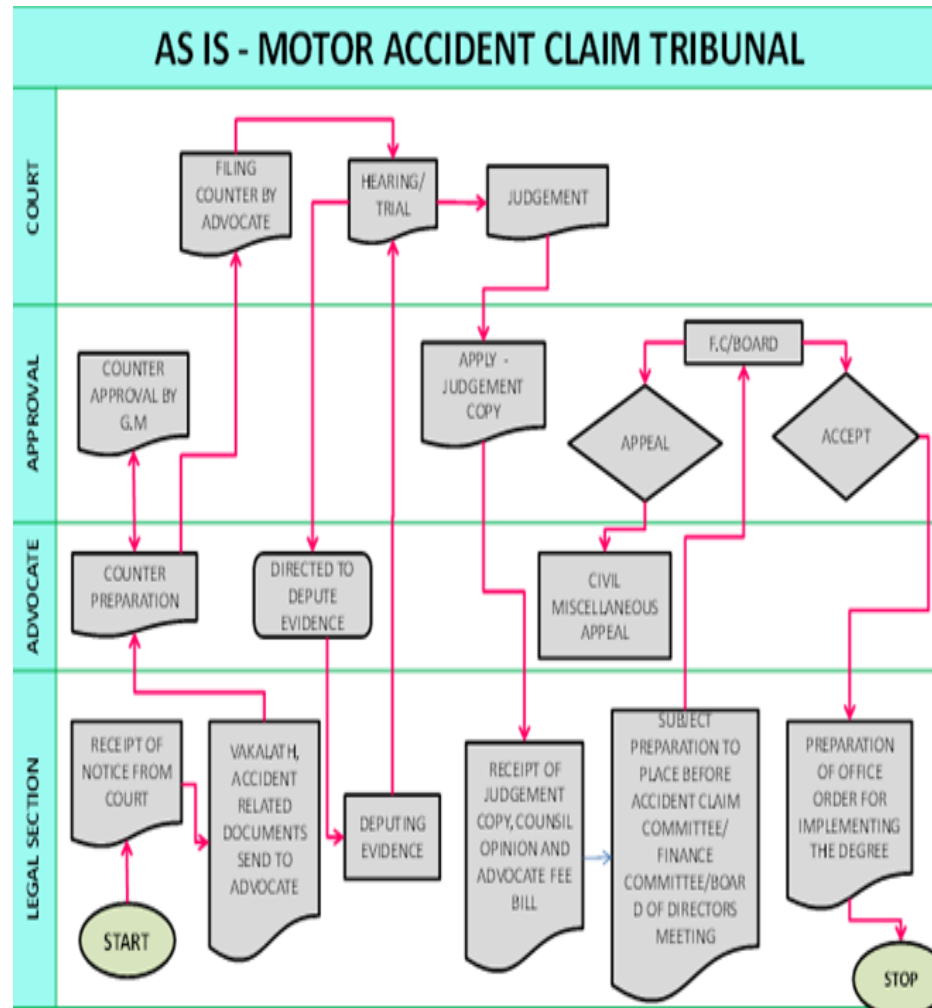
As-Is-Bonus & Ex-Gratia (PAYROLL SYSTEM)

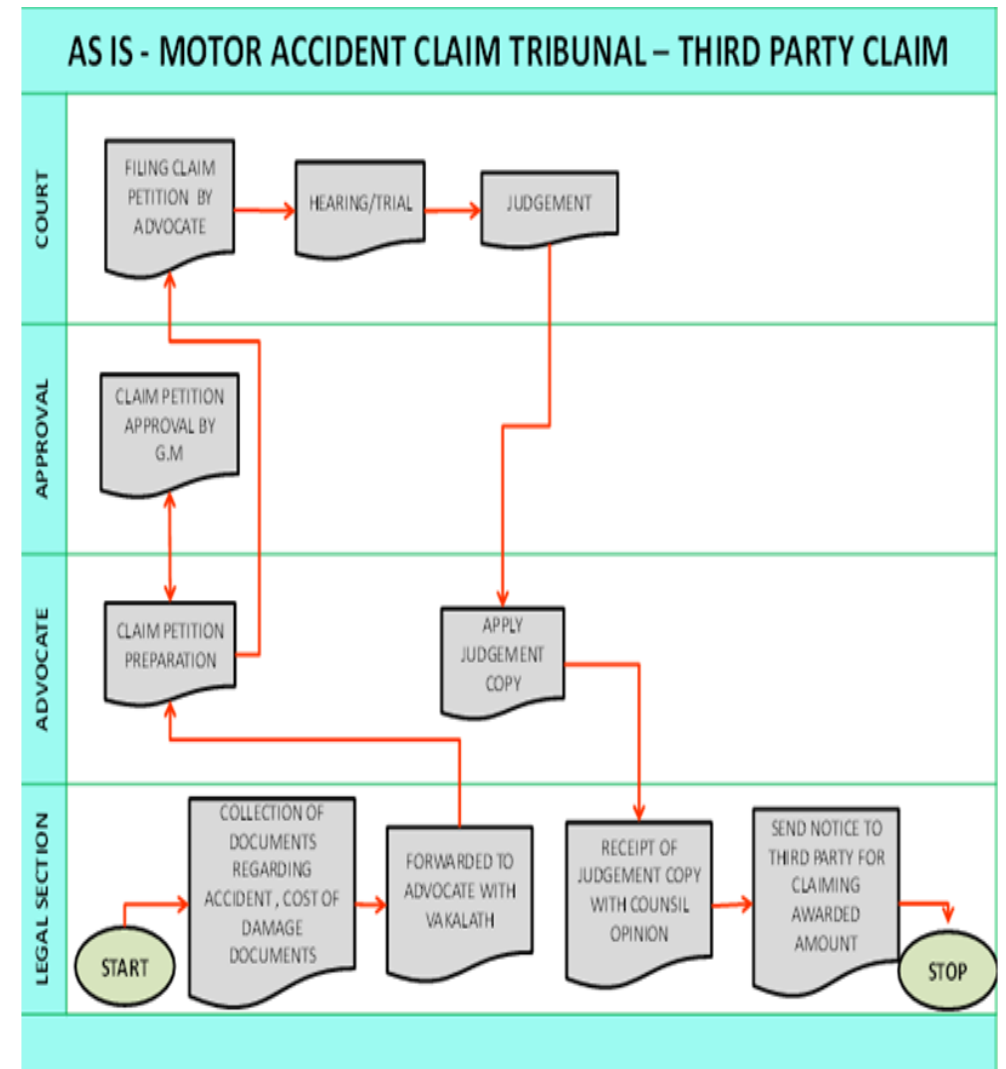
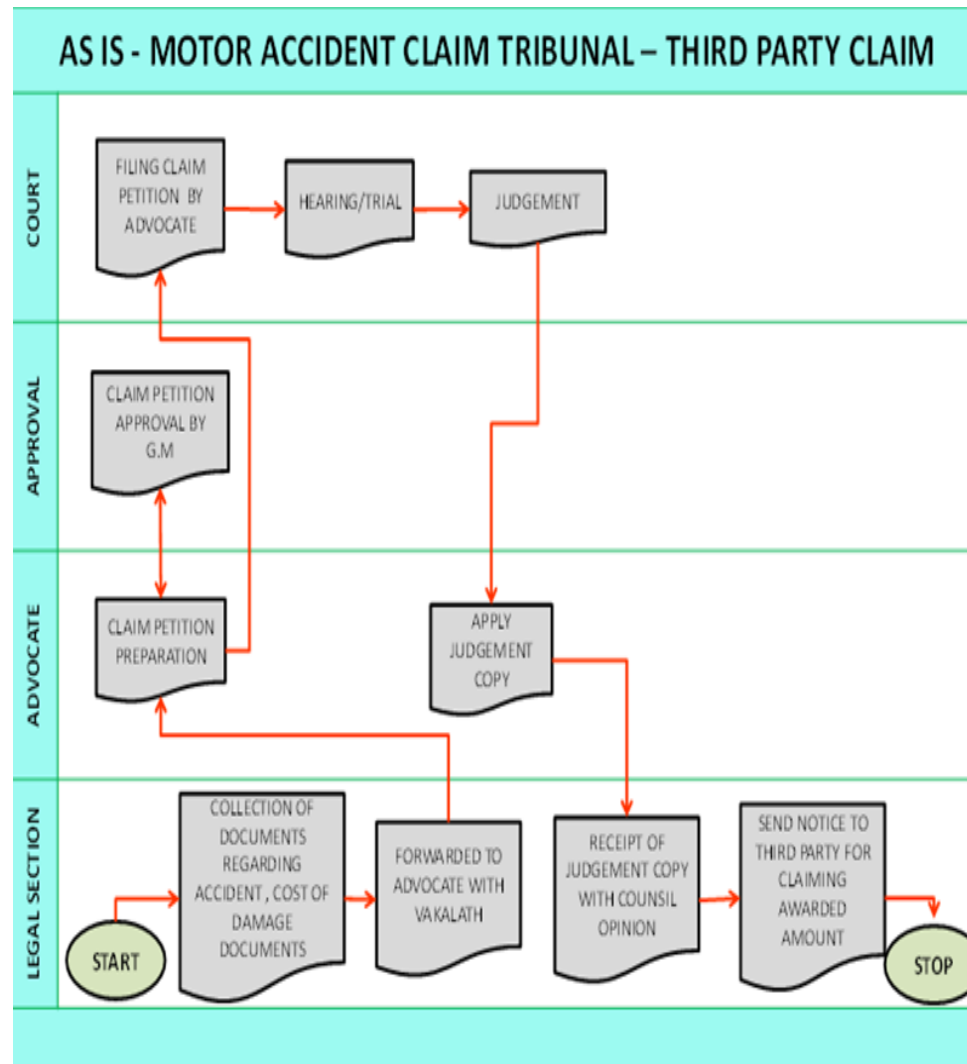
k. Performance Incentive Module

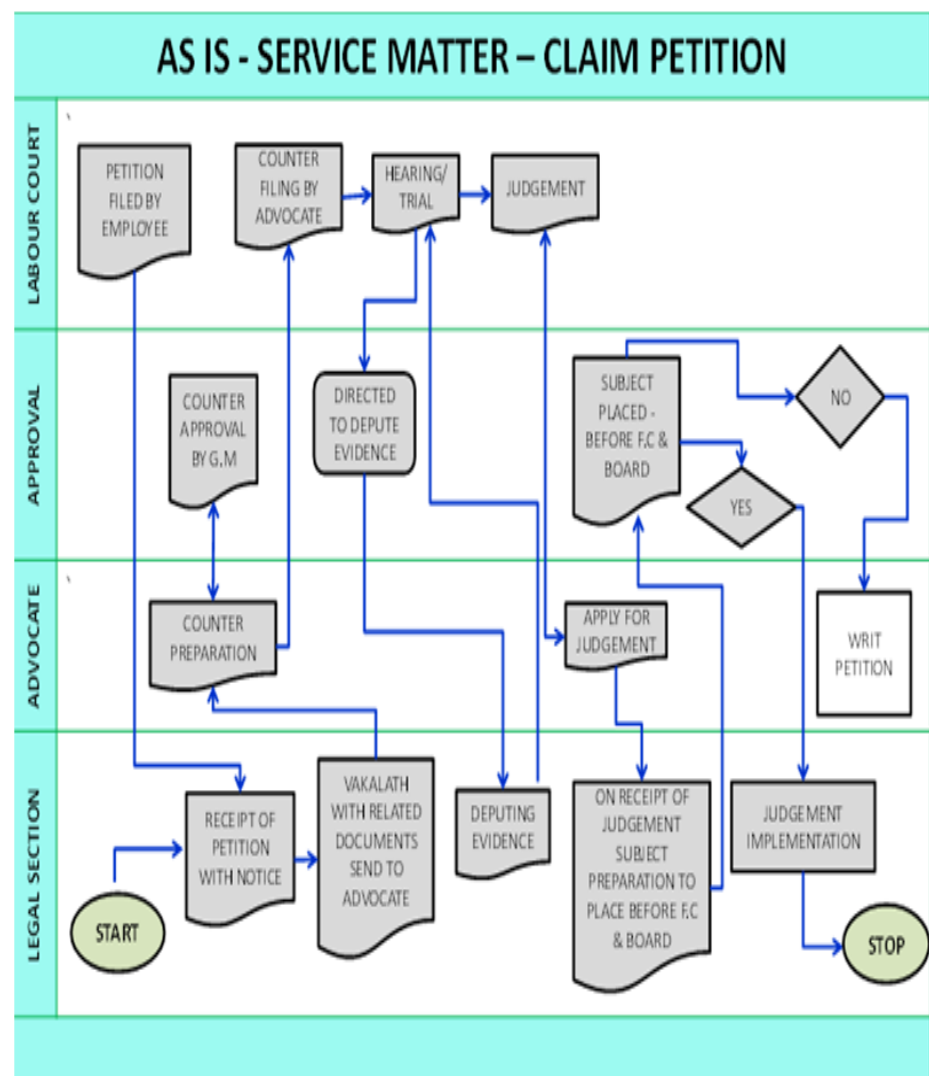
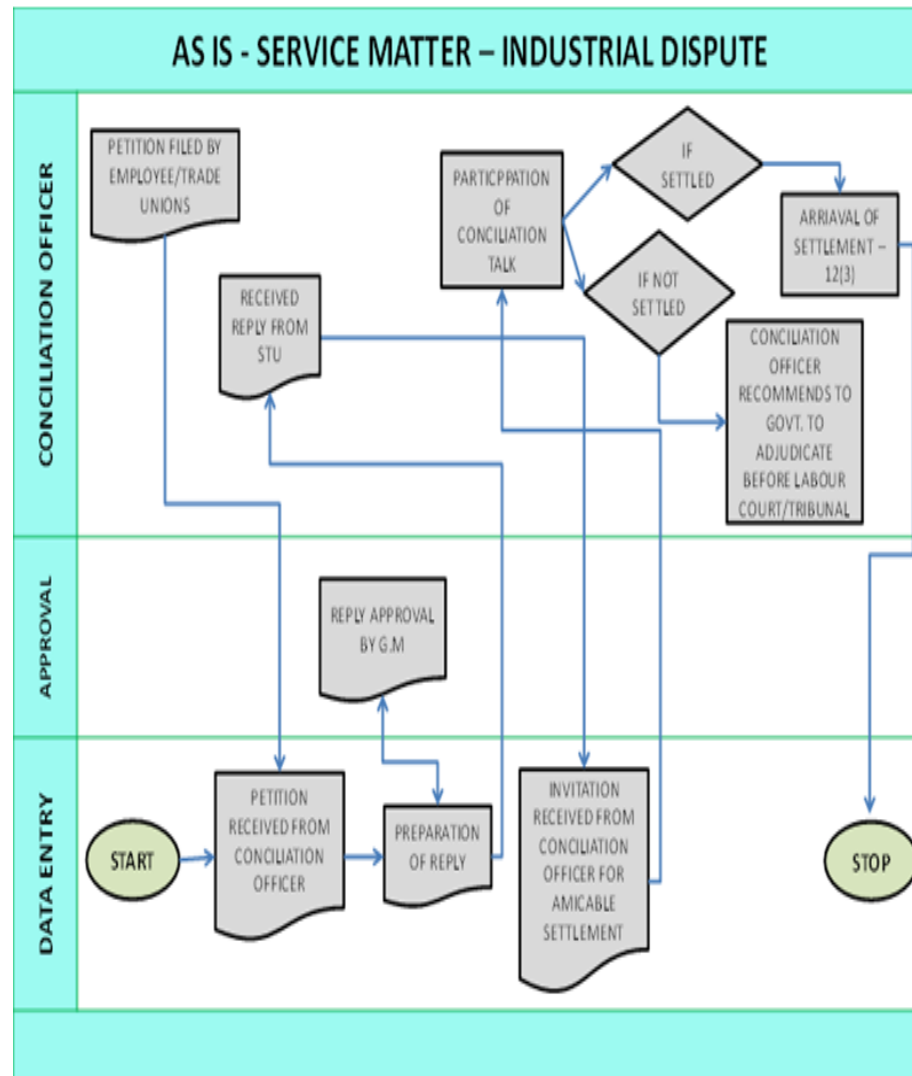
As-Is-Performance Incentive (PAYROLL SYSTEM)

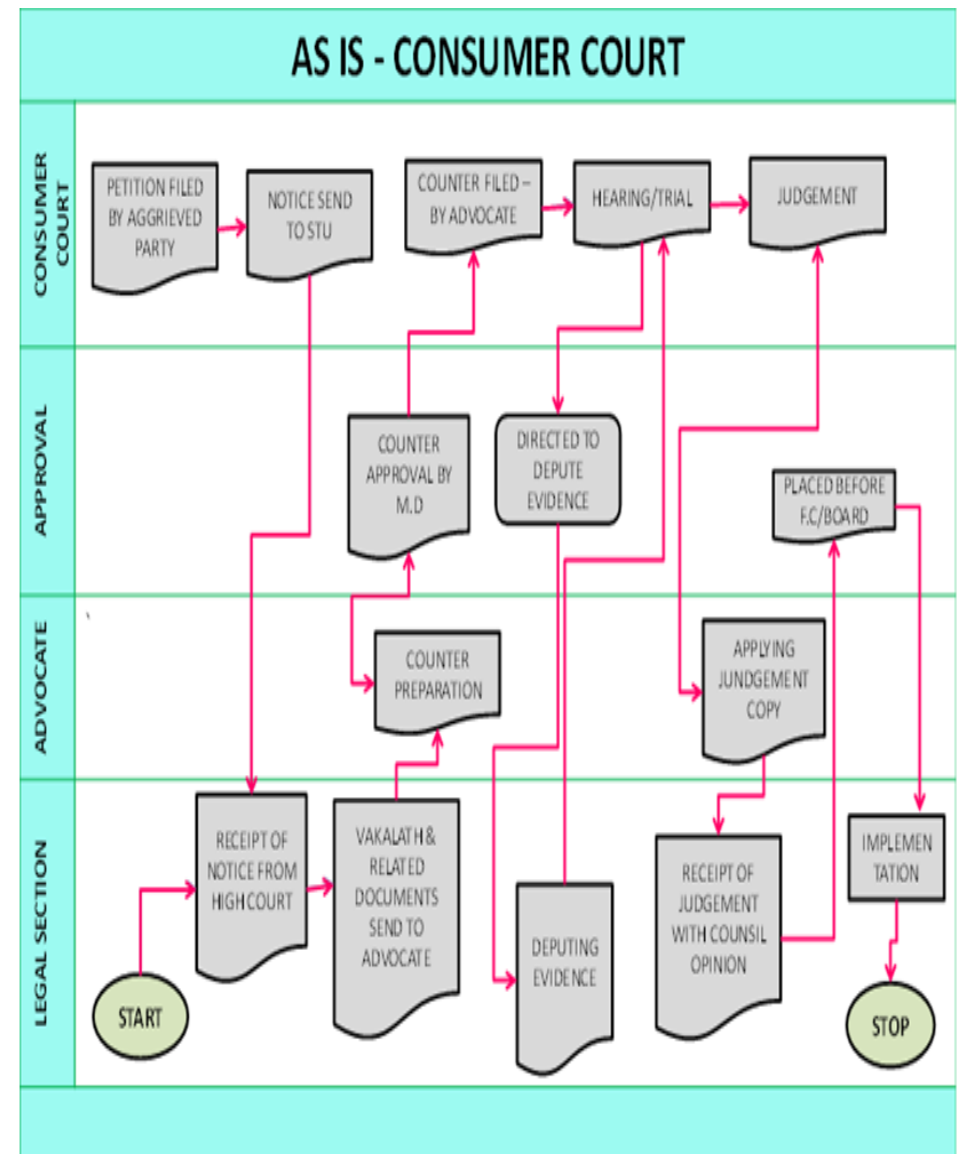
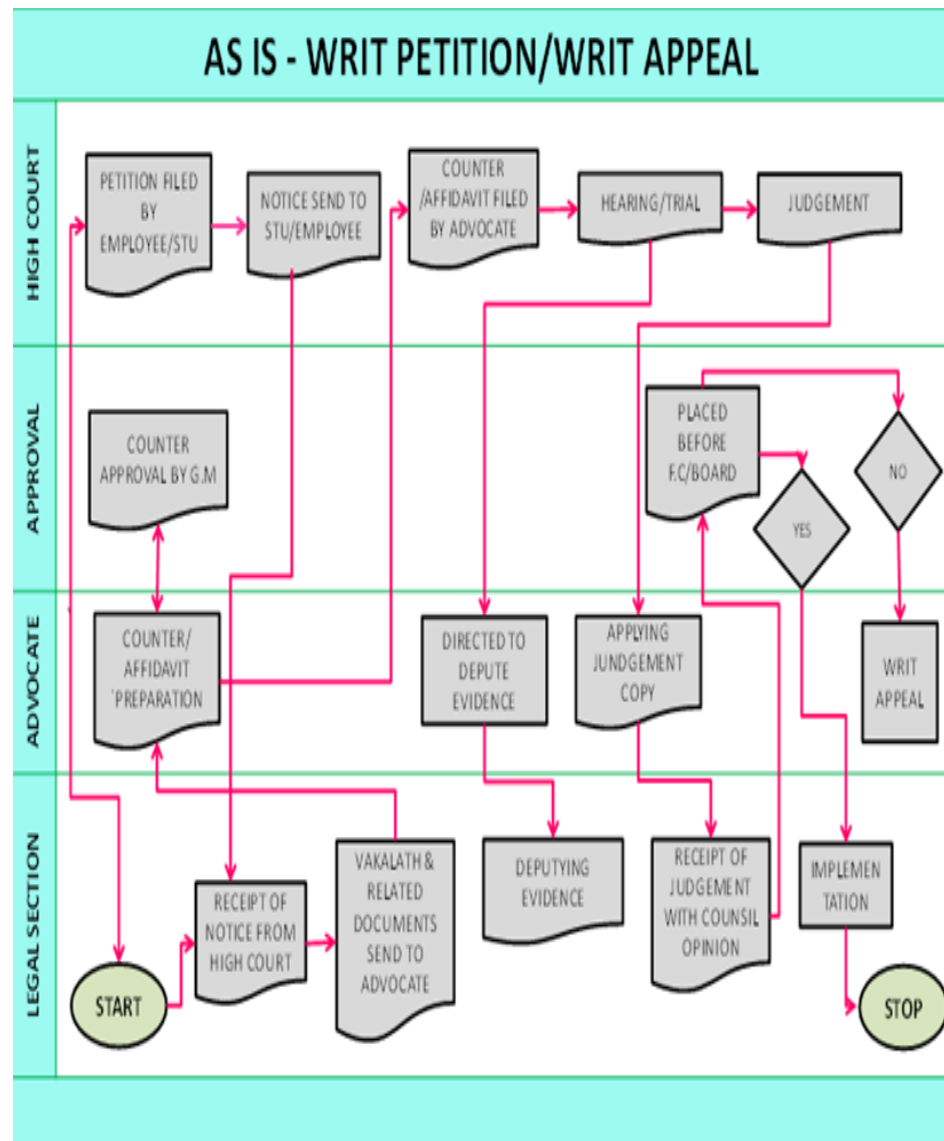
I. Income Tax Module

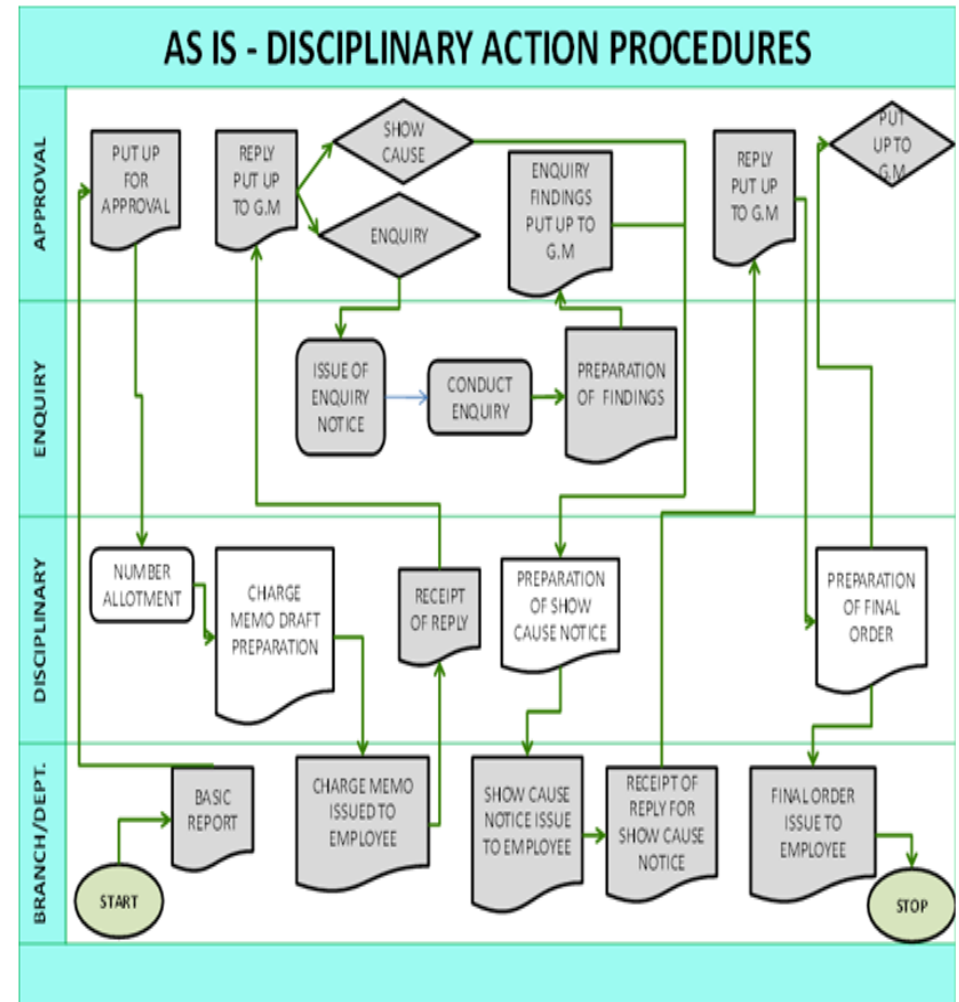
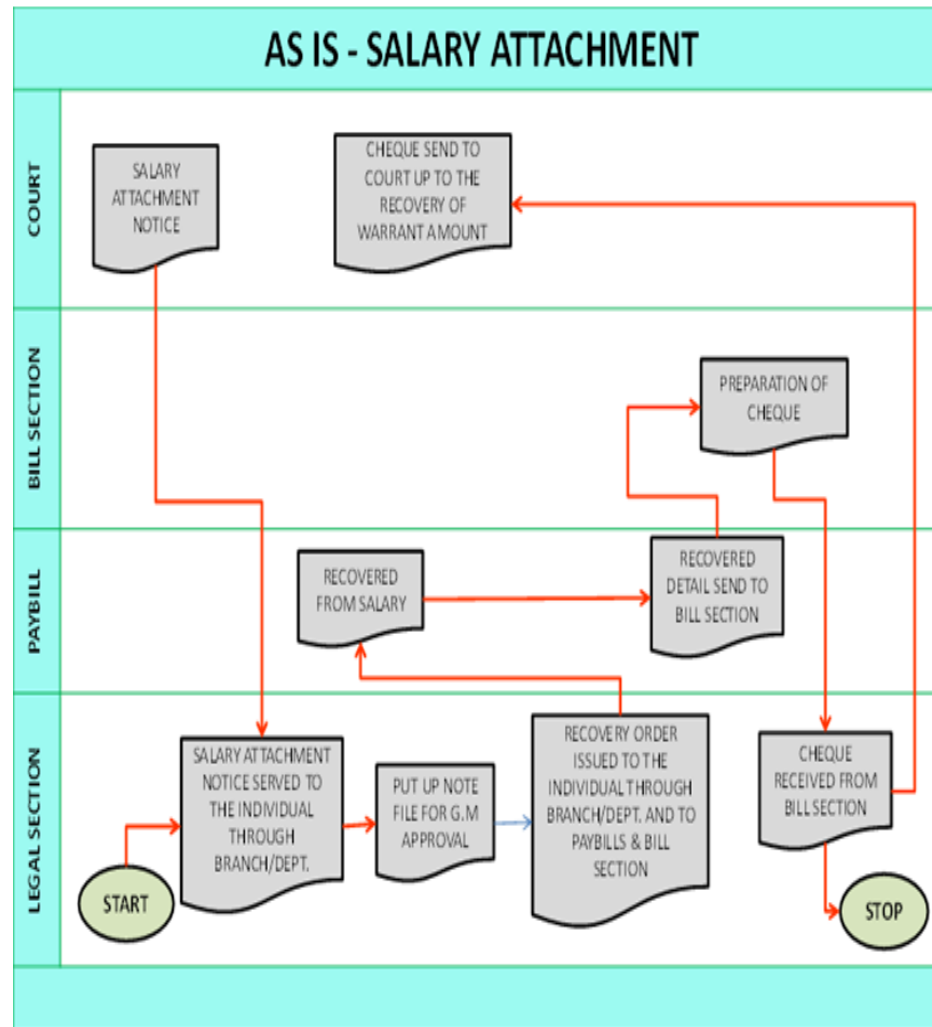
As-Is-Income Tax (PAYROLL SYSTEM)

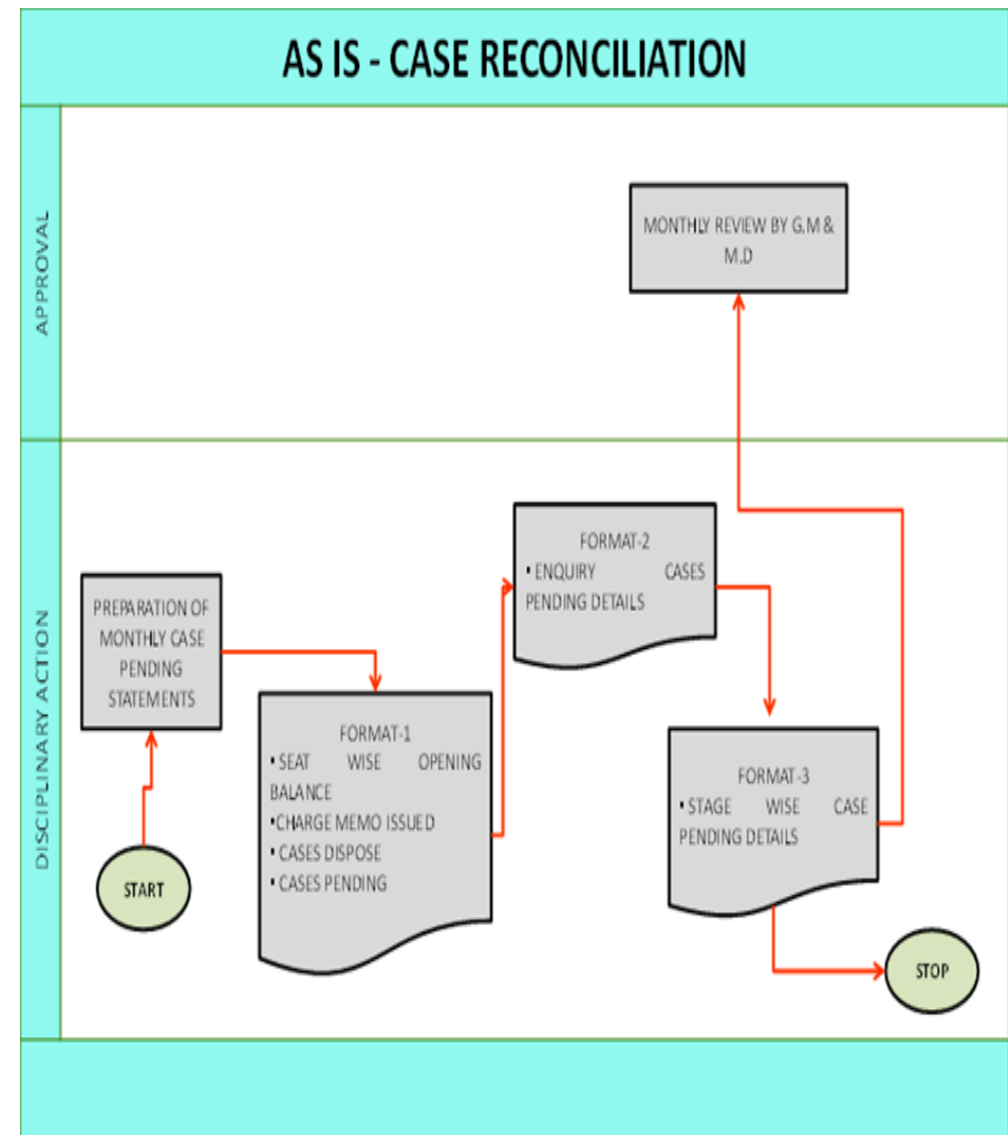
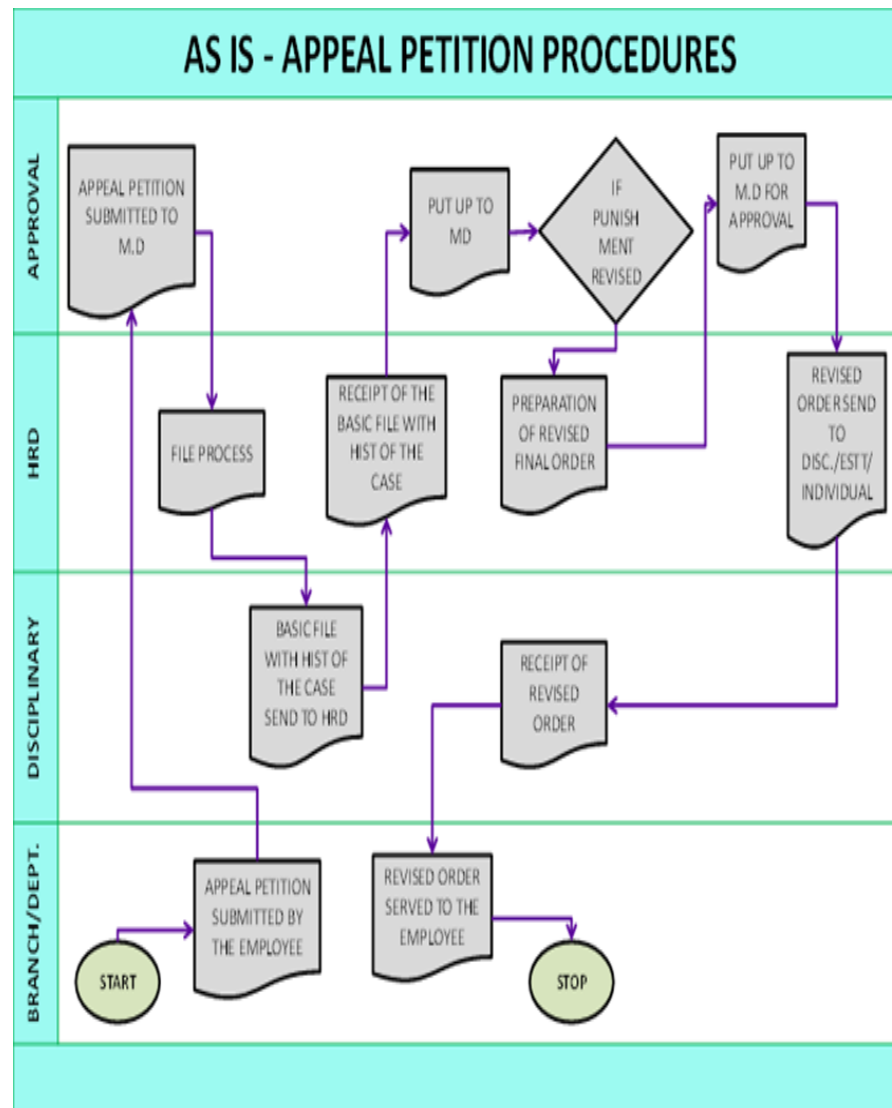
m. Legal Management







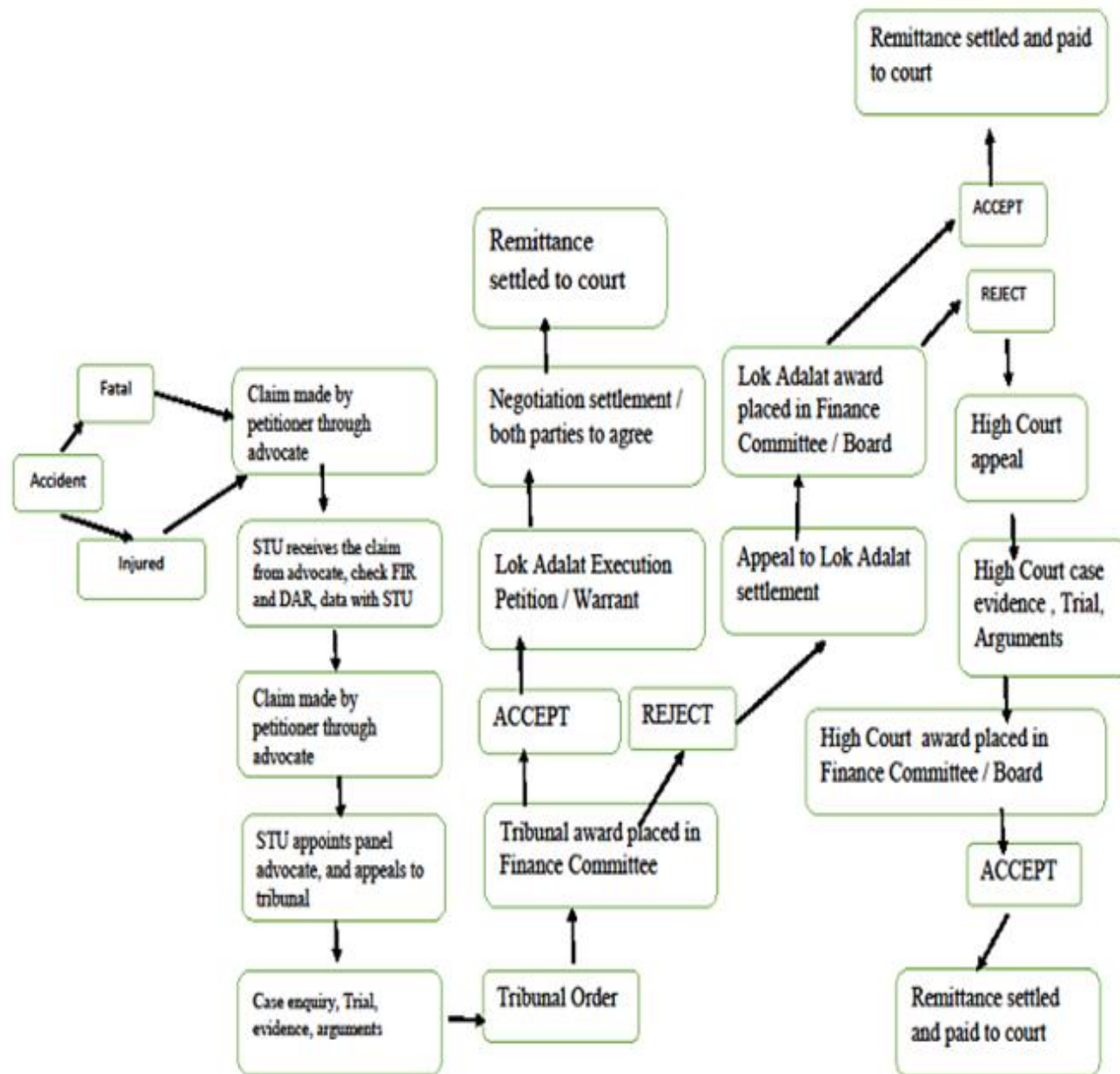


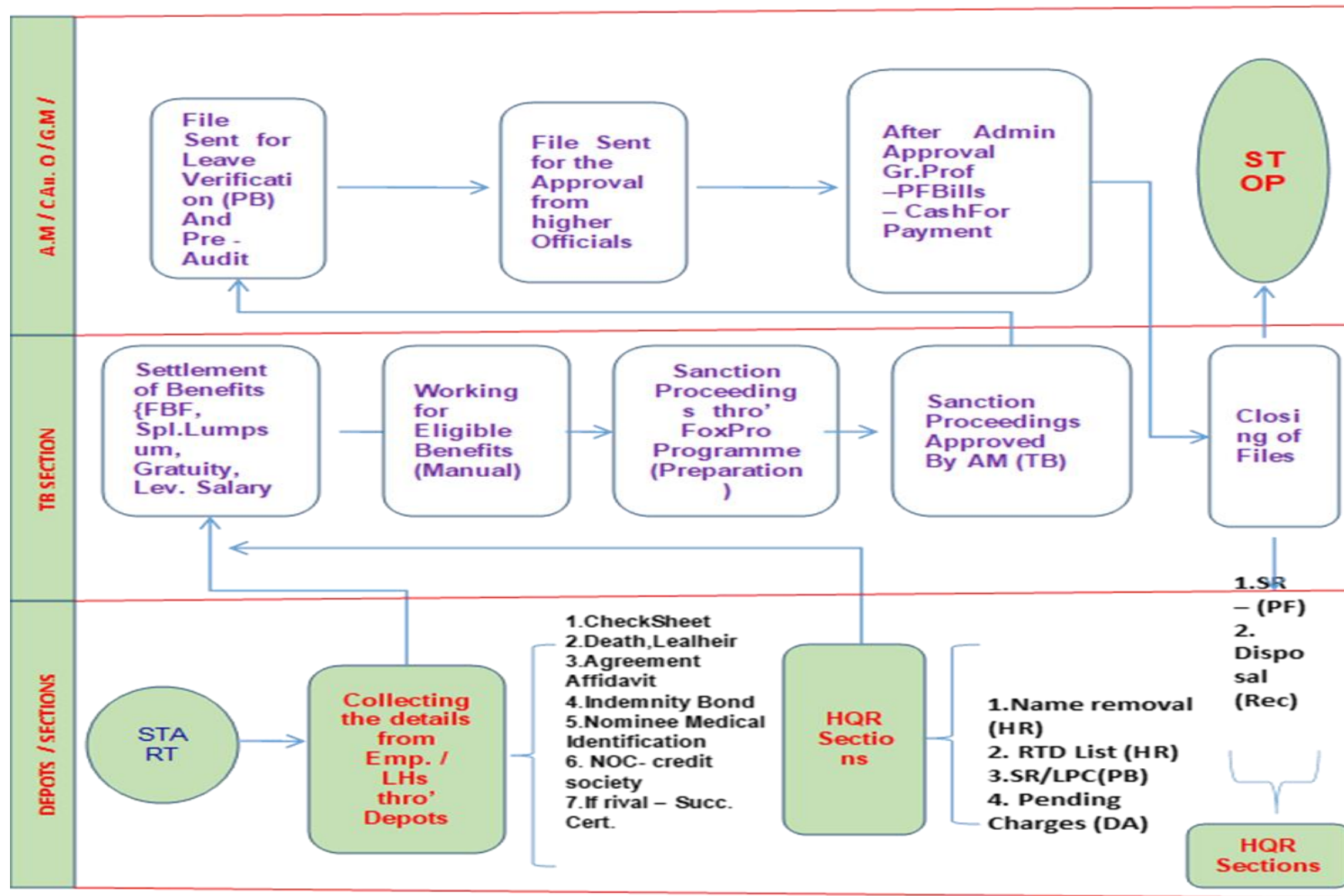


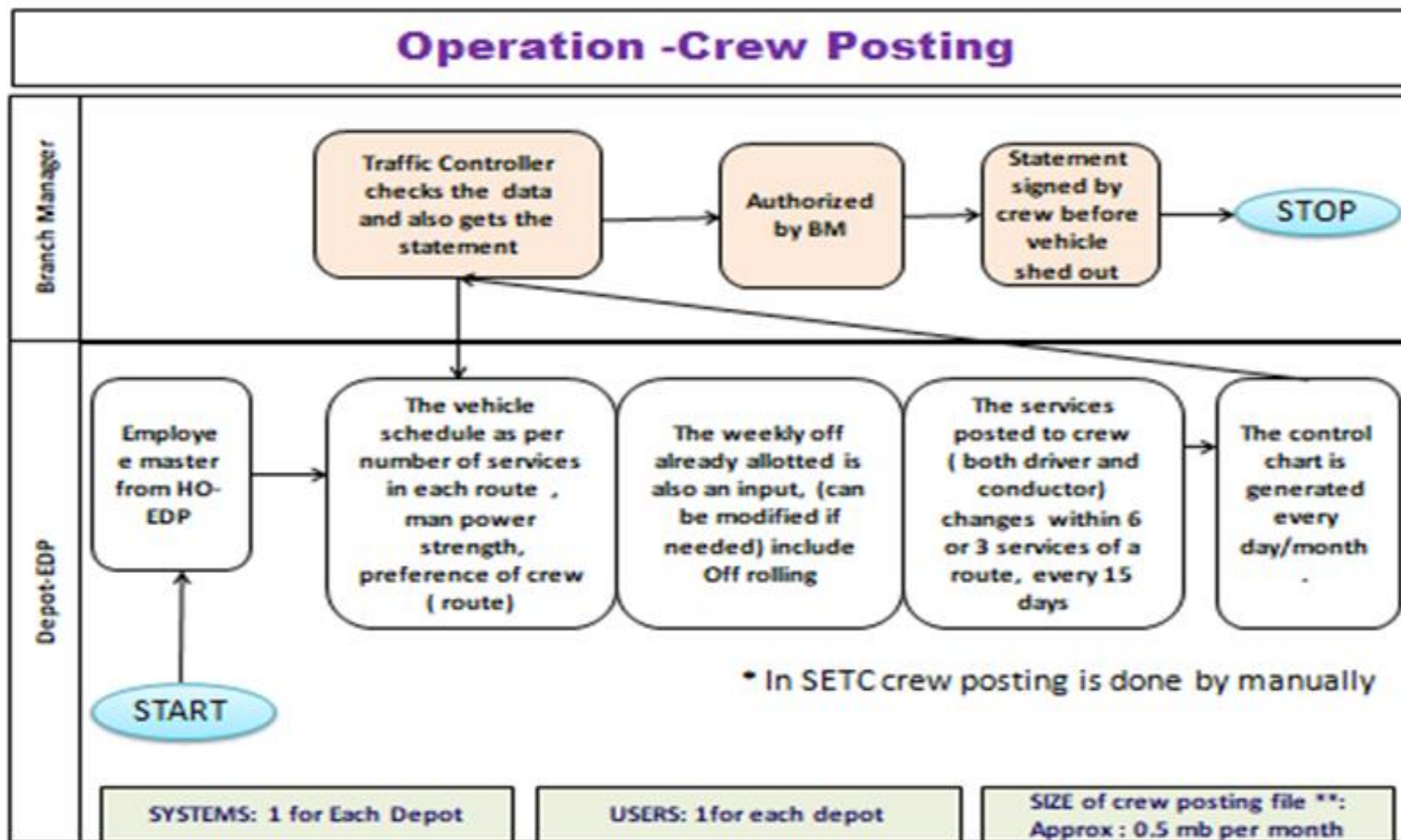
n. Crew Posting

Each and every case of petitioner is maintained as a file, a database record with all details as in the above work flow, is maintained, and the status is monitored. The court / Lok Adalat / High Court case is followed up for hearings in the respective court website. But all other details of the case are maintained and presented to the board, as it involves financial commitment.

Crew posting and operating the bus is the primary role in the “Operations” function. At the depot level, a crew posting chart is generated every month (date wise). This consists of - Which Route and service should be operated by the driver and conductor and is based on the master roll of employees and the schedule of routes and services for the depot. The weekly off is pre-assigned for the crew. The off-roll spare list of crew is also available. The crew are posted within the route – consisting of 3 Or 6 services. The driver and conductor as a pair, are posted to different service after every 15 days. The chart is printed daily for each shift. Before taking the vehicle (called shed out), this duty chart is signed by both. Even if there is a change the crew who is taking the vehicle has to sign this chart. The responsibility of getting the sign and operating the vehicle lies with the Traffic Controller in-charge of the shift and the Branch Manager of the depot.



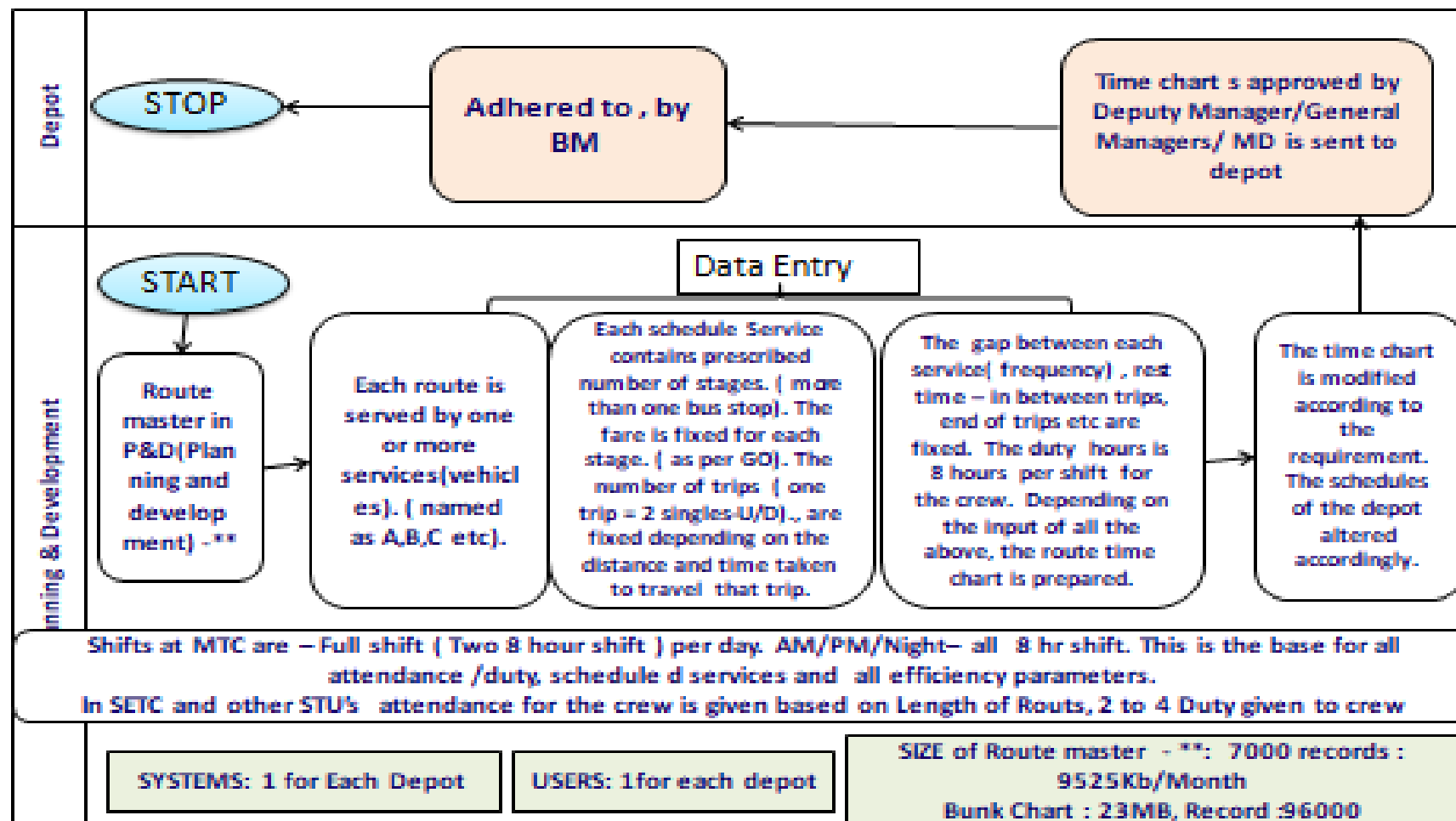




o. Route Scheduling and Time Chart

A route is defined as the source and destination of a bus. There may be more than one service or vehicle which is operated in a particular route, which is named as 'A', 'B', 'C' etc. Each schedule Service contains prescribed number of stages. One stage consist of more than one bus stop. The fare is fixed for each stage, for MTC. For routes operated outside Chennai city, the fare is fixed according to kilometers operated i.e. per kilometer basis. The number of trips (one trip = 2 singles-Up and Down), are fixed depending on the distance and time taken to travel that trip. The gap between each service (frequency), rest time – in between trips, end of trips etc. are fixed while planning that route. The duty hours is 8 hours per shift for the crew. Depending on the input of all the above, the route time chart is generated in the computer system. Options given to modify the time chart according to the requirement. The schedules of the depot are altered accordingly. A single shift is 8 hours duty for the crew. Shifts at MTC are – Full shift (Two 8 hour shift), AM, PM, Night per day. This is the base for all attendance /duty, scheduled services and all efficiency parameters. In SETC and other STU's, the duty hours for the crew depends on length of the route, and attendance for the crew is given accordingly. This may vary from 2 to 4 attendance / duty for completing the scheduled trips. The Route schedule and time chart is prepared at the Head Office (Commercial Division), and approved by MD every time, and sent to depots. The timings of private operators are also obtained while determining / framing new time schedules. Meetings were held periodically with private operators to ensure the time schedules.

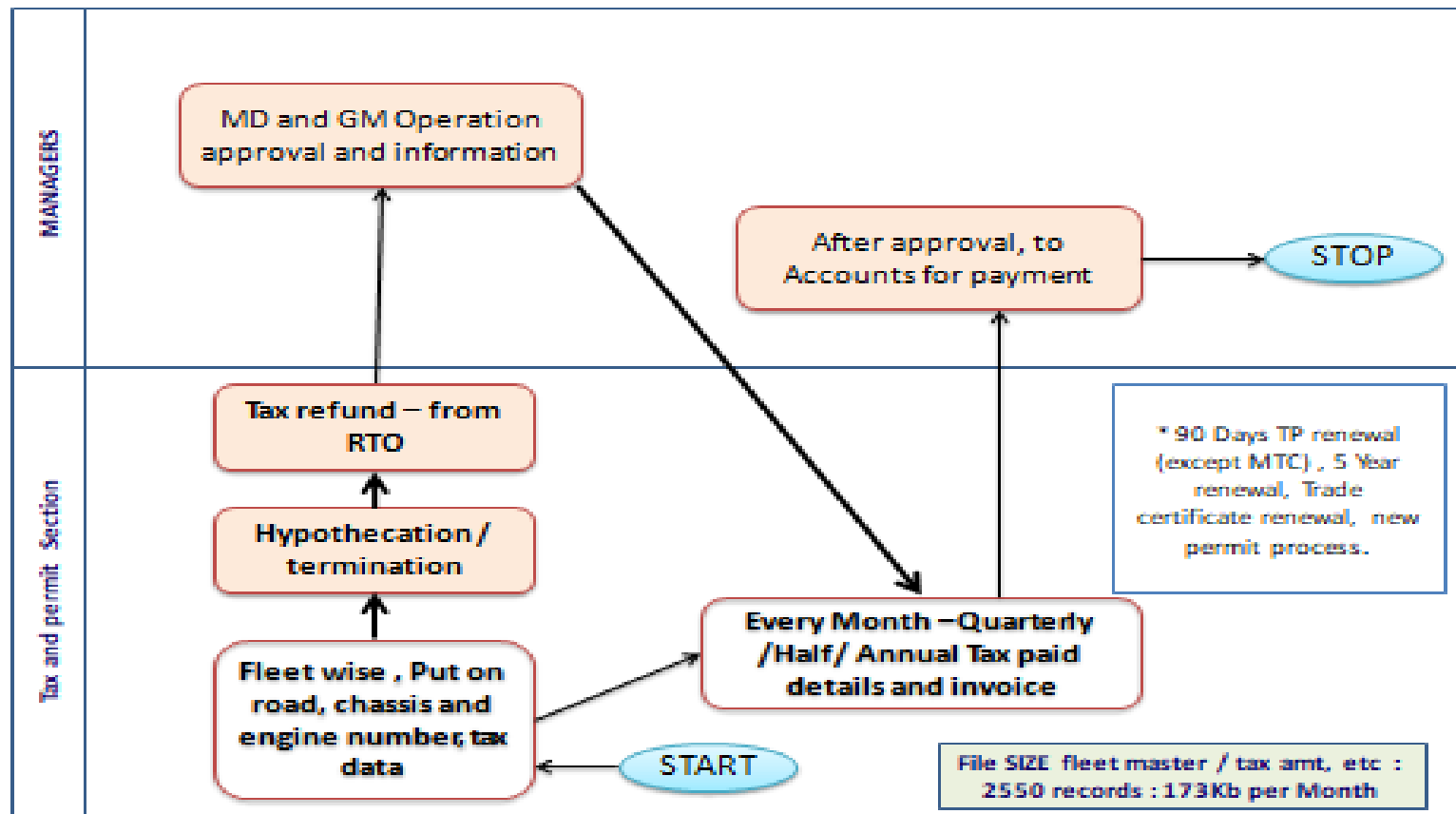
Operation - Route Schedule, Time chart



q. Taxes And Fees

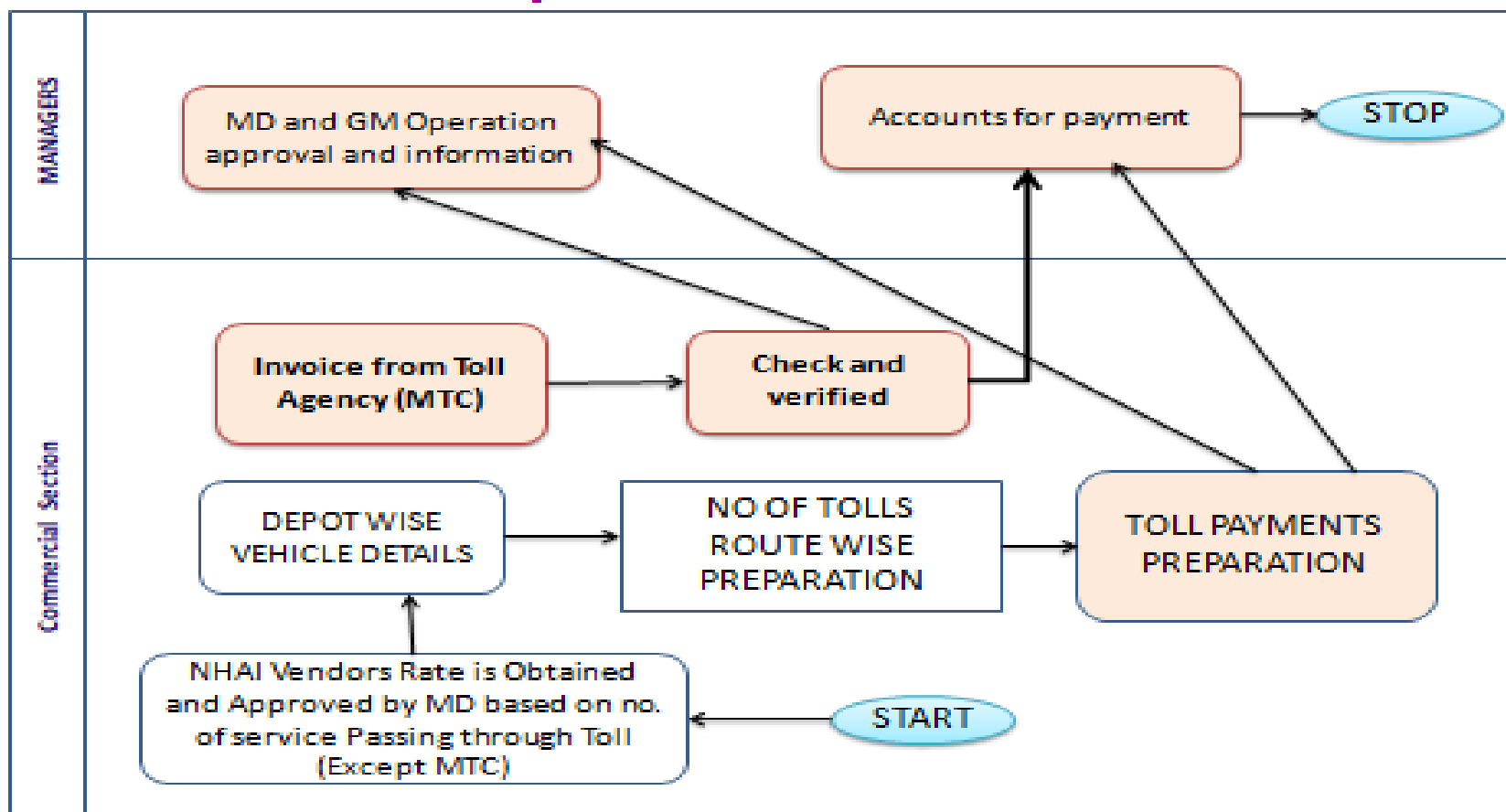
Vehicle Tax is paid to Government (Road Transport Authority) for the routes for which vehicles are operated based on permit. The permit is of various types – Temporary, permanent, festival (special) ...The permit is renewed every 10 years, 1 year based on the permit. The tax is payable quarterly, half-yearly and is generated in the system every month for the vehicles tax payable for that month.

Operation – Tax



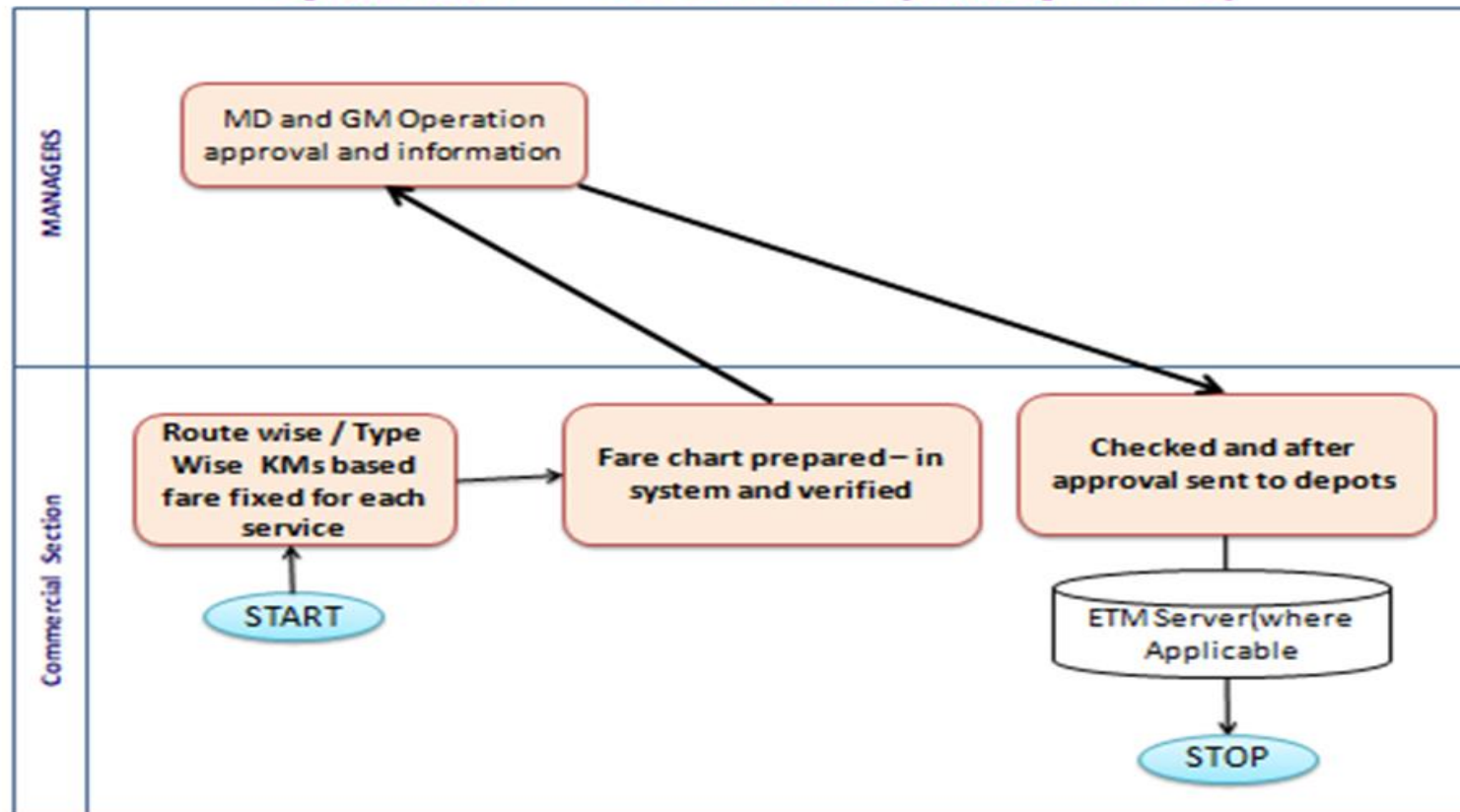
Toll Fees is payable to the provider (NHAI) for the routes operated through the toll, on monthly basis, based on the vehicles passing through the toll. The Invoice of the provider is verified, before payment. The rates are analyzed and prior approval of MD is obtained before making the payments.

Operation – Toll Fees



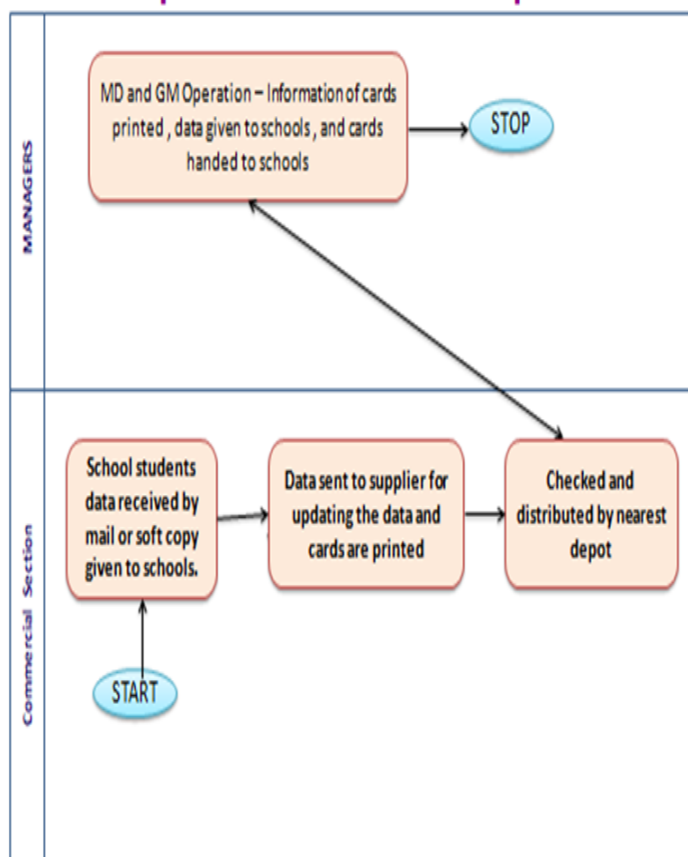
The fare table is created for every route operated, as the fare is charged for every kilometer and type of service, in the case of mofussil (i.e. routes operated between 2 cities or towns) services. The fare table is displayed in buses as per MV Act rules. The fare table in the case of town and city routes is based on stages (consisting of one or more bus stops) and the fare varies only according to the type of service offered like – Ordinary, Express, air -conditioned etc..., The inter-state fare table is arrived at based on the fare of the respective state fare for that area of operation.

Operation – Fare Table (except MTC)

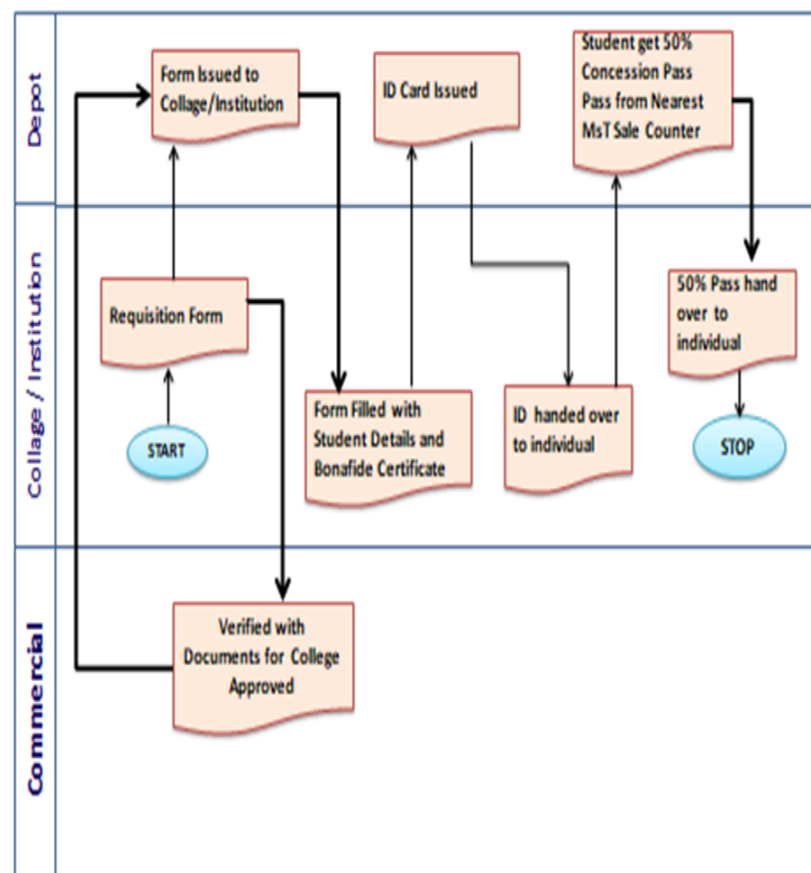


Monthly Season (1/3 rd. Concession) Tickets, Travel As You Please, 100% concession to school students, 50% concession to Government Arts colleges, Senior citizen concession, other concession to Assembly MLA, Union representatives, Press Reporters, Physically and Mentally Challenged people, are made through the Industrial Relations/Labour welfare / PRO /Commercial section. The passes are issued based on prescribed conditions for each type. The passes are printed / pre-printed cards are issued.

Operation- 100% student free pass

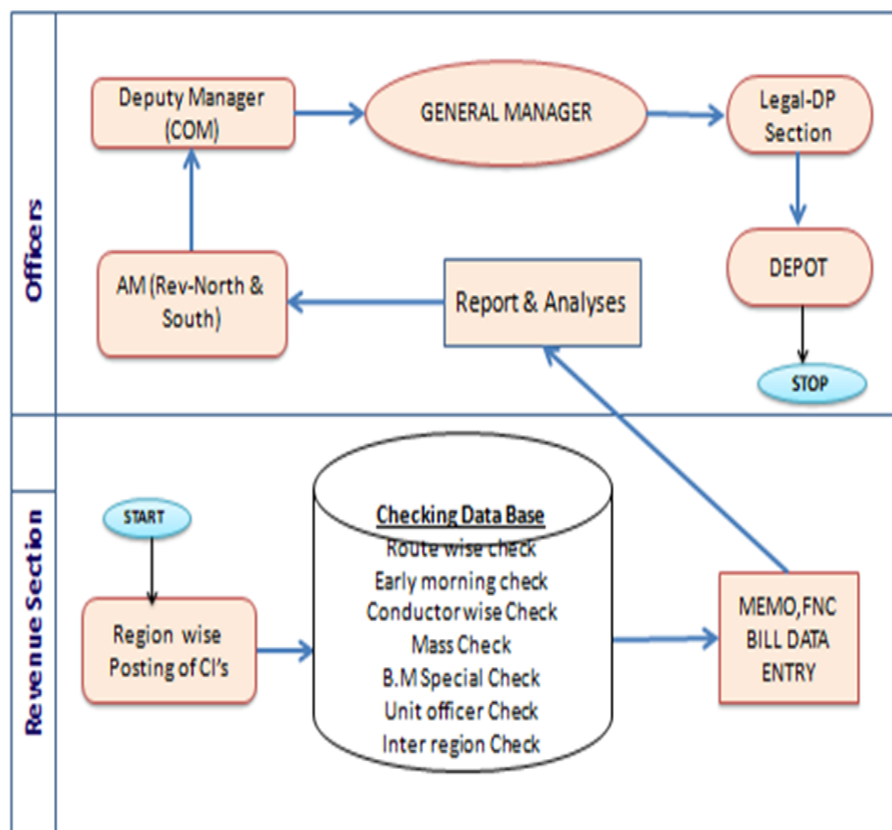


Commercial 50% Student Concession Pass

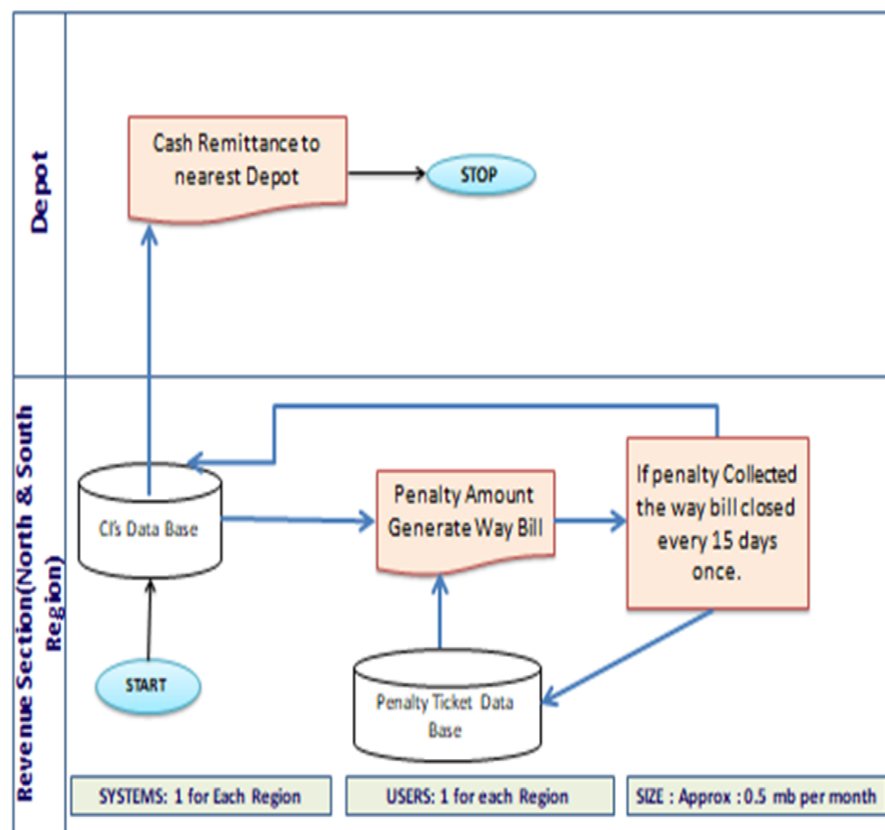


The routes when operated are checked by Checking Inspectors as a Team /Squad at places in between two stages or places. The report is made on the waybill carried by the conductor of that bus. If penalty is imposed on passengers tickets are issued to that effect to the passenger or a separate penalty ticket is levied. If the conductor has issued duplicate tickets or false tickets, or not issued tickets, or fare is collected and ticket not issued, the conductor is also issued charge memo. This report is carried by the CI, and also noted in the waybill and traffic return carried by the conductor. Based on this entry is made at depot at closing of waybill, or separately in revenue centers. Reports on checking pattern, type is made to GMs, MD and operational Managers, and to the Board periodically.

Operation – Vehicle Checking



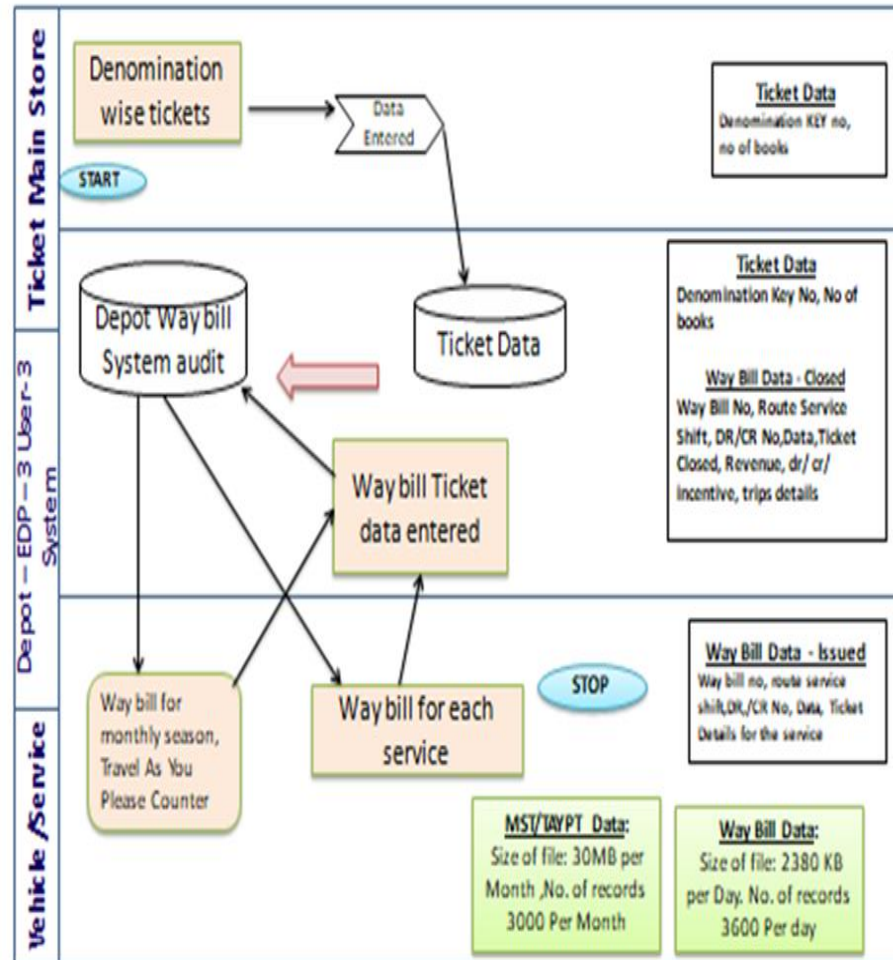
Operation – Penalty Collection



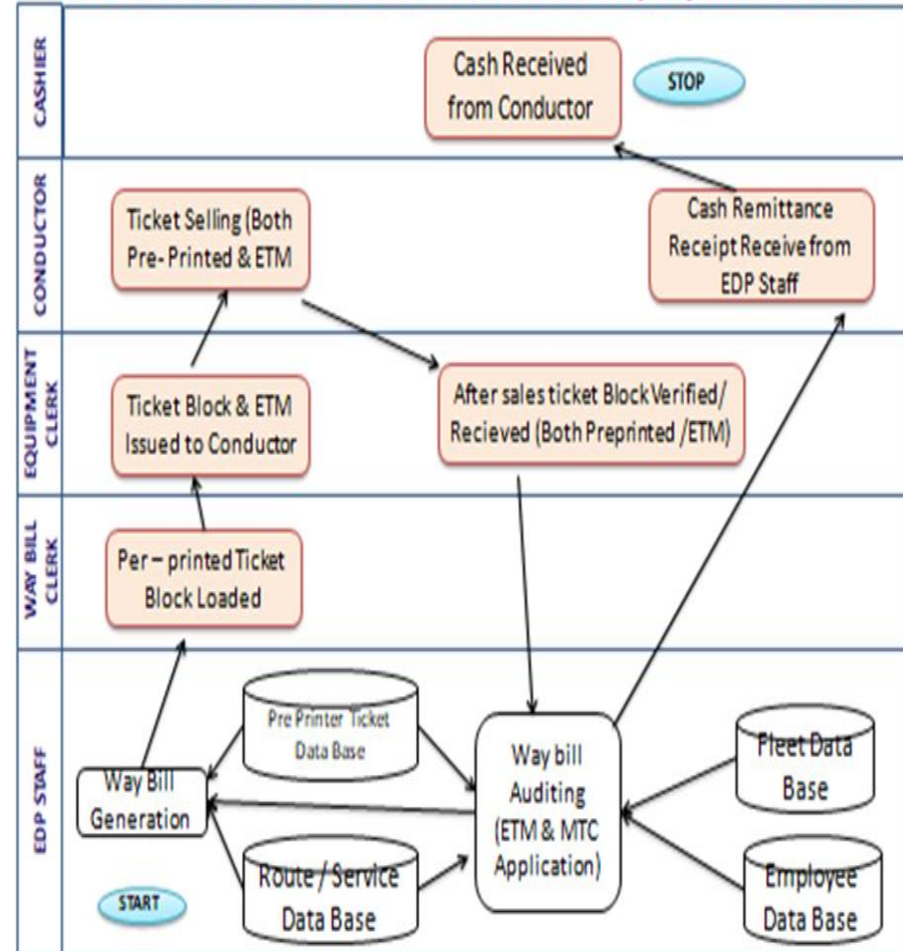
A waybill consisting of route and service operated , tickets (denomination wise) or ticket book , is carried by the conductor along with a Traffic Return / Invoice/ Trip sheet. The waybill is generated at the system at depot based on the schedules for the depot, (as designated by the Regional /Corporate office) at the start of the shift / duty by the staff/operator at depot. The waybill is closed in the system at end of duty / shift at the same depot. The waybill and traffic return are the two basic documents carried by the conductor. The waybill and Traffic return are handed over to the depot at end of shift / duty by the conductor which are the records for operation. The auditing of the revenue collected from passengers and the batta etc. payable to the crew, bus stand fees etc. payable to agencies, is done in the computers available at all depots. The ticket wise details (in case of pre-printed tickets), or collection (in case of manual ticket books) is entered at the depots. The collection batta, shift batta etc. is automatically calculated and paid to crew. The stand fees etc. paid by conductor is entered into the system. Police warrant details, toll fee ,penalty, if applicable is also entered. The net remittance calculated in the system , has to be paid by conductor at the depot cash counter. In case ETM (Electronic Ticketing machine) offline machine or online machine is also accounted separately in the ETM vendor's software, finally merged with the data audited in STUs application daily. This data with revenue, kilometer, diesel parameters, is the primary data generated daily by each service operated in all STUs.

The audit software logic varies in each STU based on whether pre-printed / ETM / manual books are used to collect the revenue. All STUs except MTC have a Central Revenue audit section at regional office , where the waybill and TR/Invoice is collected and physically verified by the audit team. This data also contains the attendance given to the crew operating the vehicle. If pre-printed tickets are used pre-dominantly as in MTC, the tickets denomination wise is tallied with depot stock, ticket sold and stock at ticket store based on the key numbers. For ETM tickets , data stored in central server is the base data.

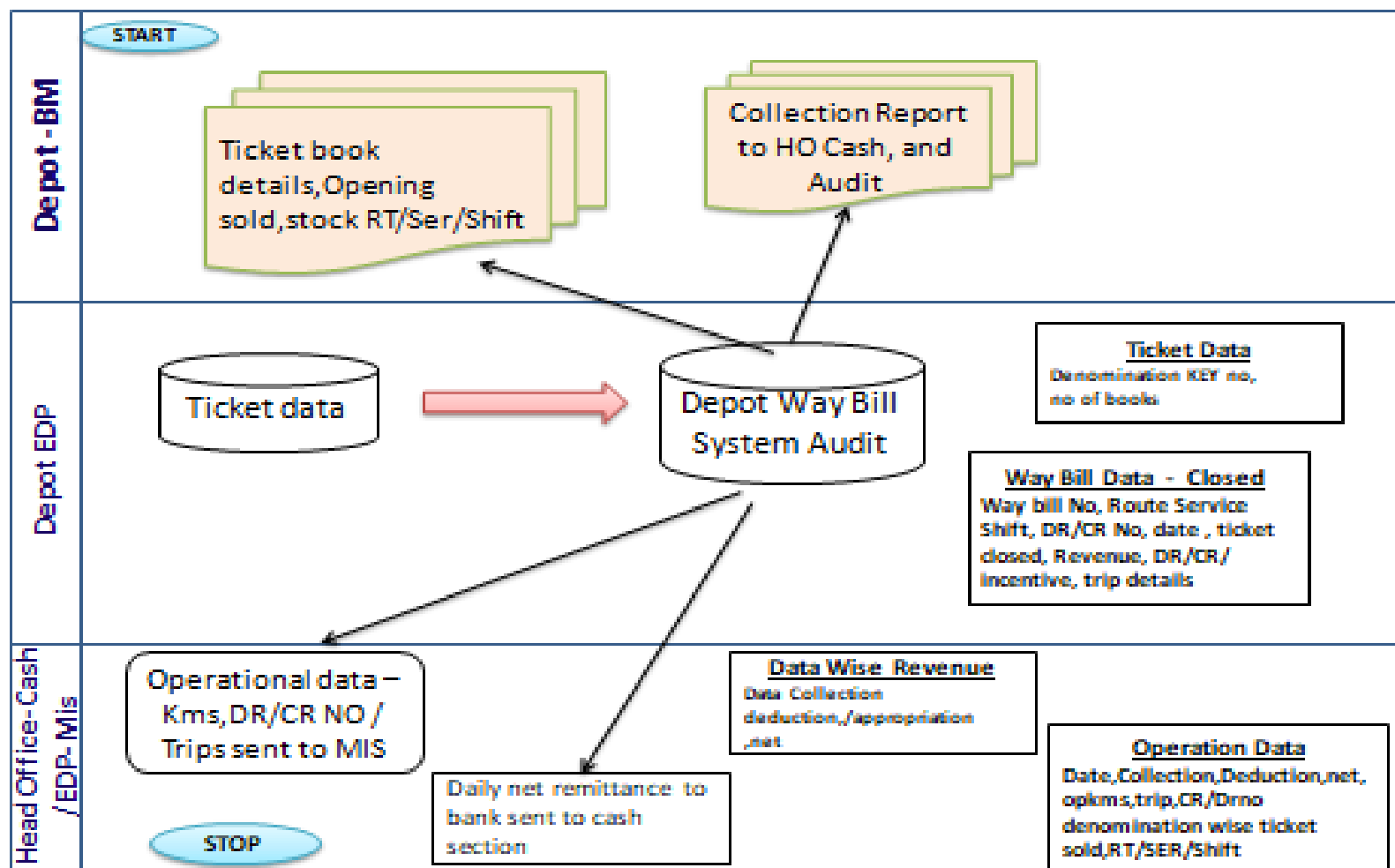
Way Bill Auditing Package



WAY BILL AUDITING SYSTEM - Both ETM and pre-printed Tickets

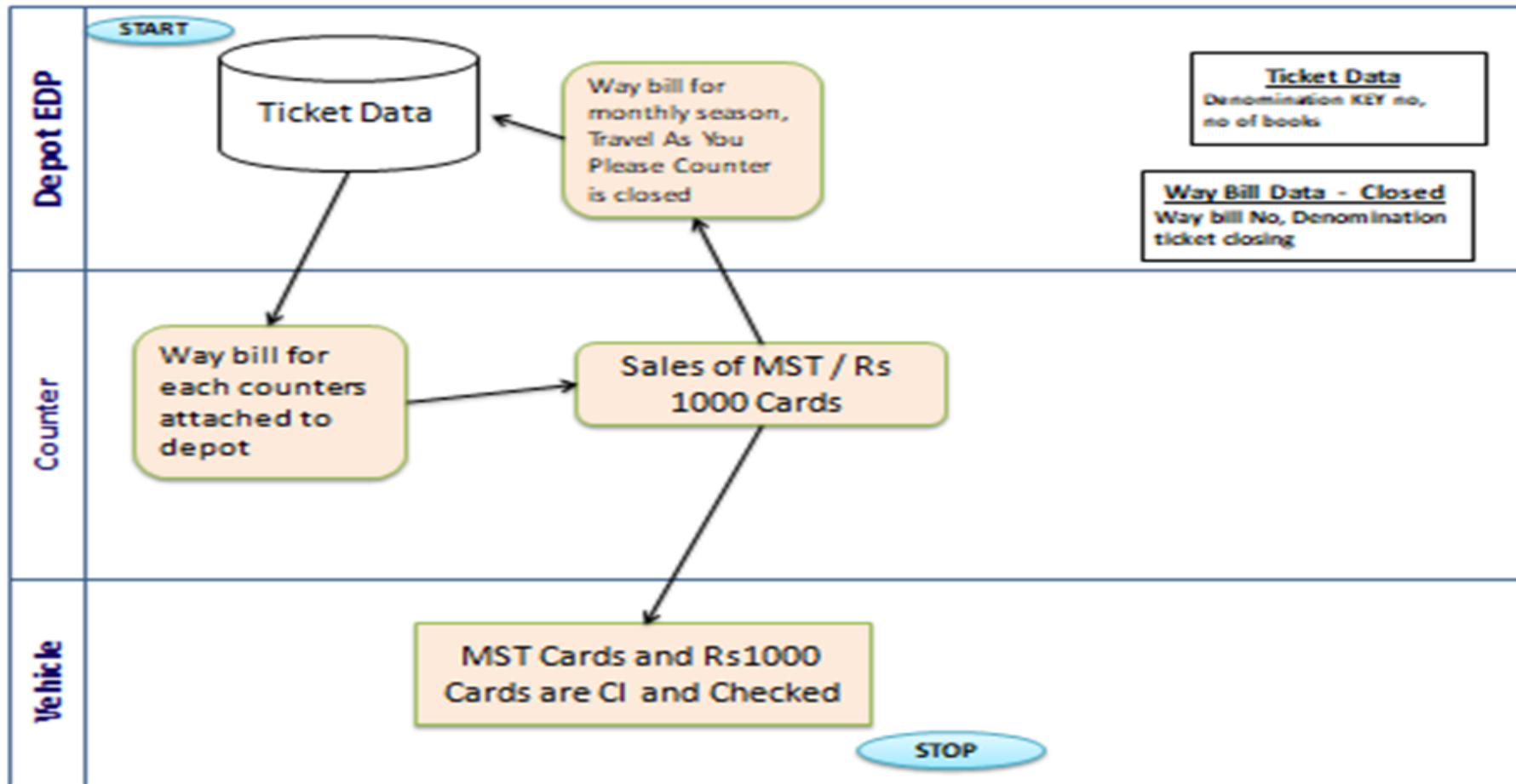


Way Bill Auditing Operational Revenue

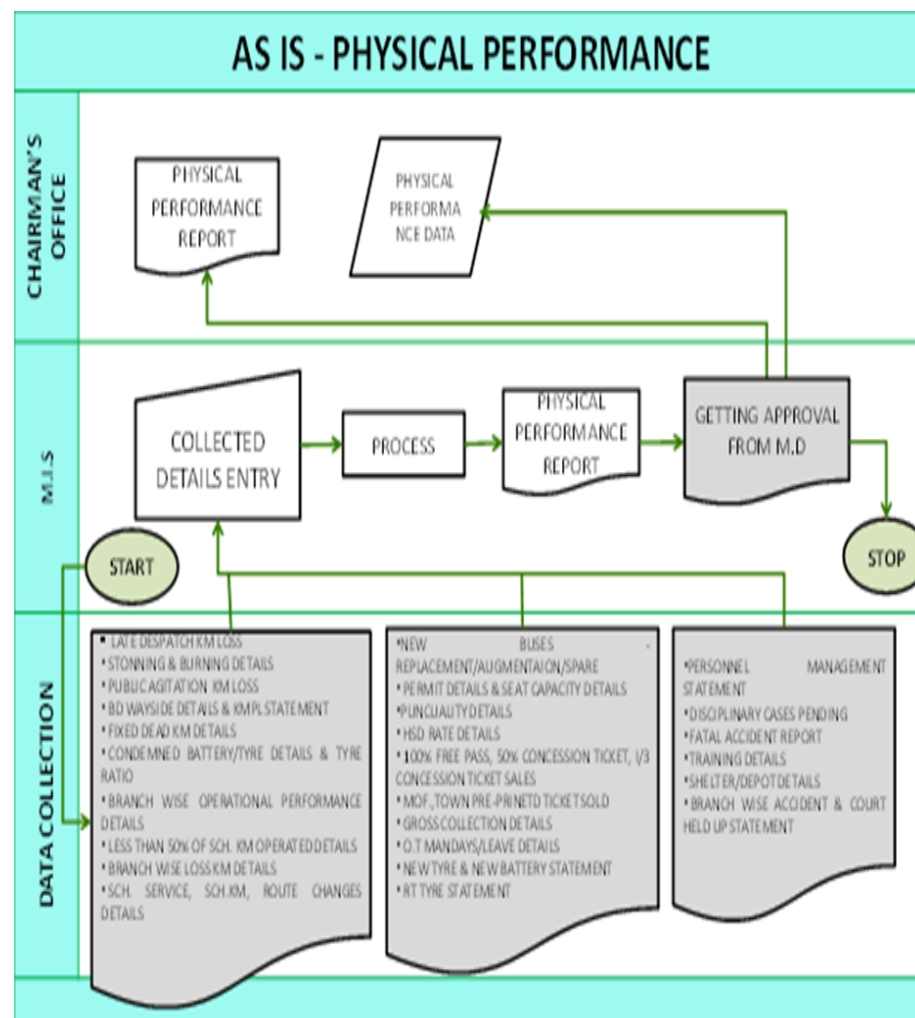
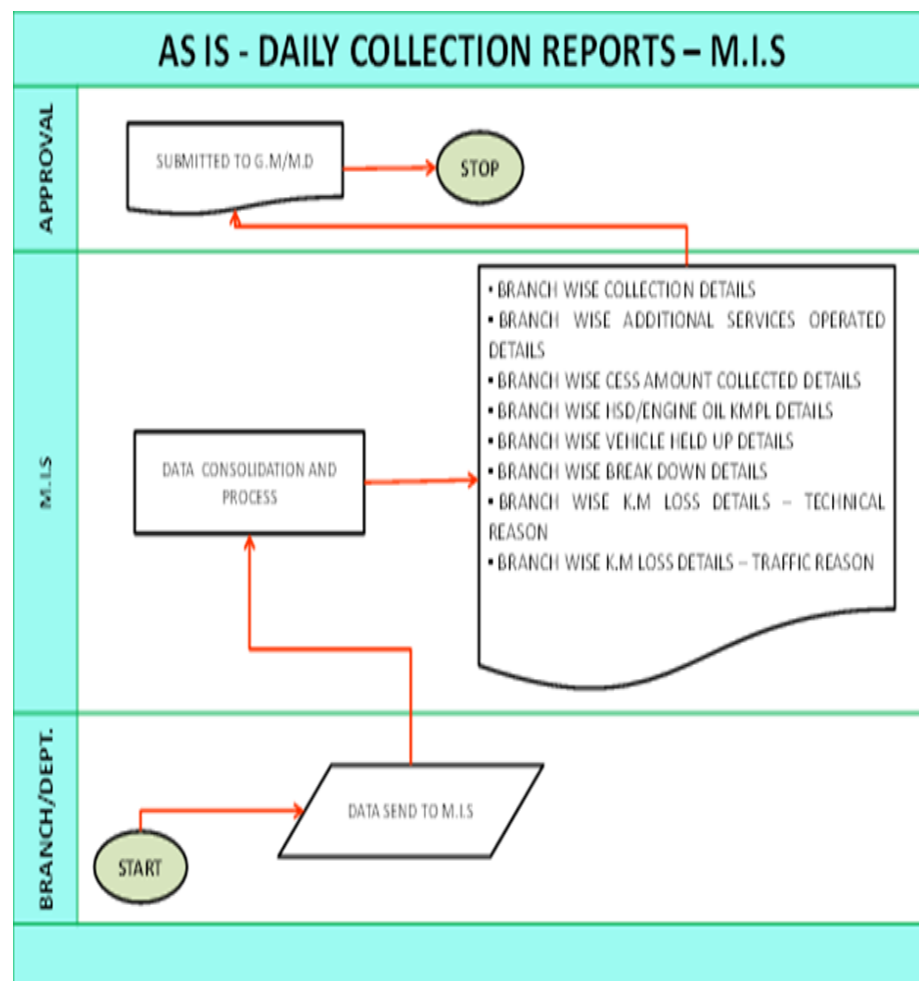


A separate waybill is generated for MST and TAYP tickets and sent to the selling counters. The counter staff submit the waybill with cash at the related depot. The tickets are audited and closed at the system at depot, similar to ticket collection, except that there is no expenditure or collection batta for this.

Way Bill Auditing – MST / TICKETING BUNKS COUNTERS FUNCTIONS



r. MIS MANAGEMENT



s. Finance & Accounts

As- Is Cash Receiving Source Details

Through Branch / Unit		Through Regional / Corporate	
S.No	Source of Revenue	S.No	Source Of Revenue
1	Bus Collection / Reservation Charge	1	Balance in temporary advance
2	50% student concession pass sales	2	Employees dues at the time of Exit
3	1/3 other concession pass sales	3	Bus warrant claims
4	News paper luggage pass sales	4	Postal mail bag claims
5	Canteen token sales	5	Third party court claims
6	Sale of Asset(Bus) /Scrap (Tender/EMD)	6	On contract claims
7	Other miscellaneous income(cost of damage/missing, fine etc.)	7	EMD from civil section
		8	Advertisement / Parcel & Courier
		9	Motel / Lodge Rent

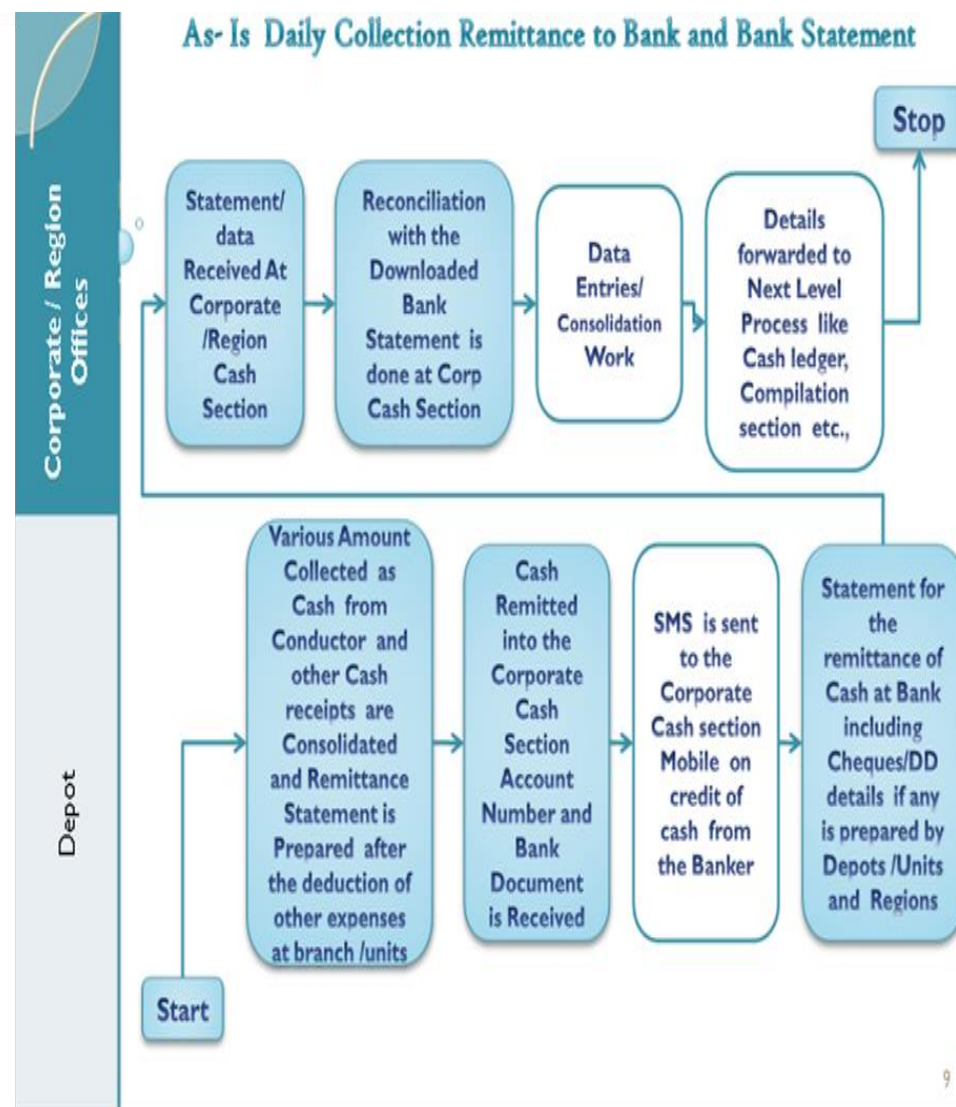
As- Is Miscellaneous Bills

1. Telephone / Mobile Bills	13. HSD Bills
2. Electricity Bills	14. BMD (Auction / Civil / Canteen / Labour Contract)
3. ABR / MBR, Stickler Cutting , RC , & RT Labour Bills	15. Contract Canteen
4. Seat Cover Cleaning Charges Bills	16. T.A. Bills
5. Annual Maintenance Bills (Computer/Printers/ETM/Xerox /Fax/Franking Machine)	17. Temporary Advance
6. Toll Fees	18. Marriage Advance
7. Bus Stand Fees to Trichy and Koyambedu B/S	19. Salary / Incentive / CI Batta / Performance / Incentive Bills)
8. Bus Stand Room Rent	20. Reserve Crew Salary Bills
9. Water Charges / Property Tax Bills	21. Contract Sweeper Salary
10. Civil Bills Both Construction and Repair Works	22. Contract C.I.s Salary Bills
11. Advocate Bills	23. Contract Security Guards Salary Bills
12. Internal / Statutory / Tax Audit and Actuary Consultant Bills	24. Exit Employees Terminal Benefit Bills (Leave Salary , CEES, IRTT Contribution , Unpaid Wages, and SFGE)
	25. All Salary Recovery Bills

As-Is Sample Accounts Heads

CODE	DESCRIPTION OF ACCOUNTING HEAD
0101	Bus collection-Gross-Mofussil
0102	Bus collection-Gross-Town.
0103	Bus Collection-Gross-Ghat.
0104	Postal Mail subsidy
0105	Sale of Students" concessional tickets
0201	Sale of scrap
0202	Advertisement Receipts
1001	Printing of Tickets
1002	Bus Stand Fees/Toll Fees
1005	M.V.Taxes for Buses Mofussil
1006	M.V.Taxes for Buses-Town
1101	HSD Oil for buses
1102	HSD Oil for other vehicles
1201	New Tyres, Tubes & Flaps for buses
1301	Consumption of Spring Assly and leaves for bus
1302	Consumption of Spares & Accessories for Buses

As-Is Daily Collection Remittance to Bank and Bank Statement

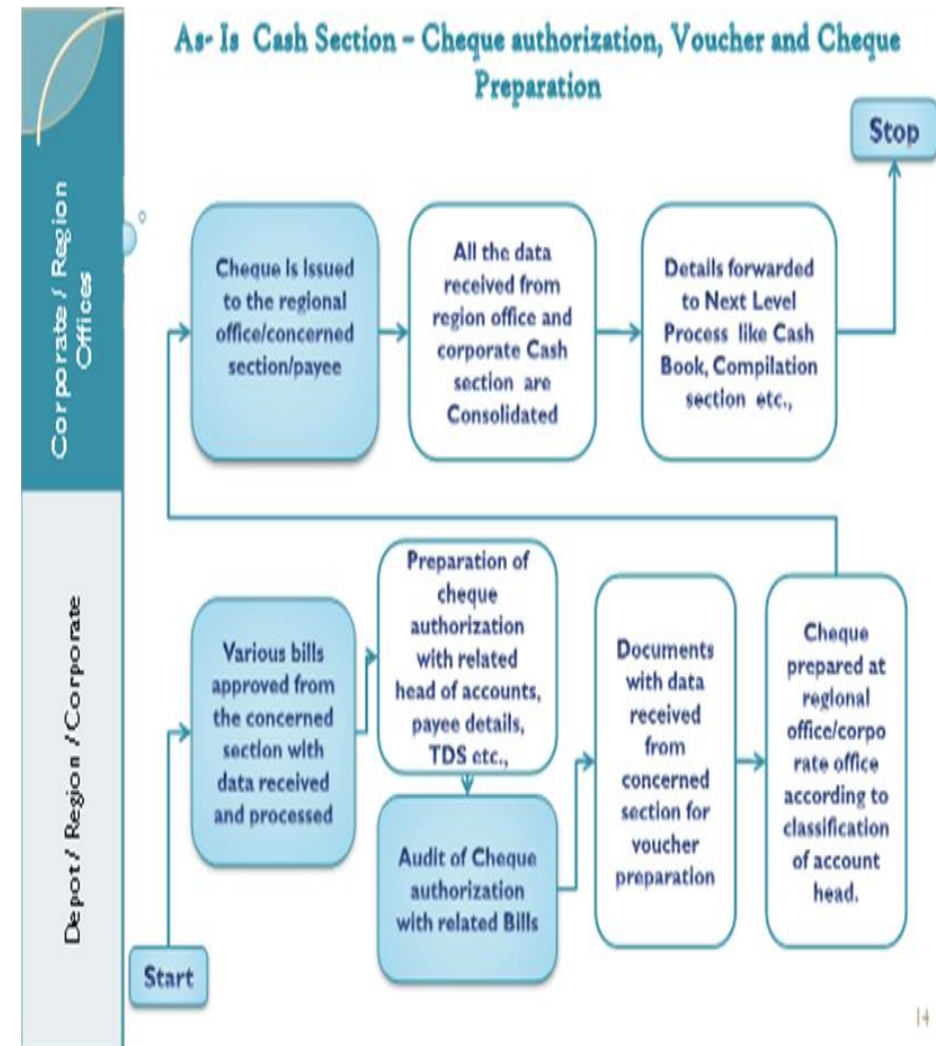
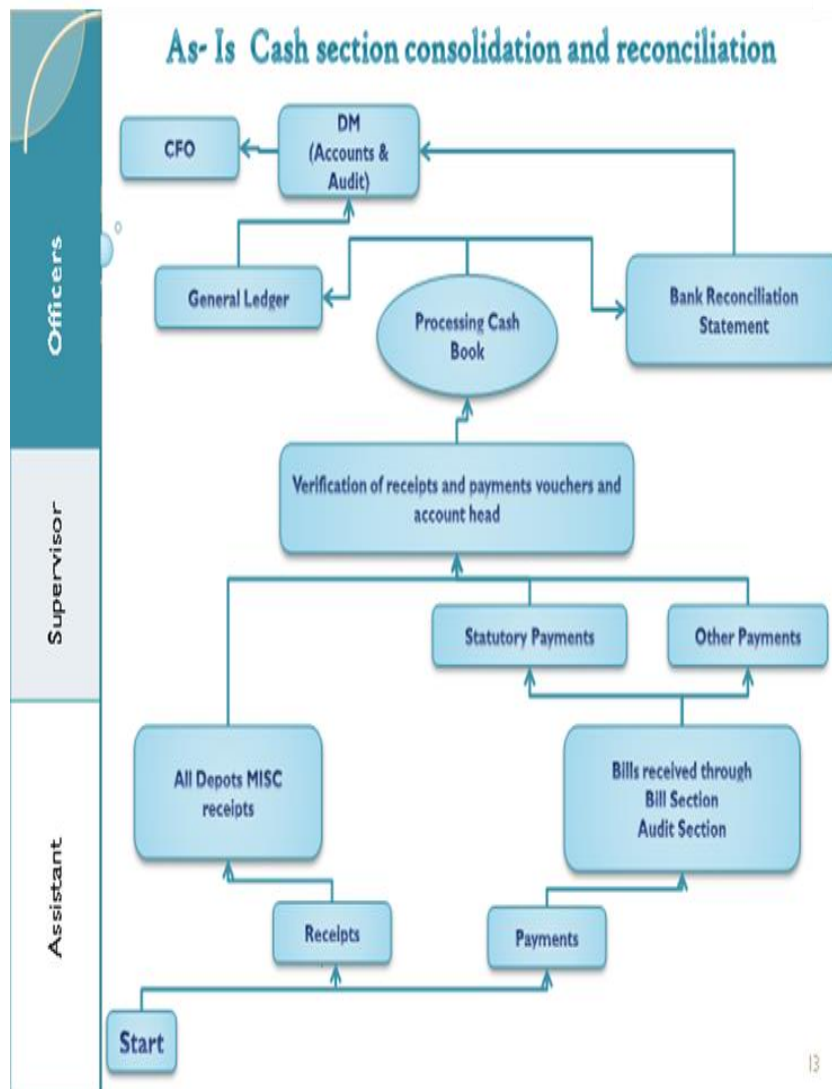


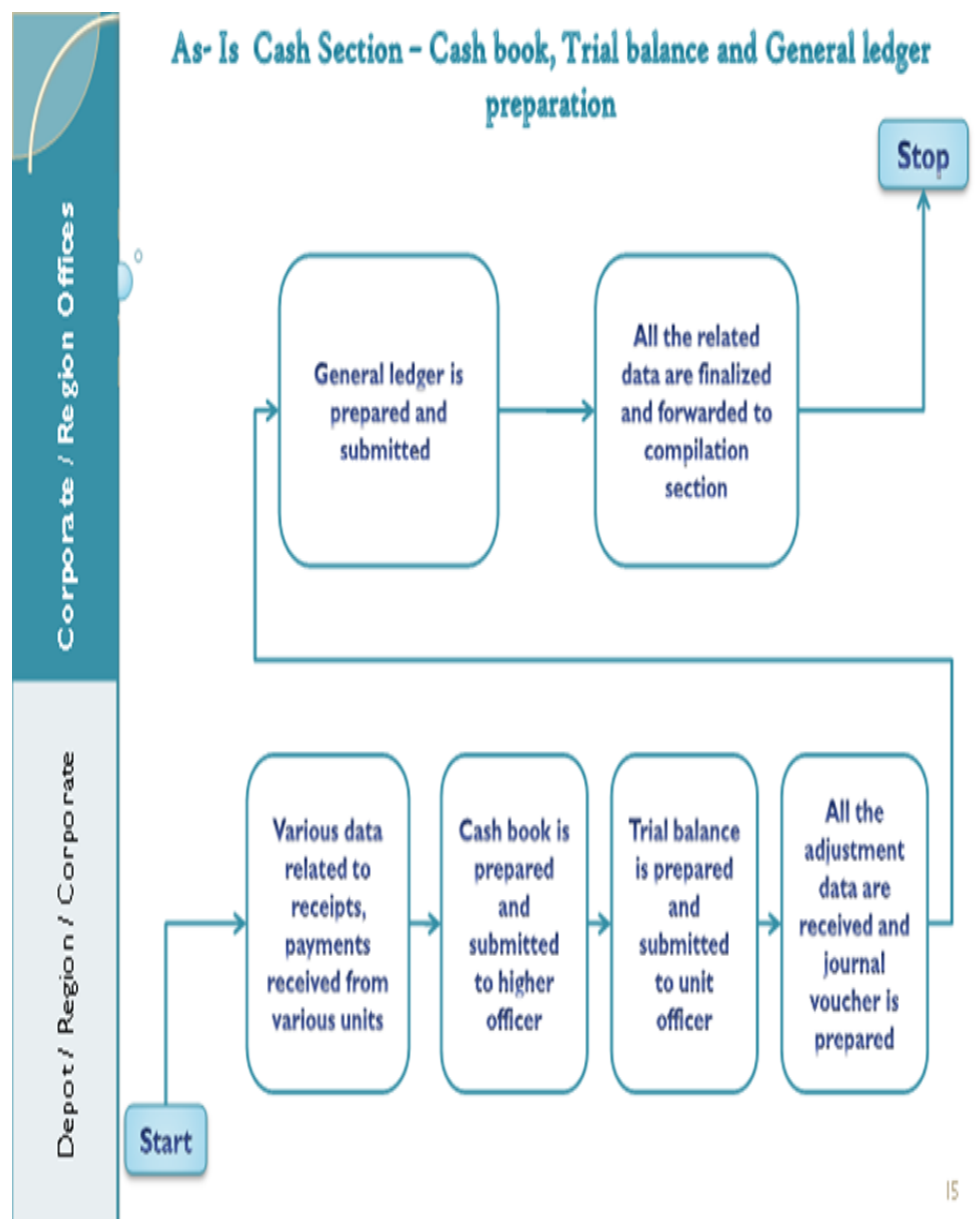
As- Is Expenses through Petty cash (Branch)

1. Batta / TA Bills
2. News Paper Bills
3. Permit fees to RTO
4. Local purchases up to Rs.300/-
5. Cash Handling Charges to Bank Remittance
6. Xerox Bills
7. Tyre Puncture bills
8. Freight Charges to Parcel Services
9. Weighing Charges
10. Loading and Unloading Charges
11. Funeral Expenses to Employee Death (R. 3000/- for Employee Rs.500/- for Family)
12. Sweet Pocket to Retired Employees (Rs.50/-)
13. Stamping Charges for HSD Bunk
14. Other miscellaneous Expenses (Approved through Note for Approval Board Meeting Expenses, Train Tickets, Light Vehicle Toll etc.)

As- Is Canteen Imprest Expenses (For Depot canteen without contract)

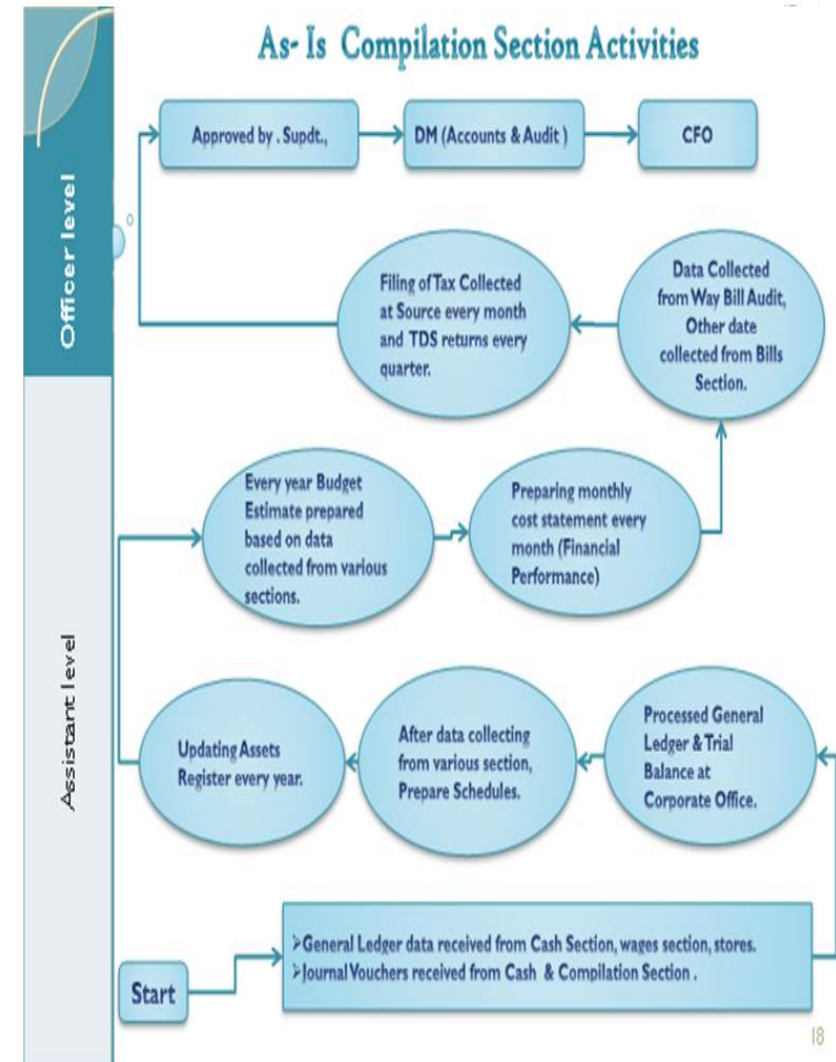
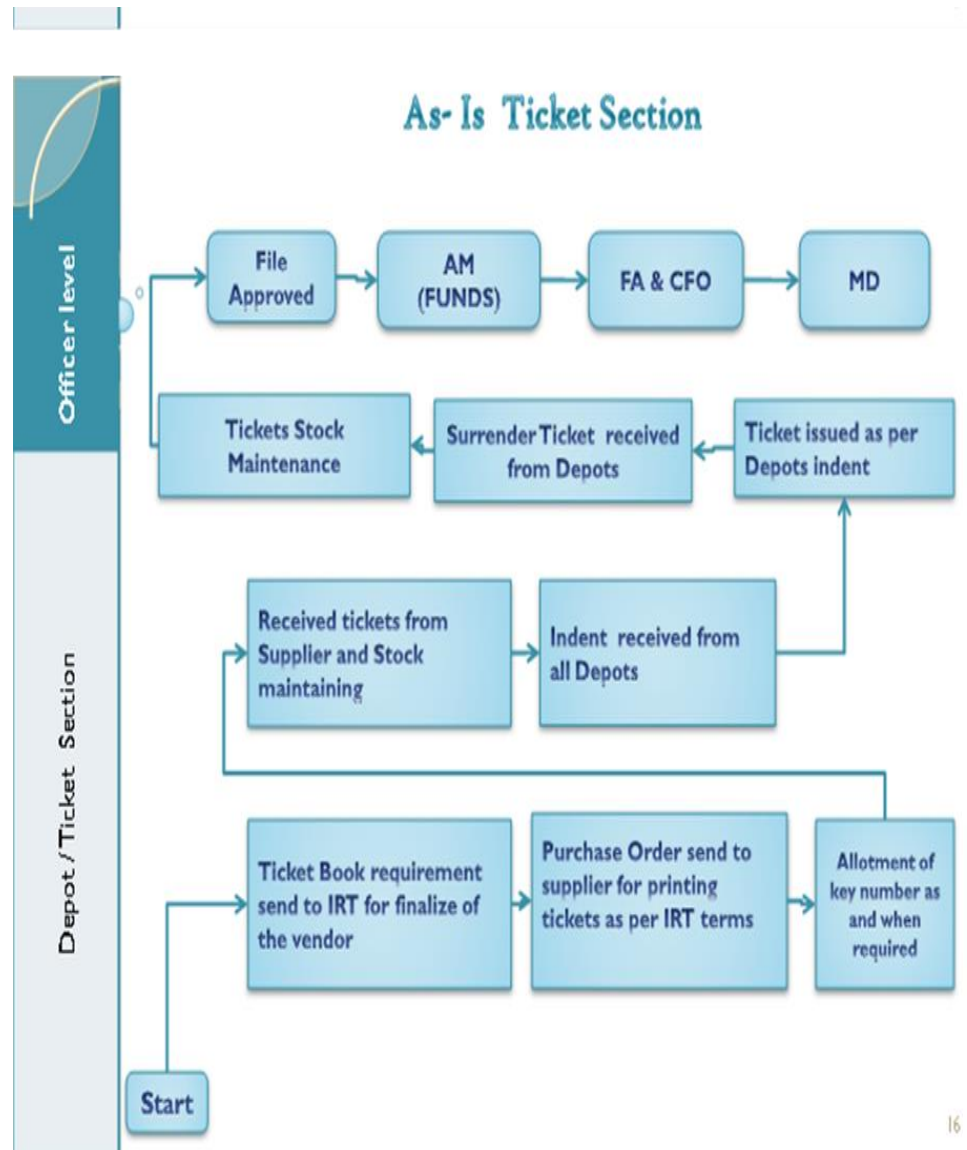
1. Vegetable Bills
2. Gas Bills
3. Grinding Charges
4. Canteen utensils repair
5. Local purchase for canteen





As-Is Compilation

1. Salary Earning & Recovery Details and Exit Employees Terminal Benefit Details From Wages Section
2. Bus Collection , OTRS & Deduction Detail from Invoice Audit
3. Spares ,Tyres & Spring Consumption statement From Central Stores
4. RT Consumption Statement From RT Plant
5. KM's, Bus Days Details From MIS
6. MACT Details From MCOP Section
7. HSD Consumption From M.Bills
8. PF & CPF Interest Shortfall Details From PF Section
9. Toll Fee Particulars From Commercial Section
10. Receipt and Payment Details From Corp Cash Section and Region Cash Section
11. Loan Interest Details from Corporate Cash Section
12. Other Relevant Particulars From Cash & Compilation Section



II. Annexure-2:- Existing Reports formats of STUs

The Annexure -2 existing report formats for individual moduls and its data formats are outlined in this section provided solely for the purpose of bidder understanding and are indicative in nature. Bidders are advised that these formats may be subject to change, and the provided examples are not exhaustive. The document serves as a guide to convey the intended reporting requirements but does not constitute a binding commitment to specific formats. Bidders are advise to do a necessary due diligence with the STUs at time of the AS-IS stage about the requirement of the reports and its format in statistical / data manner and must have convet the reports into the visualize interactive dashboards and data formats for better understanding and outcomes of the ERP system.

a. **Purchase – Calendar of Purchase – Spares & Accessories**

Report Formats – Sample of Important formats – indicative – varies slightly for each STU – MTC, MDU, and Coimbatore. – To be created according to the present format of the respective STU, and printable in Dot matrix printers in case of Continuous sheets printing

Table 1 Purchase – Calendar of Purchase – Spares & Accessories, Material Control staff – for MTC – 6 staff – For each staff

Sl. No	Material Control Staff	Group No	Calendar of the month – (schedule for purchase)	Name of the items
1				
2				

Table 2 Indent Details – Indent raised from Central Store/ depot/ all cost centers)

[illegible]

<i>Sl. No</i>	<i>Folio</i>	<i>Nomenclature & Part No</i>	<i>UOM</i>	<i>Quantity required</i>	<i>Supply Schedule</i>

[illegible]

<i>Sl. No</i>	<i>Folio No</i>	<i>UOM</i>	<i>Quantity</i>	<i>Firm Name</i>	<i>Net Rate</i>	<i>Value</i>

[illegible][illegible]

Table 7 Depot/BBU Stores– Opening Balance, Receipts, Issues & Closing Balance for the month

Sl. No	Category	Opening	Receipts – CRS	Receipt – MTCW	Receipts – LP	Receipts – Dep	Issues – Dep	Consumption	Closing

Table 8 Depot-Wise Category Wise consumption statement for the month

Sl. No	Depot	Springs & Malleable	New Tyre, Tube & Flaps	New Batteries	Other Spares & Accessories	Total

Table 9 Selected item Inventory for the month

Description	Class	Previous Year			Previous Month			Present Month		
		Central Stores	Dep. Stores	Total	Central Stores	Dep. Stores	Total	Central Stores	Dep. Stores	Total

Table 10 Consolidated Statement of Issues for the month

Sl. No	Depot Code	Depot	Spares / Accessories	Category wise consumption (Rs. P)				Total

Table 11 Central Stores / Depot Consumption details for the month

Debit / Credit Code	Head of Account	A Class (Rs)	B Class (Rs)	C Class (Rs)	Total (Rs)

Table 12 Central Stores – Opening Balance, Receipts, Issues & Closing Balance for the month *(values in Rupees)

Sl. No	Category	Opening Balance	Receipts	MTC	Issues to MTCW	Others	Total Issues	Closing Balance

Table 13 Central Stores – Goods received from supplier details for the month

Sl. No	Folio	Nomenclature	SRB No & date	Name of the firm	Invoice No & Date	Qty	Amount	STK-CD	ISS CD	PO No & Date

Table 14 Central Stores – Goods issued to various depots during the month

Sl. No	Depot	Folio	Nomenclature	DSRR No	Date	QTY	Amount	ISS - Code

Table 15 Selected item Inventory for the month : (Depot / Central Store / All cost centers)

Folio	Nomenclature	UOM	For the month / Upto the month			Previous Year for the month/ Previous year up to the month		
			Qty	Value	Rate	Qty	Value	Total

Table 16 Central Stores – Receipt & Issues details for the month : (Receipt/ Consumption/Consumed/ Closing Stock)

Sl. No	Folio	Nomenclature	Month – Wise					Total

Table 17 Category wise report for the year : (Leyland/ Tata model wise)

Month	Spare	Lubricant	Tyre	Accessories	Total

Table 18 Depot Store – FC Unit consumption details for the month

Sl. No	Depot	New – Store (Rs)	RC – Store (Rs)	Total (Rs)

Table 19 Price variation more than 50 % for the month compare with pre. Month

ICRN No & Date	Folio	PO No & Date	Qty	Value	Current Rate	Prev. Rate	Percentage	L-Rec -- date

Table 20 Purchase Journal for the month

Code	Open. Balance	Today's amount	Cumulative Total

Sl.No	Vendor Code	SRB No & Date	Name of the Supplier	SRB Amount	Invoice No & Date	Invoice Amount	Difference amount	Bill Reg. No

Table 21 Central Stores – Opening Balance, Receipts, Issues & Closing Balance for the month (Stock Code-Wise)

Sl. No	Stock Code	Head of Accounts	Opening Balance	Receipts	Issues	Closing Balance

Table 22 Central Stores – Consumption Statement for the month

Sl. No	STK / ISS code	Description	Dep. Actual Value	Capital Value	Stationary Value	Medical Value	Other Value	Total Value

Table 23 Central Stores – Rejection Format (Store Advance/ Credit Bills)

Sl. No	Credit SRB No & Date	SRB No & Date (Items taken into stock)	Folio	Quantity	Amount	ACC – Code	Name of the Party

Table 24 Central Stores – Rejection item Replaced Format (Store Advance/ Credit Bills)

Sl. No	Rep SRB No & Date	Cr.SRB No & Date (Rejected items)	Folio	Quantity	Amount	ACC – Code	Name of the Party

Table 25 Stock Code Wise statement for the month

Sl. No	Stock Code	Description	Central Stores	Depot Stores	MTCW	Total

Table 26 Central Stores – Daily Report

Sl. No	Folio	Nomenclature	UOM	Class	FMS	Rec- Qty	Iss- Qty	Cls – Qty	Avg. Cons	Last Rec.	Last Iss.

Table 27 Central Stores – Maximum Level Issue report

Sl. No	Folio	Nomenclature	UOM	Class	FMS	Iss- Qty	Cls – Qty	Avg. Cons	Back. Ord	Moving	MC Staff

Table 28 Central Stores – Maximum Level Issue report

Sl.No	Folio	Nomenclature	UOM	Class	FMS	CS Qty	DS– Qty	Total Qty	Cs Late Iss date	Avg. Dep. Con. Mly	Matl. Expected Date

Table 29 Central Stores – ICRN – Invoice – GST details for the month

Sl.No	Firm Name	GST IN	HSN Code	Invoice No & Date	Invoice Value	CGST % & Value	SGST % & Value	IGST % & Value

Table 30 Central Stores / Depot / all cost centers – Non - Moving list

<i>Sl.No</i>	<i>Folio</i>	<i>Nomenclature</i>	<i>Part No</i>	<i>UOM</i>	<i>Quantity</i>	<i>Value</i>

Table 31 Central Stores –Back order quantity

Sl.No	ICRN No & Date	Folio	Stock Qty	PO No & Date	Total Qty	Qty Received	Back order Quantity

Table 32 Depot Stores / Depot / FC Unit / BBU unit/ RC unit – Opening Balance, Receipts, Issues & Closing Balance for the month

Sl.No	Category	Opening	Receipts – CRS	Receipt – MTCW	Receipts – LP	Receipts – Dep	Issues – Dep	Consumption	Closing

Table 33 Depot-Wise Category Wise / Depot / FC Unit / BBU unit/ RC unit consumption statement for the month

Sl.No	Depot	Springs & Malleables	New Tyre, Tube & Flaps	New Batteries	Other Spares & Accessories	Total

Table 34 Selected item Inventory for the month : / Depot / FC Unit / BBU unit/ RC unit

Description	Class	Previous Year	Previous Month	Present Month

Table 35 Consolidated statement of Issues for the month : for Depot / FC Unit / BBU unit/ RC unit

Table 39 Central Stores / Depot / FC Unit / BBU unit/ RC unit – Goods issued to various depot during the month

Sl.No	Depot	Folio	Nomenclature	DSRR No	Date	QTY	Amount	ISS - Code

Table 40 Selected item Inventory for the month

Folio	Nomenclature	UOM	For the month / Upto the month			Previous Year for the month/ Previous year up to the month		

Table 41 Central Stores – Receipt & Issues details for the month: (Receipt / Consumption / Consumed / Closing Stock)

Sl.No	Folio	Nomenclature	Month – Wise					Total

Table 42 Category wise report for the year: (Leyland / Tata model wise)

Month	Spare	Lubricant	Tyre	Accessories	Total

Table 43 Depot Store – FC Unit/ Depot / FC Unit / BBU unit / RC unit consumption details for the month

Sl.No	Depot	New – Store (Rs)	RC – Store (Rs)	Total (Rs)

Table 44 Price variation more than 50 % for the month compare with pre. Month

ICRN No & Date	Folio	PO No & Date	Qty	Value	Current Rate	Prev. Rate	Percentage	L-Rec -- date

Table 45 Purchase Journal for the month: Central Store / Depot / FC Unit / BBU unit/ RC unit

Code	Open. Balance	Today's amount	Cumulative Total

Sl.No	Vendor Code	SRB No & Date	Name of the Supplier	SRB Amount	Invoice No & Date	Invoice Amount	Difference amount	Bill Reg. No

Table 46 Central Stores / Depot / FC Unit / BBU unit/ RC unit – Opening Balance, Receipts, Issues & Closing Balance for the month (Stock Code-Wise)

Sl.No	Stock Code	Head of Accounts	Opening Balance	Receipts	Issues	Closing Balance

Table 47 Central Stores / Depot / FC Unit / BBU unit/ RC unit – Consumption Statement for the month

Sl.No	STK / ISS code	Description	Dep. Actual Value	Capital Value	Stationary Value	Medical Value	Other Value	Total Value

Table 48 Central Stores – Rejection Format (Store Advance/ Credit Bills)

Sl.No	Credit SRB No & Date	SRB No & Date (Items taken into stock)	Folio	Quantity	Amount	ACC – Code	Name of the Party

Table 49 Central Stores – Rejection item Replaced Format (Store Advance/ Credit Bills)

Sl.No	Rep SRB No & Date	Cr.SRB No & Date (Rejected items)	Folio	Quantity	Amount	ACC – Code	Name of the Party

Table 50 Stock Code / Central Store / Depot / FC Unit / BBU unit/ RC unit Wise statement for the month

Sl.No	Stock Code	Description	Central Stores	Depot Stores	MTCW	Total

Table 51 Central Stores / Depot / FC Unit / BBU unit/ RC unit – Daily Report

Sl.No	Folio	Nomenclature	UOM	Class	FMS	Rec- Qty	Iss- Qty	Cls – Qty	Avg. Cons	Last Rec.	Last Iss.

Table 52 Central Stores / Depot / FC Unit / BBU unit/ RC unit – Maximum Level Issue report

Sl.No	Folio	Nomenclature	UOM	Class	FMS	Iss- Qty	Cls – Qty	Avg. Cons	Back. Ord	Moving	MC Staff

Table 53 Central Stores / Depot / FC Unit / BBU unit/ RC unit – Maximum Level Issue report

Sl.No	Folio	Nomenclature	UOM	Class	FMS	CS Qty	DS– Qty	Total Qty	Cs Late Iss date	Avg. Dep. Con. Mly	Matl. Expected Date

Table 54 Central Stores / Depot / FC Unit / BBU unit/ RC unit – ICRN – Invoice – GST details for the month

Sl.No	Firm Name	GST IN	HSN Code	Invoice No & Date	Invoice Value	CGST % & Value	SGST % & Value	IGST % & Value

Table 55 Central Stores / Depot / FC Unit / BBU unit/ RC unit – Non Moving list

Sl.No	Folio	Nomenclature	Part No	UOM	Quantity	Value

Table 56 Central Stores –Back order quantity

<i>Sl.No</i>	<i>ICRN No & Date</i>	<i>Folio</i>	<i>Stock Qty</i>	<i>PO No & Date</i>	<i>Total Qty</i>	<i>Qty Received</i>	<i>Back order Quantity</i>

Table 57 Depot / All Cost centers - Variable Cost Details

[illegible]

Table 58 FC Unit / All cost centers – Date Wise Consumption Details

<i>Date</i>	<i>Folio</i>	<i>Accessories Cost</i>	<i>Spares Cost</i>	<i>RC Cost</i>	<i>Material Cost</i>	<i>Total Cost</i>

Table 59 FC Unit- / All cost centers Abstract for FC Cost / Vehicle / each job

[illegible]

Table 60 Depot Stores – Check List

[illegible]**b. Accounts Related Journals**

Table 61 Purchase Journal of the month

<i>Sl.No</i>	<i>Debit/ Credit Code</i>	<i>Description</i>	<i>Amount</i>

Table 62 Central Stores – Opening, Receipt, Issue & Closing Statement for the month____: (MTC – Workshop ICRN Excluding)

<i>Sl.No</i>	<i>Stock Code</i>	<i>Description</i>	<i>Opening</i>	<i>Actual ICRN</i>	<i>Claims Recv.</i>	<i>Rec – from Other STUs</i>	<i>Total receipt</i>	<i>MTC Issue</i>	<i>Material Return</i>	<i>Other issue</i>	<i>Total Issue</i>	<i>Closing</i>

Table 63 Central Stores – Inventory Statement for the month _____:

<i>Sl.No</i>	<i>Stock Code</i>	<i>Head of Accounts</i>	<i>Opening</i>	<i>Rec. Store Adv.</i>	<i>Rec. Store Crd.</i>	<i>Rec. Cash Pur.</i>	<i>Rec. CRS</i>	<i>Rec. Dep.</i>	<i>Rec. HSD</i>	<i>Rec. Fabrication</i>	<i>Rec. Others</i>	<i>Rec. Total</i>

Table 67 IRT Report

[illegible]

Table 68 ASRTU REPORT

[illegible]

Table 69 Central/Depot stores capital goods opening, receipt, issue & closing

[illegible]

Table 74 BBU units – Abstract - Material issue to depot and other units for the month of

Depot	Value

Table 75 BBU units – Abstract – ICRN wise receipt detail - for the month of

Sr. no	Icrn no	date	Firm name	Credit amount	Advance amount

Table 76 BBU units job cost statement for the month of

Sr. no	Job no	Description a&b	Chasis no	Engine no	Fleet	Date of total cost	Total

Table 77 BBU units – mtcw return to job for the month of

Sr. no	DSRR no	folio	stufol	Doc code	Dsrr-date	From code	To-code	Issue - qty	Unit rate	Dsrr amount	Job no	Adj

Table 78 Internal material consumption statement for the month of

Sl.no	Debit code	detail	A&B items	C items	Total

Table 79 Mtcw- dsrr – details

Sr. no	Dsrr-no	folio	dc	Dsr-date	fr	to	Issue value	Job no	Adj

Table 80 BBU - Issue to depot

Sr. no	date	Dsrr-no	Folio -	Issue qty	Unit price	Dsrr-amount

Table 81 BBU- Montly closing stock for the month of

Sr. no	folio	quantity	Value

c. **Mtcw montly Job cost reports:-**

Table 82 Cumulative production and delivery details for the month of

Sr. no	Job name	AL deluxe	AL ordinary	Total

Table 83 Cumulative production and delivery details for the month of

Sr. no	Job name	AL dlx	AL ord	small	A/C air sus	Tata ord	Tata dlx	Total

Table 84 Depot-wise job cost abstract for the month of

<i>Sr. no</i>	<i>depot</i>	<i>Material cost</i>	<i>Labour cost</i>	<i>Total cost</i>

Table 85 Depot-wise job cost statement for the month of

[illegible]

Table 86 Costing statement for the fabrication jobs done by the private labor contractors for mtcw the month of

[illegible]

d. **HR Management**

Report Formats – Sample of Important formats – indicative – varies slightly for each STU – MTC, MDU and Coimbatore. – To be created according to the present format of the respective STU, and printable in Dot matrix printers in case of Continuous sheets printing.

Table 87 Provident Fund / Gratuity

[illegible]

Table 93 Provident Fund Settlement:

Employee PF Details	Employee Share	Employer Share	After 10/2000
Audited Amount			
01/2023 Contribution			
Voluntary Contribution			
Medical Recovery Loan			
Medical Recy. Loan Int.			
Total Amount			
Less			
Family Pension Arrears			
House Building Advance Principal with interest			
Total amount			

Table 94 M.T.C .Ltd, PF –TRUST PAYMENT OF LIC PREMIUM Month-year

SNO	PF NO	EMP-NO	EMPLOYEE NAME	LIC NO	DT-COMMT	DT-MATUR	AMNT

Table 95 PF & CPS CONTRIBUTION MONTHLY RECONCILIATION FOR THE MONTH

DESCRIPTION	TOTAL AMONT	UPDATED AMOUNT	NOT UPDATED AMOUNT
CONIRIBUTION			
34-02			
MEDICAL RECY			
HBA -94(EE)			
1% INTEREST			
34- 38 MED-RECY			

Table 96 Cash /Bankbook

CSL	SNO VNO	PARTICULARD	ACC CODE	PARTY CODE	CHEQUE NO	RECPT NO	CHEQ DATE	RECEIPTS		PAYMENTS	
								CASH	BANK	CASH	BANK

Table 97 PF Trust – Month – Wise Trial Balance

AC.CD	Opening				
8101 Employees Contribution Debit Credit Cum.DR Cum. CR	Month wise				
8102 Employees Contribution Debit Credit Cum.DR Cum. CR					

Table 98 Trial Balance as on month

AC- Code	Head of Account	Debit in Rs	Credit in RS

Table 99 General Ledger for the month:

COM NO	Date	JV NO /BANKI	SERIAL /Vr.NO	PARTY CODE	PARTICULARS	CHE. NO & DATE	DEBIT IN RS.	CREDIT IN RS.

(i) *Gratuity*

Table 100 Gratuity for the month:

[illegible]

(ii) *Incentive / EL Surrender / Bonus / Arrears / Supplementary bills Payment*

Table 101 Monthly Collection Bonus (A)

[illegible]

Table 102 Monthly Collection Bonus (B)

[illegible]

Table 103 Monthly Collection Bonus (C)

Group Details	Employee Total	Mandays Details	Collection Bonus Amount
Traffic Supervisor			
B – EDP Wing			

G- Administrative			
S – Security Supervisor			

Table 104 EL Surrender Checklist:

Sl.No	EDP No	Name	Design	Last – Sur	Appl	Date –Sur	Eligible	Remarks

Table 105 Supplementary Abstract -A

Sl.No	EDP No	Name	Designation	Reason	F. Date	T. Date	Old Pay	New Pay	Old GP	New GP	Month

Table 106 Supplementary Abstract –B

Sl.No	EDP No	Basic	G.Pay	D.A	HRA	CCA	HA	Gross	P.F	Net

Table 107 Supplementary Abstract –C

Sl.No	Branch	No. Of Employees	Amount

Table 108 Supplementary Abstract –D

Code No	Head of account	Amount in Rs	Code No	Head of Account	Amount
1	Pay			Salary Payable	

2	D.A			PF	
3	Other Allowance				

Table 109 Yearly Bonus: Rates of Earnings with Attendance for the Year

Sl.No	Section	EMP.No	Name Of the Emp	Designaion	Description	Month Wise			Total

Table 110 Yearly Bonus: Reserve Crew/Daily Paid/Regular

Branch	Roll Emps	Zero Case	Bonus Emps	Bonus	Exgratia	Gross	Round	Union Emps	Deduction	Net Bonus

Table 111 Festival Bonus:

Sl.No	Emp No	Name of the Employee	Design	Amount	Payment Mode	Signature

Table 112 Absorption Pay Arrears format - A:

Sl.No	EDP No	Name	Designation	Period	DP Bas	Baia	Gr.Pay	Earnings	B Pay	G Pay	DA amount	HRA	CCA	HA

Table 113 Absorption Pay Arrears format - B:

[illegible]

Table 114 Court Wage Bill : 17B Wages

[illegible]

Table 115 Absents formats: Driver/Conductor / Technical –A:

Sl.No	Branch	Month Wise				No of Employees Line Duty
		Avg. Lev/Day	Lev %	ABS + LLP	ABS + LLP %	

Table 116 Absents formats: Driver/Conductor / Technical –B:

Month	Driver/Conductor /Technical			
	No of Emps	Total Days	Absent Days	% Absent

[illegible]

Table 118 Attendance Supplementary Bill -A:

Sl.No	EDP No	Name	Basic	DA	Other All	Health	Gross	PF	BUS + OD	RND	Net

Table 119 Leave Liability Encashment bill:

EL As on Date	Freesed ML as on 31.08.1998	Items	As on Date EL Amount	As on Date ML Amount

Table 120 Court Back-wages Statement:

EDP No	Name, desig	From, To	Basic	Grd. Pay	DA	HRA	CCA	HA	Gross	PF	PRBF	SSS	EXGR	EME	Net

Table 121 Income Tax Format:

Month	Basic Pay	Gr. Pay	Sp Pay	SBPA	DA	HRA	CCA	Other	Gross

Table 122 Quarterly Filing Format :

Sr.No	Name of Employer	Section under	Employee Reference	PAN of the Employee	Name of the Employee	Date of Payment/ Credit	Taxable amount on which Tax deducted	TDS

Table 128 Performance Incentive Payment (Pongal):

Sl.No	Emp.No	Categ.	Section	Name of the Employee	Designation	Elg. Days	Amount	Remarks

Table 129 Performance Incentive Abstract (Pongal): Regular/Daily Paid/Not in Roll Regular Suspension / MI Cases

Branch Name	625		195		85		Zero		Total		625	195	85	Zero	Total	
	CTR	Amt	CTR	Amt	CTR	Amt	CTR	Amt	CTR	Amt	CTR/Amt	CTR/Amt	CTR/Amt	CTR/Amt	CTR	Amt

Table 130 Earnings and Deductions Summary A:

Earnings Code and Description	Amount	Deduction Code and Description	Amount	Deduction Code and Description	Amount

Table 131 Earnings and Deductions Summary B:

Category	Last Month Closing	Addition	Deletion	Transfer – In	Transfer -Out	Current Month

Table 136 P F Contribution Details -A:

Branch	No. Emp	Regular Contribution	No Emp	Daily Paid Contribution	Contribution Total	Voluntary Contribution.	Contribution Total	Recovery	
								Loan	Interest

Table 137 P F Contribution Details -B:

Branch	Particulars	Regular	Daily Paid	Total Amount	Remittance	Voluntary Contribution.

Table 138 Regular & Daily Paid – PF Recovery details:

Branch	In Deputation from other STUs								Voluntary PF Contribution				
	10%				12%				10%				
	Basic Pay	DA	Total	PF	Basic Pay	DA	Total	PF	Basic Pay	DA	Total	PF	

e. Legal – Employee Disciplinary Cases

Table 139 Legal – Disciplinary Case – Status of 4 types – Initiated, Pending, Final Orders, Closed

Employee no,Name	Designation, Depot	Offence – type/detail	Date of communication, offence date, Suspension date	Put-off duty date, Final order date, Fine	Seat, status

Table 140 Disciplinary case – Employees – Appeal / Modified

Employee no,Name	Designation, Depot	Offence – type/detail	Date of communication, offence date, Suspension date, Charge memo date, Enquiry date, Punishment date	Put-off duty date, Final order date, Fine, punishment type	Seat, status

Table 141 Database structure for UNION monthly subscription recovery master data.

Union Code	Union Name	Depot Code	Emp. EDP No.	option Insert / Deletion

Table 142 List of Life Certificate Released as on

SNO	PACNO	EDP NO	Pensioner Name

Table 143 OD Recovery & Arrears List for the month:

Sl.No	PPO NO	Employee Name	Type	Total Amount	Opening Balance	OD Amount	Closing Balance	Arrears

Table 144 Pension bill for the month:

Sl.No	PAC NO	EDP NO	Pensioner Name	Ret. Date	Depot	Designation	Pension	DA	HA

Table 145 Commutation & Diff. Of Commutation OR Pension Arrears Bill:

SINo	PPO NO	Name of the Pensioner	EDP NO	Revised	Old	Diff	Revised	Old	Diff
				Commutation			Pension Arrears		

Table 146 Revised Pension Arrears pay fixation bill Abstract :

Sl.No	Branch Name	No. Of Employees	Revised	Old	Diff	Revised	Old	Diff	Total Payable	OD	Net Payable
			Commutation			Pension Arrears					

Table 147 Pension Bill Abstract for the month:

Sl.No	Branch Name	Empl	Pension	DA	HA	Arrears 1	Arrears 2	ECS/OD/IT/POS	Rounding Amount	Net Amount

Table 148 Grant of lump sum Pongal Prize to Pensioners / Family Pensioners

Eligible	No. Of Pensioners	Amount

Table 149 ABSTRACT OF STATEMENT -III

NUMBERS	NOMENCLATURE	AMOUNT
	Pension	
	DA	
	MA	
	Total Pension	
	Pen arrear	
	DA arrear	
	Prize	
	Commutation	
	Diff_ Commutation	
	Total Commutation	
	Pension Recover	
	Net Payment	

Name of the STU: M.T.C.Ltd., Statement V-B

Table 150 Statement showing Pension Stopped Cases for the month of February-2023

SI No	PRO NO	EDP NO	NAME	MONTH	REASON

STATEMENT-II

Table 151 Monthly Statement showing Employee-wise details in respect of Pension claim settled and recovery of Employer Contribution FPS due service gratuity etc.

S No	NAME	DESIGN	P.R.No	FPS	RECOVERY EMPLOYER	RECOVERY OF NR ADVANCE

Table 152 STATMENT-IV 1

<i>CONTRIBUTION SETTLED MEMBERS</i>	<i>NON-PPO NO</i>	<i>AMOUNT INTEREST</i>	<i>INTEREST TOTAL</i>	<i>DUE INTEREST</i>	<i>EDP NO TOTAL DUE</i>

Table 153 STATEMENT SHOWING SETTLEMENT OF PENSION Claims

<i>SNO</i>	<i>STU PPO _NO</i>	<i>NAME</i>	<i>DESIG</i>	<i>P.R.NO OR EDP NO</i>	<i>PF NUMBER</i>

f. Taxes and Fees

Table 154 Timing chart of a Bunk :

[illegible]

Table 155 Checking Inspectors performance reports (Taken at HO / Regional office)

<i>No.of buses checked</i>	<i>Total checks carried out</i>	<i>Cases detected FC & Resale</i>	<i>Cases – FNC</i>	<i>Cases - MISC</i>	<i>Cases total</i>	<i>Penalty amount collected</i>

Table 156 Depot wise / Region wise / Route wise / Collection analysis- Monthly / Daily

<i>Depot</i>	<i>Route No/Service</i>	<i>Collection in Rs</i>							

Table 161 Collection Bonus / Incentive Rate calculation – Paid Every month – Basic Reports

Depot	Gross Collection (from collection reports)	Total man- days (from attendance)	Fleet Strength	Fleet days	Scheduled bus days/Operated Bus days	Trip Loss and %	Fleet utilization %	Km Efficiency	% of Trip loss	Breakdown / 10,000 kms

Table 162 Man-days (from attendance for which salary paid)

Depot	Category Group-A	B	C							
	Man-days									

Table 163 Gross Collection statement from depot: Proforma-1 Report date:

Gross Collection		Night Duty allowance	
Less value of SCT/MST		Bus stand fees	
Collection due to sale of tickets		OT wages	
Minimum Batta		Police warrant	
Add: Collection incentive		Fixed batta	
Add: Special Allowance		Off duty wages	
Total		TCL wages	
Other Appropriation		Double duty wages	
Steering Allowance		Shortage kept by conductors	
Additional incentive batta		Conductor shift batta	
Additional CB – 2 conductors		Tea allowance	
Addl. CB – Night halt buses		Other charges	
Addl. CB – Lss		Total	
Lady Conductor batta		Net collection	
MCOP		Add: Excess remittance by crew	
Toll fee fund		Add: Value of ST lost	

<i>GST amount</i>		<i>Add: value of token lost</i>	
		<i>Total amount remitted by conductor</i>	

Table 164 Student / Concessions / Reimbursement Calculation to Government

<i>Fare</i>	<i>No. of Students</i>	<i>Month-1 – Reimbursement amount</i>	<i>Month-2</i>			

III. Annexure 3:- Non-Disclosure Agreement

THIS AGREEMENT is made on this the <***> day of <***> 2023 at <***>, India.

BETWEEN

The Tamil Nadu State Transport Corporation Limited (TNSTC) represented by Tamil Nadu State State Corporation Limited (TNSTC) Limited having its office at the India hereinafter referred to as '**Corporation**', which expression shall, unless the context otherwise requires, include its permitted successors and assigns) of the one part;

AND

<***>, a Company incorporated under the Companies Act, 1956/2013, having its registered office at <***> represented by..... (hereinafter referred to as '**the Successful Bidder**' which expression shall, unless the context otherwise requires, include its permitted successors and assigns) of the other part;

Whereas in order to pursue the mutual business purpose of this particular Project as (STUs and M/s----- recognize that there is a need to disclose to M/s----- certain information, as defined in Para 1 below, of the STUs to be used only for the business purpose and to protect such Confidential Information from unauthorized use and disclosure.

In consideration of the other party's disclosure of such information, M/s----- agrees as follows:

1. This Agreement will apply to all confidential and Proprietary Information disclosed by the STUs to the Successful Bidder, and other information which the disclosing party identifies in writing or otherwise as confidential before or within thirty days after disclosure to the Successful Bidder ("Confidential Information"). Information consists of certain specifications, documents, software, prototypes and/or technical information, and all copies and derivatives containing such Information, that may be disclosed to the Successful Bidder for and during the purpose, which a party considers proprietary or confidential ("Information").
2. Information may be in any form or medium, tangible or intangible, and may be communicated/disclosed in writing or through visual observation or by any other means to the Successful Bidder by STUs. Information shall be subject to this Agreement, if it is in tangible form, only if clearly marked as proprietary or confidential as the case may be, when disclosed to the Successful Bidder or, if not in tangible form, its proprietary nature must first be announced, and it must be reduced to writing and furnished to the Successful Bidder within thirty (30) days of the initial disclosure.
3. M/s ----- and STUs hereby agreed that:

- (a) *The Successful Bidder shall use information only for the purpose, shall hold information in confidence using the same degree of care as it normally exercises to protect its own Proprietary Information, but not less than reasonable care, taking into account the nature of the information, and shall grant access to information only to its employees who have a need to know, but only to the extent necessary to carry out the business purpose of this Project, shall cause its employees to comply with the provisions of this Agreement applicable to the Successful Bidder, shall reproduce Information only to the extent essential to fulfilling the purpose, and shall prevent disclosure of Information to third parties. The Successful Bidder may, however, disclose the Information to its contractors with a need to know; provided that by doing so, the Successful Bidder agrees to bind those consultants and contractors to terms at least as restrictive as those stated herein, advise them of their obligations, and indemnify the STUs for any breach of those obligations.*
 - (b) *Upon the disclosing party's request, the Successful Bidder shall either return to the disclosing party all Information or shall certify to the disclosing party that all media containing information have been destroyed. Provided, however, that an archival copy of the Information may be retained in the files of the Successful Bidder's counsel, solely for the purpose of proving the contents of the Information.*
 - 4. *The foregoing restrictions on each party's use or disclosure of information shall not apply to information that the Successful Bidder can demonstrate:*
 - (a) *was independently developed by or for the Successful Bidder without reference to the information, or was received without restrictions; or*
 - (b) *has become generally available to the public without breach of confidentiality obligations of the Successful Bidder; or*
 - (c) *was in the Successful Bidder's possession without restriction or was known by the Successful Bidder without restriction at the time of disclosure; or*
 - (d) *is the subject of a subpoena or other legal or administrative demand for disclosure; provided, however, that the Successful Bidder has given the disclosing party prompt notice of such demand for disclosure and the Successful Bidder reasonably cooperates with the disclosing party's efforts to secure an appropriate protective order; or*
 - (e) *is disclosed with the prior consent of the disclosing party; or*
 - (f) *was in its possession or known to it by being in its use or being recorded in its files or computers or other recording media prior to receipt from the disclosing party and was not previously acquired by the Successful Bidder from the disclosing party under an obligation of confidence; or*
 - (g) *the Successful Bidder obtains or has available from a source other than the disclosing party without breach by the Successful Bidder or such source of any obligation of confidentiality or non-use towards the disclosing party.*
-

5. *The Successful Bidder agrees not to remove any of the other party's confidential information from the premises of the STUs without STUs' prior written approval. The Successful Bidder agrees to exercise extreme care in protecting the confidentiality of any confidential information which is removed, only with the STUs' prior written approval, from STUs premises. Successful Bidder agrees to comply with any and all terms and conditions the STUs may impose upon any such approved removal, such as conditions that the removed confidential information and all copies must be returned by a certain date, and that no copies are to be made of the same off the premises.*
6. *Upon STUs' request, the Successful Bidder will promptly return to STUs all tangible items containing or consisting of the STUs' confidential information all copies thereof.*
7. *Successful Bidder recognizes and agrees that all of the STUs' confidential information is owned solely by STUs (or its licensors) and that the unauthorized disclosure or use of such confidential information would cause irreparable harm and significant injury, the degree of which may be difficult to ascertain. Accordingly, the Successful Bidder agrees that STUs will have the right to obtain an immediate injunction enjoining any breach of this Agreement, as well as the right to pursue any and all other rights and remedies available at law or in equity for such a breach.*
8. *Access to information hereunder shall not preclude an individual who has seen such Information for the purposes of this Agreement from working on future Projects for the STUs which relate to similar subject matters, provided that such individual does not make reference to the information and does not copy the substance of the information during the confidentiality period. Furthermore, nothing contained herein shall be construed as imposing any restriction on the Successful Bidder's disclosure or use of any general learning, skills or know-how developed by the Successful Bidder's staff under this Agreement, if such disclosure and use would be regarded by a person of ordinary skill in the relevant area as not constituting a disclosure or use of the information.*
9. *As between the parties, all information shall remain the property of STUs. By disclosing information or executing this Agreement, the STUs does not grant any license, explicitly or implicitly, under any trademark, patent, copyright, mask work protection right, trade secret or any other intellectual property right. The STUs disclaims all warranties regarding the information, including all warranties with respect to infringement of intellectual property rights and all warranties as to the accuracy or utility of such information. Execution of this Agreement and the disclosure of information pursuant to this Agreement do not constitute or imply any commitment, promise, or inducement by either party to make any purchase or sale, or to enter into any additional Agreement of any kind.*
10. *STUs' failure to enforce any provision, right or remedy under this Agreement shall not constitute a waiver of such provision, right or remedy.*
11. *This Agreement will be construed in, interpreted and applied in accordance with the laws of India.*

12. *That in case of any dispute or differences, breach & violation relating to the terms of the Agreement, the said matter or dispute, difference shall be handled as per the dispute resolution clause defined in the MSA.*
13. *This Agreement constitutes the entire Agreement of the parties with respect to the parties' respective obligations in connection with information disclosed hereunder and supersedes all prior oral and written Agreements and discussions with respect thereto. The parties can amend or modify this Agreement only by writing, duly executed by their respective authorized representatives.*
14. *This Agreement will survive the expiry or earlier termination of the MSA and / or SLA and shall remain in effect perpetually.*

IN WITNESS WHEREOF, the parties hereto have executed this Agreement by their duly authorized officers or representatives and set their respective hands and seals on the date first above written in the presence of;

M/s-----

Signature: _____

Printed Name: _____

Title: _____

Signature of the Successful Bidder

Witness:

STUs

Signature: _____

Printed Name: _____

Title: _____

Signed for and on behalf of and by the order and direction of the Governor of Tamil Nadu,

IV. Annexure 4:- Change Control Procedures

1. Change Control Procedure

This Schedule describes the procedure to be followed in the event of any proposed change to the Master Services Agreement (MSA) or Service Level Agreement (SLA), or scope of work. Such change shall include, but shall not be limited to, changes in the scope of Services provided by the Successful Bidder.

The STUs and the Successful Bidder recognize that frequent change is an inevitable part of delivering Services and that a significant element of this change can be accomplished by re-organizing processes and responsibilities without a material effect on the cost. The Successful Bidder will endeavor, wherever reasonably practicable, to effect change without an increase in the payment (Total Contract Value) as stated in the Terms of Payment Schedule and the STUs will work with the Successful Bidder to ensure that all changes are discussed and managed in a constructive manner.

This Change Control Schedule sets out the provisions which will apply to changes to

- (a) the Master Services Agreement*
- (b) Service Level Agreement*
- (c) Scope of work*

2. Change Control Note ("CCN")

The STUs at any time, by a written change order given to the Successful Bidder, make changes within the general scope of work of the Contract. Such changes may constitute an increase or decrease in the scope of work of the Contract.

The following are to be noted:

- (i) A change shall be considered so, only when such change is beyond the scope of Services including ancillary and concomitant Services required as detailed in the RFP.*
- (ii) The Successful Bidder will be required to carry out any change proposed by the STUs.*
- (iii) The following shall not constitute a change:*
 - (a) Any enhancements / upgradations to infrastructure (IT / non-IT) that may need to be done by the Successful Bidder to meet the SLAs or any other requirements of the RFP at the time of Acceptance of the solution or at any time during the Contract Period. These will have to be provided by the Successful Bidder without any additional time or cost effect to the STUs.*
 - (b) Any revisions and / or additions consequent to errors, ambiguities, discrepancies in the quantities, specifications, drawings, etc. of the RFP documents which were not brought to the notice of the STUs by the Successful Bidder before the award of work and not accounted for in his Proposal. Such upward revisions and / or additions shall be carried out by the Successful Bidder without any additional time or cost effect to the STUs.*

- (iv) *Request for revisions to the requirements of the MSA, SLA, or scope of work will emanate from the parties' respective Principal contact or the Principal Contact's nominated representative. The Party requesting the change will complete part A of the Change Control Note (CCN) attached below in this Section of the RFP. The CCN will be presented to the other Party who will acknowledge receipt by signature of the CCN.*
 - (v) *Both parties will mutually agree as to whether the request corresponds to a 'Change' or not. Please note that any such request initiated by the Successful Bidder before being accepted as 'Change' will have to be approved by STUs / its nominated agencies.*
 - (vi) *Once both parties agree that the request corresponds to a 'Change', the Successful Bidder will study the 'Change' and its implementation time and cost implications.*
 - (vii) *The impact of the Change on the Total Contract Value (referred to as "Value of Change") will be calculated as under:*
 - a. *Value of the Change as stated in herein will be calculated using the unit rates provided by the Successful Bidder for various components in his detailed Commercial Proposal or as agreed with the Successful Bidder during negotiations before the award of Contract.*
 - b. *For any items for which the unit rates are not available from (a) above, the STUs may use GoTN empanelment rates available or issue an open tender for procurement. Any costs involved in this process will be borne by the STUs.*
 - (viii) *The Successful Bidder will submit the results of the time and cost implication study to the STUs along with relevant supporting documents to allow the STUs to take a final decision on whether the Successful Bidder should proceed with implementing the Change or not. The estimated cost and time impact indicated by Successful Bidder shall be considered as a ceiling limit and shall be reviewed by the STUs for taking a decision on implementation of the change. The time and cost impact applicable to the Contract shall be mutually agreed on the basis of the detailed calculations supported with all relevant back up documents. In case Successful Bidder fails to submit all necessary substantiation/calculations and back up documents, the decision of the STUs regarding time and cost impact of the Change shall be final and binding on the Successful Bidder.*
 - (ix) *Based on the estimated 'Value of Change', the following will be done:*
 - (a) *If the Value of Change is less than 25% of Total Contract Value, the Total Contract value will be revised (increased / decreased) by an amount equal to the Value of Change and the Successful Bidder will be required to implement the Change within the same Contract subject to the approval of Managing Director, STUs. Any adjustment to Successful Bidder's subsequent payments arising due to such a change in Total Contract Value will be mutually agreed with the STUs.*
-

- (b) *If the Value of Change is more than 25% of Total Contract Value and the Change arises from a decrease in scope of work, the Total Contract value will be decreased by an amount equal to the Value of Change and the Successful Bidder will be required to implement the Change within the same Contract subject to the approval of Managing Director, STUs. Any adjustment to Successful Bidder's subsequent payments arising due to such a change in Total Contract Value will be mutually agreed with the STUs.*
- (x) *If the Value of Change is more than 25% of Total Contract Value and the Change arises from an increase in scope of work, implementation of this Change will not be done as part of same Contract and will be considered as the subject matter for a separate Bid process subject to the approval of Managing Director, Tamil Nadu State Marketing STUs Limited Based on the above, if the STUs approves the implementation of the Change, then Successful Bidder shall proceed with the enforcement of the Change.*
- (xi) *The provisions of the Contract shall apply to revised work / change order as if the revised work / change order has been included in the original scope of work. The Successful Bidder's obligations with respect to such revised work / change order shall remain in accordance with the Contract.*

3. Quotation

The Successful Bidder shall assess the CCN and complete part B of the CCN as mentioned in Section 4.1.7 below. The Successful Bidder shall consider the materiality of the proposed Change in the context of the Agreement, the Project implementation, operation and management SLA affected by the Change and the total effect that may arise from implementation of the Change. In completing part B of the CCN the Successful Bidder shall provide as a minimum:

- 1. A description of the change;*
- 2. A list of Deliverables required for implementing the change;*
- 3. A timetable for implementation;*
- 4. An estimate of cost implication of implementing any proposed change;*
- 5. Any relevant acceptance criteria;*
- 6. Material evidence to prove that the proposed change is not already covered within the scope of Work, SLAs, or MSA.*

4. Costs

Each party shall be responsible for its own costs incurred in the quotation, preparation of CCNs and in the completion of its obligations described in this process above. In the event the Successful Bidder is unable to meet the obligations as defined in the CCN then the cost borne by the STUs for getting it done through any third party will be borne by the Successful Bidder.

5. Reporting/Review

The status on the progress of the change requests and CCNs will be reported by Successful Bidder to STUs during the Project review meetings that will be held on a weekly basis till 6 months after Go-live and on a fortnightly basis after this period.

6. Obligations

The Successful Bidder shall be obliged to implement any proposed Changes once approved from the STUs in accordance with this Change Control Schedule, within a time period agreed with the STUs in the CCN and with effect from the date agreed for implementation in the CCN.

7. Format of the Change Control Note (CCN)

Change Control Note	CCN Number:
Part A: Initiation	
Title:	
Originator:	
Sponsor:	
Date of Initiation:	
Details of Proposed Change	
(To include reason for change and appropriate details/specifications. Identify any attachments as A1, A2, and A3 etc.)	
Authorized by STUs	Date:
Name:	
Signature:	Date:
Received by	
Name:	
Signature:	
Part B : Evaluation	
Change Control Note	
(Identify any attachments as B1, B2, and B3 etc.) Changes to Services, System architecture, hardware, network connectivity, implementation timelines, Payment Schedule, documentation, training, Service levels, component working arrangements and any other Contractual issue.	
Brief Description of solution:	
Impact:	
Deliverables:	
Timetable:	
Future Impact of not implementing proposed change	
Services unavailable during the Change request activity	
Post Implementation risk and risk probability	

Change Control Note	CCN Number:
Description of Post Implementation risk (other requirement effected) and potential mitigation plan	
Charges for implementation:	
Details of manpower to be provided (Provide CVs of manpower to be deployed)	
Other Relevant Information: (Including value-added and acceptance criteria)	
Authorized by the Successful Bidder	Date:
Name:	
Signature:	
Part C : Authority to proceed	
Change Control Note	CCN Number :
Implementation of this CCN as submitted in part A, in accordance with part B is: (Tick as appropriate)	
Approved Rejected Requires Further Information (as follows, or as Attachment 1 etc.)	
For STUs	For the Successful Bidder
Signature	Signature
Name	Name
Title	Title
Date	Date



Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

IRT REF No. 36/ ERP/CP/IRT / 2024

KfW reference no. BMZ209919234/KFW509641

Corrigendum 1

Date: 09/05/2024

Issuing Authority: Institute of Road Transport, Chennai

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

Important notes:

1. The corrigendum 1 consists of amendments made in the provisions of the captioned Request for Proposal (RFP). The provisions of the RFP mentioned below from now onwards shall be read with the amendments made thereto through this Corrigendum
2. This is Corrigendum 1 to the captioned RFP issued by the Institute of Road Transport (IRT), Chennai, on behalf of Tamil Nadu State Transport Corporation (TNSTC) in March 2024. This Corrigendum 1 published on date 08/05/2024 shall constitute part of the captioned RFP document.

S No	RFP clause/reference	Provision /clause	The Provision / clause stands revised / replaced /added and is to be read as
1.	ITB 22.1: Last date and time for closing of online e-tender for submission of Technical bid and Commercial bid:	15/05/2024 15 : 00 hrs (IST) Submission at: https://tntenders.gov.in Submission of the Technical Bid and Price Bid in Physical Format shall be treated as non-responsive and shall be summarily rejected.	30/05/2024 15 : 00 hrs (IST) Submission at: https://tntenders.gov.in Submission of the Technical Bid and Price Bid in Physical Format shall be treated as non-responsive and shall be summarily rejected.
2.	ITB 25.2:	Date & Time of opening of Technical Bid: 17/05/2024 15: 00 hrs (IST) Date and Time of Opening of Price Bid: To be intimated later to the Bidders meeting the eligibility and technical qualification criteria. No minimum number of bids is required in order to proceed to bid opening.	Date & Time of opening of Technical Bid: 31/05/2024 15: 00 hrs (IST) Date and Time of Opening of Price Bid: To be intimated later to the Bidders meeting the eligibility and technical qualification criteria. No minimum number of bids is required in order to proceed to bid opening.

Director
Institute of Road Transport (IRT), Chennai



Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

IRT REF No. 36/ ERP/CP/IRT / 2024

KfW reference no. BMZ209919234/KFW509641

Corrigendum 2

Date: 28/05/2024

Issuing Authority: Institute of Road Transport, Chennai

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

Important notes:

1. The corrigendum 2 consists of amendments made in the provisions of the captioned Request for Proposal (RFP). The provisions of the RFP mentioned below from now onwards shall be read with the amendments made thereto through this Corrigendum
2. This is Corrigendum 2 to the captioned RFP issued by the Institute of Road Transport (IRT), Chennai, on behalf of Tamil Nadu State Transport Corporation (TNSTC) in March 2024. This Corrigendum 2 published on date 28/05/2024 shall constitute part of the captioned RFP document.

S No	RFP clause/reference	Provision /clause	The Provision / clause stands revised / replaced /added and is to be read as
1.	ITB 22.1: Last date and time for closing of online e-tender for submission of Technical bid and Commercial bid:	30/05/2024 15 : 00 hrs (IST) Submission at: https://tntenders.gov.in Submission of the Technical Bid and Price Bid in Physical Format shall be treated as non-responsive and shall be summarily rejected.	20/06/2024 15 : 00 hrs (IST) Submission at: https://tntenders.gov.in Submission of the Technical Bid and Price Bid in Physical Format shall be treated as non-responsive and shall be summarily rejected.
2.	ITB 25.2:	Date & Time of opening of Technical Bid: 31/05/2024 15: 00 hrs (IST) Date and Time of Opening of Price Bid: To be intimated later to the Bidders meeting the eligibility and technical qualification criteria. No minimum number of bids is required in order to proceed to bid opening.	Date & Time of opening of Technical Bid: 21/06/2024 15: 00 hrs (IST) Date and Time of Opening of Price Bid: To be intimated later to the Bidders meeting the eligibility and technical qualification criteria. No minimum number of bids is required in order to proceed to bid opening.

Director
Institute of Road Transport (IRT), Chennai



Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

IRT REF No. 36/ ERP/CP/IRT / 2024

KFW reference no. BMZ209919234/KFW509641

Responses to the Pre-Bid Queries and Corrigendum 3

Date: 06/06/2024

Issuing Authority: Institute of Road Transport, Chennai

Section I- Responses to the Pre-Bid Queries

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
1	Bid Data Sheet	16	19.4 The Bid Security of unsuccessful Bidders shall be returned as promptly as possible upon the successful Bidder's signing the Contract and furnishing the Performance Security pursuant to ITB 42.	The bidder requests the following modifications: Please define the time limit clearly within which, the EMD of the unsuccessful bidder shall be returned.	RFP Condition Prevails.
2	Section I. Instructions to Bidders 40. Notification of Award	28	Notification of Award	The bidder would like to submit that it shall be bound only to the terms and conditions of the mutually signed contract.	RFP Condition Prevails.
3	Section II. Bid Data Sheet (BDS) - ITB 4.1	30	Consortium / Joint venture for this bid not allowed. Bidder should be sole bidding entity	Considering the large scope of the services and subsequent with best industry practice in ERP sector from various other indian government entities, requesting the authority to allow the at least one (1) consortium member along with Lead Bidder for better and competitive participation in bidding process.	RFP Condition Prevails
4	Section II. Bid Data Sheet (BDS) - ITB 4.1	30	Consortium / Joint venture for this bid not allowed. Bidder should be sole bidding entity	Given the substantial scope of services and in alignment with the best practices observed in the ERP sector by several other Indian government entities, we kindly request the authority to permit at least one (1) consortium member, in addition to the Lead Bidder, to enhance and ensure competitive participation in the bidding process.	RFP Condition Prevails
5	ITB 4.1	30	Consortium / Joint venture for this bid not allowed. Bidder should be sole bidding	Considering the size and complexity of the project, and	RFP Condition Prevails

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
			entity.	implementation at three STUs, we request department to allow consortium. Please allow consortium bid as (1 Lead Member + 1 Consortium Member). This will allow even local vendors in TamilNadu to be in consortium with other System Integrators. Local experience would help in successful project roll-out.	
6	ITB 4.1	30	Consortium / Joint venture for this bid not allowed. Bidder should be sole bidding entity.	Considering the size and complexity of the project, and implementation at three STUs, we request department to allow consortium. Please allow consortium bid as (1 Lead Member + 1 Consortium Member). This will allow even local vendors in TamilNadu to be in consortium with other System Integrators. Local experience would help in successful project roll-out.	RFP Condition Prevails
7	Section II. Bid Data Sheet (BDS) - ITB 4.1	30	Consortium / Joint venture for this bid not allowed. Bidder should be sole bidding entity	Considering the large scope of the services and subsequent with best industry practice in ERP sector from various other Indian government entities, requesting the authority to allow the at least one (1) consortium member along with Lead Bidder for better and competitive participation in bidding process.	RFP Condition Prevails
8	Section II. Bid Data Sheet (BDS) - ITB	30	Consortium / Joint venture for this bid not allowed. Bidder should be sole bidding	Considering the large scope of the services and subsequent with best	RFP Condition Prevails

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
	4.1		entity	industry practice in ERP sector from various other indian government entities, requesting the authority to allow the at least one (1) consortium member along with Lead Bidder for better and competative participation in bidding process.	
9	ITB 4.1	30	Consortium / Joint venture for this bid not allowed. Bidder should be sole bidding entity.	Kindly allow Prime + one Consourtium Partners for healthy competition.	RFP Condition Prevails
10	Section II. Bid Data Sheet (BDS) - ITB 4.1	30	Consortium / Joint venture for this bid not allowed. Bidder should be sole bidding entity	As the project is having large scope we request to modify this Tender condition for participation as either one sole bidder or one lead bidder alongside one consortium partner.	RFP Condition Prevails
11	Section II. Bid Data Sheet (BDS) - ITB 4.1	30	Consortium / Joint venture for this bid not allowed. Bidder should be sole bidding entity	Considering the varied scope of the project and the need for specialization in the different fields and domain. We request you to kindly allow consortium of 2 members to participate in this RFP	RFP Condition Prevails
12	Bid Data Sheet	37	F. Award of Contract ITB 39.1 The maximum percentage by which quantities may be decreased is: 20%	The bidder requests the following modifications: The maximum percentage by which quantities may be decreased is: 5%	RFP Condition Prevails.
13	1.2. Requirements and Criteria (Table 3) 3. Financial Situation and Performance (3.2 Average Annual	44	The Bidder shall have Average Annual Turnover of minimum of INR 65 (Sixty five) Crores in each of the the last 5 (five) audited Financial Years	The Bidder shall have Minimum Average Annual Turnover of minimum of INR 45 (Fourty five) Crores in the last 3 (Three) audited Financial Years.	Refer to the Corrigendum-01, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
	Supplier Turnover)				
14	1.2. Requirements and Criteria (Table 3) 3. Financial Situation and Performance (3.2 Average Annual Supplier Turnover)	44	The Bidder shall have Average Annual Turnover of minimum of INR 65 (Sixty five) Crores in each of the the last 5 (five) audited Financial Years	In accordance with the Average Annual Turnover requirement, we kindly request a revision to the criteria as follows: The bidder must demonstrate a Minimum Average Annual Turnover of at least INR 45 Crores over the past 3 (five) audited Financial Years.	Refer to the Corrigendum-01, Section-II
15	1.2. Requirements and Criteria (Table 3) 3. Financial Situation and Performance (3.2 Average Annual Supplier Turnover)	44	The Bidder shall have Average Annual Turnover of minimum of INR 65 (Sixty five) Crores in each of the last 5 (five) audited Financial Years	In accordance with Average Annual Turnover we request to amend the criteria as below. The Sole Bidder or any member of consortium (In case of consortium) shall have Minimum Average Annual Turnover of minimum of INR 45 (Fourty five) Crores in the last 3 (five) audited Financial Years.	Refer to the Corrigendum-01, Section-II
16	1.2. Requirements and Criteria (Table 3) 3. Financial Situation and Performance (3.2 Average Annual Supplier Turnover)	44	The Bidder shall have Average Annual Turnover of minimum of INR 65 (Sixty five) Crores in each of the the last 5 (five) audited Financial Years	In accordance with Average Annual Turnover we request to amend the criteria as below. The Bidder shall have Minimum Average Annual Turnover of minimum of INR 45 (Fourty five) Crores in the last 3 (five) audited Financial Years.	Refer to the Corrigendum-01, Section-II
17	3.2Average Annual Supplier Turnover	44	The Bidder shall have Average Annual Turnover of minimum of INR 65 (Sixty five) Crores in each of the the last 5 (five) audited Financial Years.	The Bidder or all consoritum partners together shall have Average Annual Turnover of minimum of INR 65 (Sixty five) Crores in each of the the last 5 (five) audited Financial Years.	Refer to the Corrigendum-01, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
18	1.2. Requirements and Criteria (Table 3) 3. Financial Situation and Performance (3.2 Average Annual Supplier Turnover)	44	The Bidder shall have Average Annual Turnover of minimum of INR 65 (Sixty five) Crores in each of the the last 5 (five) audited Financial Years	Please revise the criteria for promoting competition as stated "The Bidder / Any member of consortium shall have Average Annual Turnover of minimum of INR 50 (Fifty) Crores in each of the the last 3 (Three) audited Financial Years.	Refer to the Corrigendum-01, Section-II
19	Table 4	46	4.1 Relevant Experience Requirement: Bidder must have received the 100% Total Contract Value in at least one project and at least 50% Total Contract Value in the other project submitted in this criteria. Documentation: • Form EXP - 4.1 (one per contract) • Work Order / Copy of Contract for the project highlighting the scope of work undertaken AND • Authority Certificate for Completion/Go Live/ • Certificate from the bidding entity's statutory auditor on received payment of the submitted contract.	The bidder requests the following changes : 1)In case of NDA, it is not feasible to share the Work order /Copy of Contract for the project highlighting the scope of work undertaken/Authority Certificate for Completion/Go Live.Hence , the bidder should be allowed to submit the self certificate signed by the authorized signatory /CS covering the scope of work /implemenation status /project value as per the RFP ask. 2)Please remove the requirement of statutory auditor certificate .Certificate from the bidding entity's Authorised Signatory on received payment of the submitted contract should be accepted.	Refer to the Corrigendum-03, Section-II
20	1.2. Requirements and Criteria (Table 3) 4. Similar Nature Experience - A	46	The Bidder should have satisfactorily designed, implemented, deployed and maintained at least One(1) qualifying ERP Projects / EGovernance Projects in last 7 years from date of issuance of RFP across the globe for Government / Public	The Bidder should have successfully completed or ongoing at least One(1) qualifying ERP Projects / EGovernance Projects/Large Scale Software Development projects in last 7	Refer to the Corrigendum-03, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
	minimum number of similar contracts specified below that have been satisfactorily and substantially completed as Supplier, during the past (4.1 Relevant Experience)		Undertakings. A qualifying ERP Project/ E-Governance is defined as “An ERP project/EGovernance Project with project value of more than INR 65 Crores wherein bidder has implemented the end-to-end ERP/E-Governance system for an organization with more than 5000 employees with more than 1 location for the same ERP/E-Governance project.. Bidder must have received the 100% Total Contract Value in at least one project and at least 50% Total Contract Value in the other project submitted in this criteria Submission Requirements • Form EXP - 4.1 (one per contract) • Work Order / Copy of Contract for the project highlighting the scope of work undertaken AND • Authority Certificate for Completion/Go Live/ • Certificate from the bidding entity's statutory auditor on received payment of the submitted contract.	years from date of issuance of RFP across the globe for Central Government / State Government/ PSU. A qualifying ERP Project/ E-Governance/Large Scale Software Development is defined as “An ERP Projects / EGovernance Projects/IT Service projects with project value of mininum INR 15 Crores. Submission Requirements 1. For Completed Projects:- • Form EXP - 4.1 (one per contract) • Work Order / Copy of Contract for the project highlighting the scope of work undertaken AND • Authority Certificate for Completion 2. For On-going Projects:- • Form EXP - 4.1 (one per contract) • Certificate from the bidding entity's statutory auditor on received payment of the submitted contract.	
21	1.2. Requirements and Criteria (Table 3) 4. Similar Nature Experience - A minimum number of similar contracts	46	The Bidder should have satisfactorily designed, implemented, deployed and maintained at least One(1) qualifying ERP Projects / EGovernance Projects in last 7 years from date of issuance of RFP across the globe for Government / Public Undertakings.	Taking into account the criteria of Similar Nature of Experience, we respectfully ask you to consider amending the experience requirements as outlined below: The bidder must have satisfactorily completed or be actively engaged in at least one (1) qualifying ERP	Refer to the Corrigendum-03, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
	specified below that have been satisfactorily and substantially completed as Supplier, during the past (4.1 Relevant Experience)		A qualifying ERP Project/ E-Governance is defined as “An ERP project/EGovernance Project with project value of more than INR 65 Crores wherein bidder has implemented the end-to-end ERP/E-Governance system for an organization with more than 5000 employees with more than 1 location for the same ERP/E-Governance project.. Bidder must have received the 100% Total Contract Value in at least one project and at least 50% Total Contract Value in the other project submitted in this criteria Submission Requirements • Form EXP - 4.1 (one per contract) • Work Order / Copy of Contract for the project highlighting the scope of work undertaken AND • Authority Certificate for Completion/Go Live/ • Certificate from the bidding entity's statutory auditor on received payment of the submitted contract.	Project, E-Governance Project, or Large-Scale Software Development Project within the last 7 years from the date of RFP issuance, catering to Central Government, State Government, or PSU sectors worldwide.A qualifying ERP Project, E-Governance Project, or Large-Scale Software Development Project is defined as an IT service project with a minimum value of INR 15 Crores. Submission Requirements 1. For Completed Projects:- • Form EXP - 4.1 (one per contract) • Work Order / Copy of Contract for the project highlighting the scope of work undertaken AND • Authority Certificate for Completion 2. For On-going Projects:- • Form EXP - 4.1 (one per contract) • Certificate from the bidding entity's statutory auditor on received payment of the submitted contract.	
22	4.1	46	The Bidder should have satisfactorily designed, implemented, deployed and maintained at least One(1) qualifying ERP Projects / E-Governance Projects in last 7 years from date of issuance of RFP across the globe for Government / Public Undertakings. A qualifying ERP Project/ E-	1) ERP is Multi Module and critical application, for better ROI company's always have long term engagement. Further, ERP initiatives in India for Urban/ Transport / PSUs started long back hence requesting to allow	Refer to the Corrigendum-03, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
			Governance is defined as “An ERP project/E-Governance Project with project value of more than INR 65 Crores wherein bidder has implemented the end-to-end ERP/E-Governance system for an organization with more than 5000 employees with more than 1 location for the same ERP/E-Governance project.. Bidder must have received the 100% Total Contract Value in at least one project and at least 50% Total Contract Value in the other project submitted in this criteria.	past experience from 7 years to 10 years 2 Qualification criterion 4.1 expects only 1 project. It is further mentioned where 50% of the “Experience of one qualifying ERP project has been ask with value of 65 Cr for org with Multilocation having 5000 or more employees, also additional criteria receivable of 100% in contract and 50% in another contract”. This seems to be typo error. We suggest that the criterion is modified to consider the projects where bidder has received 50% of the Total Contract Value. Modified the clause as below: The Bidder should have satisfactorily designed, implemented, deployed and maintained at least One(1) qualifying ERP Projects / E-Governance Projects in last 7 years 10 Years from date of issuance of RFP across the globe for Government / Public Undertakings. A qualifying ERP Project/ E-Governance is defined as “An ERP project/E-Governance Project with project value of more than INR 65 Crores wherein bidder has implemented the end-to-end ERP/E-Governance system for an organization with more than 5000 employees with more than 1 location for the same ERP/E-	

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
				Governance project. Bidder must have received the 100% Total Contract Value in at least one project and at least 50% Total Contract Value in the other project submitted in this criteria.	
23	4.1	46	The Bidder should have satisfactorily designed, implemented, deployed and maintained at least One(1) qualifying ERP Projects / E-Governance Projects in last 7 years from date of issuance of RFP across the globe for Government / Public Undertakings. A qualifying ERP Project/ E-Governance is defined as “An ERP project/E-Governance Project with project value of more than INR 65 Crores wherein bidder has implemented the end-to-end ERP/E-Governance system for an organization with more than 5000 employees with more than 1 location for the same ERP/E-Governance project.. Bidder must have received the 100% Total Contract Value in at least one project and at least 50% Total Contract Value in the other project submitted in this criteria.	1) ERP is Multi Module and critical application, for better ROI company's always have long term engagement. Further, ERP initiatives in India for Urban/ Transport / PSUs started long back hence requesting to allow past experience from 7 years to 10 years 2 Qualification criterion 4.1 expects only 1 project. It is further mentioned where 50% of the “Experience of one qualifying ERP project has been ask with value of 65 Cr for org with Multilocation having 5000 or more employees, also additional criteria receivable of 100% in contract and 50% in another contract”. This seems to be typo error. We suggest that the criterion is modified to consider the projects where bidder has received 50% of the Total Contract Value. Modified the clause as below: The Bidder should have	Refer to the Corrigendum-03, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
				satisfactorily designed, implemented, deployed and maintained at least One(1) qualifying ERP Projects / E-Governance Projects in last 7 years 10 Years from date of issuance of RFP across the globe for Government / Public Undertakings. A qualifying ERP Project/ E-Governance is defined as “An ERP project/E-Governance Project with project value of more than INR 65 Crores wherein bidder has implemented the end-to-end ERP/E-Governance system for an organization with more than 5000 employees with more than 1 location for the same ERP/E-Governance project. Bidder must have received the 100% Total Contract Value in at least one project and at least 50% Total Contract Value in the other project submitted in this criteria.	
24	1.2. Requirements and Criteria (Table 3) 4. Similar Nature Experience - A minimum number of similar contracts specified below that have been	46	The Bidder should have satisfactorily designed, implemented, deployed and maintained at least One(1) qualifying ERP Projects / EGovernance Projects in last 7 years from date of issuance of RFP across the globe for Government / Public Undertakings. A qualifying ERP Project/ E-Governance is defined as “An ERP project/EGovernance	In consideration of Similar Nature of Experience criteria, we kindly request you to please amend the experience criteria as below: The Sole Bidder or any member of consortium (In case of consortium) have successfully completed or ongoing at least One(1) qualifying ERP Projects / EGovernance	Refer to the Corrigendum-03, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
	satisfactorily and substantially completed as Supplier, during the past (4.1 Relevant Experience)		Project with project value of more than INR 65 Crores wherein bidder has implemented the end-to-end ERP/E-Governance system for an organization with more than 5000 employees with more than 1 location for the same ERP/E-Governance project.. Bidder must have received the 100% Total Contract Value in at least one project and at least 50% Total Contract Value in the other project submitted in this criteria Submission Requirements • Form EXP - 4.1 (one per contract) • Work Order / Copy of Contract for the project highlighting the scope of work undertaken AND • Authority Certificate for Completion/Go Live/ • Certificate from the bidding entity's statutory auditor on received payment of the submitted contract.	Projects/Large Scale Software Development projects in last 7 years from date of issuance of RFP across the globe for Central Government / State Government/ PSU. A qualifying ERP Project/ E-Governance/Large Scale Software Development is defined as “An ERP Projects / EGovernance Projects/IT Service projects with project value of minimum INR 15 Crores. Submission Requirements 1. For Completed Projects:- • Form EXP - 4.1 (one per contract) • Work Order / Copy of Contract for the project highlighting the scope of work undertaken AND • Authority Certificate for Completion 2. For On-going Projects:- • Form EXP - 4.1 (one per contract) • Certificate from the bidding entity's statutory auditor on received payment of the submitted contract.	
25	1.2. Requirements and Criteria (Table 3)	46	The Bidder should have satisfactorily designed, implemented, deployed and maintained at least One(1) qualifying ERP	In consideration of Similar Nature of Experiecne criteria, we kindly request you to please amend the	Refer to the Corrigendum-03, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
	4. Similar Nature Experience - A minimum number of similar contracts specified below that have been satisfactorily and substantially completed as Supplier, during the past (4.1 Relevant Experience)		Projects / EGovernance Projects in last 7 years from date of issuance of RFP across the globe for Government / Public Undertakings. A qualifying ERP Project/ E-Governance is defined as “An ERP project/EGovernance Project with project value of more than INR 65 Crores wherein bidder has implemented the end-to-end ERP/E-Governance system for an organization with more than 5000 employees with more than 1 location for the same ERP/E-Governance project.. Bidder must have received the 100% Total Contract Value in at least one project and at least 50% Total Contract Value in the other project submitted in this criteria Submission Requirements • Form EXP - 4.1 (one per contract) • Work Order / Copy of Contract for the project highlighting the scope of work undertaken AND • Authority Certificate for Completion/Go Live/ • Certificate from the bidding entity's statutory auditor on received payment of the submitted contract.	experience criteria as below: The Bidder should have successfully completed or ongoing at least One(1) qualifying ERP Projects / EGovernance Projects/Large Scale Software Development projects in last 7 years from date of issuance of RFP across the globe for Central Government / State Government/ PSU. A qualifying ERP Project/ E-Governance/Large Scale Software Development is defined as “An ERP Projects / EGovernance Projects/IT Service projects with project value of minumum INR 15 Crores. Submission Requirements 1. For Completed Projects:- • Form EXP - 4.1 (one per contract) • Work Order / Copy of Contract for the project highlighting the scope of work undertaken AND • Authority Certificate for Completion 2. For On-going Projects:- • Form EXP - 4.1 (one per contract) • Certificate from the bidding entity's statutory auditor on	

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#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
				received payment of the submitted contract.	
26	4.1 Relevant Experience	46	The Bidder should have satisfactorily designed, implemented, deployed and maintained at least One(1) qualifying ERP Projects / EGovernance Projects in last 7 years from date of issuance of RFP across the globe for Government / Public Undertakings. A qualifying ERP Project/ E-Governance is defined as “An ERP project/EGovernance Project with project value of more than INR 65 Crores wherein bidder has implemented the end-to-end ERP/E-Governance system for an organization with more than 5000 employees with more than 1 location for the same ERP/E-Governance project.. Bidder must have received the 100% Total Contract Value in at least one project and at least 50% Total Contract Value in the other project submitted in this criteria.	We request this clause to be modified as for Sole bidder or all member of consortium partner combined should full fill this criteria and I also request to change The Bidder should have satisfactorily designed, implemented, deployed and maintained at least One(1) qualifying ERP Projects / EGovernance Projects in last 7 years from date of issuance of RFP across the globe for Government / Public Undertakings. A qualifying ERP Project/ E-Governance is defined as “An ERP project/EGovernance Project with project value of more than INR 65 Crores wherein bidder has implemented the end-to-end ERP/E-Governance system for an organization with more than "1000" employees with more than 1 location for the same ERP/E-Governance project.. Bidder must have received the 100% Total Contract Value in at least one project and at least 50% Total Contract Value in the other project submitted in this criteria.	Refer to the Corrigendum-03, Section-II
27	1.2. Requirements and Criteria (Table 3) 4. Similar Nature	46	The Bidder should have satisfactorily designed, implemented, deployed and maintained at least One(1) qualifying ERP Projects / EGovernance Projects in last 7 years from date of issuance of RFP across	If consortium is allowed. We request this clause to be changed as Sole bidder or any member of consortium can fulfill this criteria.	Refer to the Corrigendum-03, Section-II

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	Experience - A minimum number of similar contracts specified below that have been satisfactorily and substantially completed as Supplier, during the past (4.1 Relevant Experience)		the globe for Government / Public Undertakings. A qualifying ERP Project/ E-Governance is defined as “An ERP project/EGovernance Project with project value of more than INR 65 Crores wherein bidder has implemented the end-to-end ERP/E-Governance system for an organization with more than 5000 employees with more than 1 location for the same ERP/E-Governance project.. Bidder must have received the 100% Total Contract Value in at least one project and at least 50% Total Contract Value in the other project submitted in this criteria Submission Requirements • Form EXP - 4.1 (one per contract) • Work Order / Copy of Contract for the project highlighting the scope of work undertaken AND • Authority Certificate for Completion/Go Live/ • Certificate from the bidding entity's statutory auditor on received payment of the submitted contract.		
28	4.1 Relevant Experience	46	The Bidder should have satisfactorily designed, implemented, deployed and maintained at least One(1) qualifying ERP Projects / EGovernance Projects in last 7 years from date of issuance of RFP across the globe for Government / Public Undertakings. A qualifying ERP Project/ E-Governance is defined as “An ERP project/EGovernance Project with project value of more than INR 65 Crores wherein	Considering the scope and value of the proposed project, we request you to consider the project value to be INR 40 Crores and for Government. Accordingly kindly modify the clause as below: The Bidder should have satisfactorily designed, implemented, deployed and	Refer to the Corrigendum-03, Section-II

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			bidder has implemented the end-to-end ERP/E-Governance system for an organization with more than 5000 employees with more than 1 location for the same ERP/E-Governance project.. Bidder must have received the 100% Total Contract Value in at least one project and at least 50% Total Contract Value in the other project submitted in this criteria.	maintained at least One(1) qualifying ERP Projects / E-Governance Projects in last 10 years from date of issuance of RFP across the globe for Government / Public Undertakings. A qualifying ERP Project/ E-Governance is defined as “An ERP project/E-Governance Project with project value of more than INR 40 Crores wherein bidder has implemented / maintained the end-to-end ERP/E-Governance system for Central/State Governments/PSUs in India or an organization with more than 5000 employees with more than 1 location for the same ERP/E-Governance project. Bidder must have received the 100% Total Contract Value in at least one project and at least 50% Total Contract Value in the other project submitted in this criteria.	
29	Table 5	48	5.1 Technical Capacity	The bidder requests the following modifications: The minimum qualification / experience criteria should be indicative. In a Turnkey project, the bidder should have the flexibility to provide the resources as deemed fit and necessary to deliver the solution as per RFP	RFP Condition Prevails.

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#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
				requirements. So, please consider for suitable modifications.	
30	5.1 Technical Capacity	48	Bidder must have following qualified resources: Project Manager – 1 Expert Education: BE / B.Tech with M.Tech / MBA from a recognized educational institution Experience: Minimum 15 years of overall experience and 7 years of experience with ERP project in Government & Public Sector (development & implementation) (To be deployed full time till system go-live.) Solution Architect – 1 Expert Education: BE/B Tech in Computer Science / IT / Electronics or MCA/MSc(IT) equivalent from a recognized educational institution (To be deployed full time till system go-live. Post that to be available for on a need basis) ERP Expert – 6 Experts Education: BE/ B.Tech in Computer Science/ IT/ Electronics or MCA / MSc(IT) equivalent from a recognized educational institution Experience: Minimum 10 years and experience of more than 5 years in ERP Implementation in Government & Public Sector (To be deployed full time till system go-live. Post that to be available for on a need basis) Note: All 6 proposed expert must have to meet the minimum criteria for full compliance. Experience: Minimum 10 years' experience in IT sector and experience of more than 5 years as a Solution Architect in projects of ERP Implementation in Government & Public Sector (To be deployed full time till system go-live. Post that to be available for on a need basis) Note: All 6 proposed expert	We request this clause to be modified as for Sole bidder or all member of consortium partner combined should full fill this criteria.	RFP Condition Prevails.

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#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
			must have to meet the minimum criteria for full compliance.		
31	1.2. Requirements and Criteria (Table 3) 5. Technical Capacity, Spare Parts and Local Agent (5.2 Full Time Technical Resources)	49	Bidder should have minimum 400 nos. of full time qualified resources on the pay roll with experience in IT/ICT projects	Bidder should have minimum 250 nos. of full time qualified resources on the pay roll with experience in IT/ITES/ICT projects.	Refer to the Corrigendum-04, Section-II
32	1.2. Requirements and Criteria (Table 3) 5. Technical Capacity, Spare Parts and Local Agent (5.2 Full Time Technical Resources)	49	Bidder should have minimum 400 nos. of full time qualified resources on the pay roll with experience in IT/ICT projects	Regarding the technical capability requirement, we kindly ask for your consideration of a minimum of 250 full-time qualified resources on the payroll, each possessing experience in IT/ITES/ICT projects.	Refer to the Corrigendum-04, Section-II
33	1.2. Requirements and Criteria (Table 3) 5. Technical Capacity, Spare Parts and Local Agent (5.2 Full Time Technical Resources)	49	Bidder should have minimum 400 nos. of full time qualified resources on the pay roll with experience in IT/ICT projects	With reference technical capability we request you to please consider minimum 250 nos. of full time qualified resources on the pay roll with experience in IT/ITES/ICT projects.	Refer to the Corrigendum-04, Section-II
34	1.2. Requirements and Criteria (Table 3)	49	Bidder should have minimum 400 nos. of full time qualified resources on the pay roll with experience in IT/ICT projects	With reference technical capability we request you to please consider minimum 250 nos. of full time qualified resources on the pay roll	Refer to the Corrigendum-04, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
	5. Technical Capacity, Spare Parts and Local Agent (5.2 Full Time Technical Resources)			with experience in IT/ITES/ICT projects.	
35	5.2 Full Time Technical Resources	49	Bidder should have minimum 400 nos. of full time qualified resources on the pay roll with experience in IT/ICT projects	For healthy competition I request this clause to modify as "Bidder or all member of consortium combined should have minimum 300 nos. of full time qualified resources on the pay roll with experience in IT/ICT projects".	Refer to the Corrigendum-04, Section-II
36	1.2. Requirements and Criteria (Table 3) 5. Technical Capacity, Spare Parts and Local Agent (5.2 Full Time Technical Resources)	49	Bidder should have minimum 400 nos. of full time qualified resources on the pay roll with experience in IT/ICT projects	If consortium is allowed. We request this clause to be changed as Sole bidder or any member of consortium or all together can fulfill this criteria.	Refer to the Corrigendum-04, Section-II
37	1.3 Technical Qualification Criteria TQ 1.1	51	Bidder shall have an average turnover from System Integration / Application Development and Implementation Work in last 5 years (Turnover in INR Crores) > 65 Crores: 2 marks >=130 Crores: 3 marks >=260 Crores: 5 marks	Request to amend as below: Bidder shall have an average turnover from System Integration / Application Development and Implementation Work in last 5 years (Turnover in INR Crores) > 65 Crores: 2 marks >=130 Crores: 3 marks >=200 Crores: 5 marks	Refer to the Corrigendum-05, Section-II
38	1.3 Technical Qualification Criteria	51	Bidder shall have an average turnover from System Integration / Application Development and Implementation Work in	The Bidder shall have Minimum Average Annual Turnover of minimum of INR 45 (Fourty five)	Refer to the Corrigendum-05, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
	TQ 1 COMPANY PROFILE- TQ 1.1		last 5 years (Turnover in INR Crores) > 65 Crores: 2 marks >=130 Crores: 3 marks >=260 Crores: 5 mark	Crores in the last 3 (five) audited Financial Years. > 45 Crores: 2 marks >= 55 Crore: 3 marks >= 65 Crores: 5 mark	
39	1.3 Technical Qualification Criteria TQ 1 COMPANY PROFILE- TQ 1.2	51	Bidder shall have a total full time technical employee on roll of the Bidder > 400 employees: 2 marks >=700 employees: 3 marks >=1000 employee: 5 marks	Bidder shall have a total full time technical employee on roll of the Bidder > 250 employees: 2 marks >=300 employees: 3 marks >=350 employee: 5 marks	Refer to the Corrigendum-06, Section-II
40	TQ 1.1	51	Bidder shall have an average turnover from System Integration / Application Development and Implementation Work in last 5 years (Turnover in INR Crores) - > 65 Crores: 2 marks >=130 Crores: 3 marks >=260 Crores: 5 marks	We are requesting to Change turnover from 260 cr to 200 Cr for Healthy competition	Refer to the Corrigendum-05, Section-II
41	1.3 Technical Qualification Criteria TQ 1 COMPANY PROFILE- TQ 1.1	51	Bidder shall have an average turnover from System Integration / Application Development and Implementation Work in last 5 years (Turnover in INR Crores) > 65 Crores: 2 marks >=130 Crores: 3 marks >=260 Crores: 5 mark	In line with the Average Annual Turnover requirement, we kindly request an amendment to the criteria as follows: The bidder must demonstrate a Minimum Average Annual Turnover of at least INR 45 (Forty-five) Crores over the past 3 (five) audited Financial Years. > 45 Crores: 2 marks >= 55 Crore: 3 marks >= 65 Crores: 5 mark	Refer to the Corrigendum-05, Section-II
42	1.3 Technical Qualification	51	Bidder shall have a total full time technical employee on roll of the Bidder	Regarding the technical employee criteria, we kindly request your	Refer to the Corrigendum-06, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
	Criteria TQ 1 COMPANY PROFILE- TQ 1.2		> 400 employees: 2 marks >=700 employees: 3 marks >=1000 employee: 5 marks	consideration of the following technical employee benchmarks: > 250 employees: 2 marks >=300 employees: 3 marks >=350 employee: 5 marks	
43	TQ 1.1	51	Bidder shall have an average turnover from System Integration / Application Development and Implementation Work in last 5 years (Turnover in INR Crores) > 65 Crores: 2 marks >=130 Crores: 3 marks >=260 Crores: 5 marks	This will restrict many experienced bidder to bid this tender.,We suggest below changes for the department to get healthy competition: Bidder shall have an average turnover from System Integration / Application Development and Implementation Work in last 5 years (Turnover in INR Crores) > 65 Crores: 2 marks >=97.5 Crores: 3 marks >=130 Crores: 5 marks In case of consortium, combined credentials of both the partners would be considered.	Refer to the Corrigendum-05, Section-II
44	TQ 1.1	51	Bidder shall have an average turnover from System Integration / Application Development and Implementation Work in last 5 years (Turnover in INR Crores) > 65 Crores: 2 marks >=130 Crores: 3 marks >=260 Crores: 5 marks	This will restrict many experienced bidder to bid this tender., We suggest below changes for the department to get healthy competition: Bidder shall have an average turnover from System Integration / Application Development and Implementation Work in last 5 years (Turnover in INR Crores) > 65 Crores: 2 marks >=97.5 Crores: 3 marks	Refer to the Corrigendum-05, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
				>=130 Crores: 5 marks In case of consortium, combined credentials of both the partners would be considered.	
45	1.3 Technical Qualification Criteria TQ 1 COMPANY PROFILE- TQ 1.1	51	Bidder shall have an average turnover from System Integration / Application Development and Implementation Work in last 5 years (Turnover in INR Crores) > 65 Crores: 2 marks >=130 Crores: 3 marks >=260 Crores: 5 mark	In accordance with Average Annual Turnover we request to amend the criteria as below: The Sole Bidder or any member of consortium (In case of consortium) shall have Minimum Average Annual Turnover of minimum of INR 45 (Fourty five) Crores in the last 3 (five) audited Financial Years. > 45 Crores: 2 marks >= 55 Crore: 3 marks >= 65 Crores: 5 mark	Refer to the Corrigendum-05, Section-II
46	1.3 Technical Qualification Criteria TQ 1 COMPANY PROFILE- TQ 1.2	51	Bidder shall have a total full time technical employee on roll of the Bidder > 400 employees: 2 marks >=700 employees: 3 marks >=1000 employee: 5 marks	With reference to technical employee criteria we request you to please consider below technical employee markings: > 250 employees: 2 marks >=300 employees: 3 marks >=350 employee: 5 marks	Refer to the Corrigendum-06, Section-II
47	1.3 Technical Qualification Criteria TQ 1 COMPANY PROFILE- TQ 1.1	51	Bidder shall have an average turnover from System Integration / Application Development and Implementation Work in last 5 years (Turnover in INR Crores) > 65 Crores: 2 marks >=130 Crores: 3 marks >=260 Crores: 5 mark	In accordance with Average Annual Turnover we request to amend the criteria as below: The Bidder shall have Minimum Average Annual Turnover of minimum of INR 45 (Fourty five) Crores in the last 3 (five) audited	Refer to the Corrigendum-05, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
				Financial Years. > 45 Crores: 2 marks >= 55 Crore: 3 marks >= 65 Crores: 5 mark	
48	1.3 Technical Qualification Criteria TQ 1 COMPANY PROFILE- TQ 1.2	51	Bidder shall have a total full time technical employee on roll of the Bidder > 400 employees: 2 marks >=700 employees: 3 marks >=1000 employee: 5 marks	With reference to technical employee criteria we request you to please consider below technical employee markings: > 250 employees: 2 marks >=300 employees: 3 marks >=350 employee: 5 marks	Refer to the Corrigendum-06, Section-II
49	1.3 Technical Qualification Criteria	51	Bidder shall have an average turnover from System Integration / Application Development and Implementation Work in last 5 years (Turnover in INR Crores) > 65 Crores: 2 marks >=130 Crores: 3 marks >=260 Crores: 5 marks	Request to amend as below: Bidder shall have an average turnover from System Integration / Application Development and Implementation Work in last 5 years (Turnover in INR Crores) > 65 Crores: 2 marks >=130 Crores: 3 marks >=250 Crores: 5 marks	Refer to the Corrigendum-06, Section-II
50	TQ 1.1 Company Profile	51	Bidder shall have an average turnover from System Integration / Application Development and Implementation Work in last 5 years (Turnover in INR Crores) > 65 Crores: 2 marks >=130 Crores: 3 marks >=260 Crores: 5 marks	Bidder or all member of consortium combined shall have an average turnover from System Integration / Application Development and Implementation Work in last 5 years (Turnover in INR Crores) > 40 Crores: 2 marks >=65 Crores: 3 marks >=130 Crores: 5 marks	Refer to the Corrigendum-05, Section-II
51	TQ 1.2 Company Profile	51	Bidder shall have a total full time technical employee on roll of the Bidder.	Bidder or all member of consortium combined shall have a	Refer to the Corrigendum-06, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
			> 400 employees: 2 marks >=700 employees: 3 marks >=1000 employee: 5 marks	total full time technical employee on roll of the Bidder. > 300 employees: 2 marks >=400 employees: 3 marks >=500 employee: 5 marks	
52	1.3 Technical Qualification Criteria TQ 1 COMPANY PROFILE- TQ 1.1	51	Bidder shall have an average turnover from System Integration / Application Development and Implementation Work in last 5 years (Turnover in INR Crores) > 65 Crores: 2 marks >=130 Crores: 3 marks >=260 Crores: 5 mark	If consortium is allowed. We request this clause to be changed as Sole bidder or any member of consortium or all together can fulfill this criteria and also need to change as > 65 Crores: 2 marks >=75 Crores: 3 marks >=100 Crores: 5 marks	Refer to the Corrigendum-05, Section-II
53	1.3 Technical Qualification Criteria TQ 1 COMPANY PROFILE- TQ 1.2	51	Bidder shall have a total full time technical employee on roll of the Bidder > 400 employees: 2 marks >=700 employees: 3 marks >=1000 employee: 5 marks	If consortium is allowed. We request this clause to be changed as Sole bidder or any member of consortium or all together can fulfillthis criteria and also need to change as > 400 employees: 2 marks >=500 employees: 3 marks >=600 employee: 5 marks	Refer to the Corrigendum-06, Section-II
54	1.3 Technical Qualification Criteria TQ 2.1	52	Bidder shall have project experience of for ERP or E-Governance implementation of value more than INR 65 Crore in each project. The work order should have been issued within the last 7 years, from the date of issuance of RFP. Marks shall be award as per below; • >= 3 Qualifying Projects: 7 Marks • 2 Qualifying Projects : 5 Marks • 1 Qualifying Project : 3 Marks Additional marks shall be given to the bidder for the One (1) Qualifying Project	Request to amend as below: Bidder shall have project experience of for ERP or E-Governance implementation of value more than INR 65 Crore in each project. The work order should have been issued within the last 7 years, from the date of issuance of RFP. Marks shall be award as per below;	Refer to the Corrigendum-07, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
			with any public transport bodies in India or global - 3 Marks	• >= 3 Qualifying Projects: 7 Marks • 2 Qualifying Projects : 5 Marks • 1 Qualifying Project : 3 Marks Additional marks shall be given to the bidder for the One (1) Qualifying Project with any Government Departments / public transport bodies in India or global - 3 Marks	
55	1.3 Technical Qualification Criteria	52	TQ 2 RELEVANT EXPERIENCE Supporting Documents: To be comply by the Sole Bidder • Form EXP - 4.1 (one per contract) • Work Order / Copy of Contract for the project highlighting the scope of work undertaken AND • Go-Live Certificate/Project Operational Acceptance Certificate issued & signed by the competent authority of the client entity on the entity's letterhead with Date of Go-Live/ commercial operations AND Certificiate from Statutory Auditor highlighting the work undertaken with Go-Live /Project Operational Dates along with the number of years of maintainance completion.	The bidder requests the following changes : 1)In case of NDA, it is not feasible to share the Work order /Copy of Contract for the project highlighting the scope of work undertaken/Authority Certificate for Completion/Go Live.Hence , the bidder should be allowed to submit the self certificate signed by the authorized signatory /CS covering the scope of work /implemenattion status /project value as per the RFP ask. 2)Confirmation from statutory auditors highlighting the work undertaken with Go Live / Project Operational Dates along with the number of years of maintenance completion etc. are not standard qualification requirements and thus, not provided. Hence,thebidder requests the deletion of the clause.	Refer to the Corrigendum-07, Section-II
56	1.3 Technical Qualification Criteria	52	Bidder shall have project experience of for ERP or EGovernance implementaion of value more than INR 65 Crore in each	The Bidder should have successfully completed or ongoing project experience of for	Refer to the Corrigendum-07, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
	TQ 2 RELEVANT EXPERIENCE- TQ 2.1		project. The work order should have been issued within the last 7 years, from the date of issuance of RFP. Marks shall be award as per below; • >= 3 Qualifying Projects: 7 Marks • 2 Qualifying Projects : 5 Marks • 1 Qualifying Project : 3 Marks Additional marks shall be given to the bidder for the One (1) Qualifying Project with any public transport bodies in India or global - 3 Marks.	IT/ITES/ICT/ERP Projects / EGovernance Projects/IT Service projects of value more than INR 15 Crore in each project. The work order should have been issued within the last 5 years, from the date of issuance of RFP. Marks shall be award as per below; • >= 3 Qualifying Projects: 40 Marks • 2 Qualifying Projects : 25 Marks • 1 Qualifying Project : 10 Marks Supporting Documents 1. For Completed Projects:- • Form EXP - 4.1 (one per contract) • Work Order / Copy of Contract for the project highlighting the scope of work undertaken AND • Authority Certificate for Completion 2. For On-going Projects:- • Form EXP - 4.1 (one per contract) • Certificate from the bidding entity's statutory auditor on received payment of the submitted contract.	
57	1.3 Technical Qualification Criteria	52	Bidder shall have project experience of ERP / EGovernance project with minimum 2 years of completed maintenance services	This is a very restrictive clause and may not allow all major bidders in ERP sector. For the	Refer to the Corrigendum-08, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
	TQ 2 RELEVANT EXPERIENCE- TQ 2.2		of value more than 65 Crores with organization with more than 5000 Employees with more than 1 location in each project within the last 7 years from date of issuance of RFP. Marks shall be award as per below; • >= 3 Qualifying Projects: 25 Marks • 2 Qualifying Projects : 20 Marks • 1 Qualifying Project : 10 Marks Additional marks shall be given to the bidder for the One (1) Qualifying Project ERP/E-Governance project implementation in government/Public Sector undertaking/ Public Transport Organization - 5 Marks.	competative bidding process. Request to amend the criteria as below. Bidder shall have project experience of ERP / EGovernance/ Large Scale Software Development project with successful Go-Live / Operational Acceptance with cumilative value of all projects together more than 65 Crores within the last 7 years from date of issuance of RFP. Marks shall be award as per below; • >= 3 Qualifying Projects: 25 Marks • 2 Qualifying Projects : 20 Marks • 1 Qualifying Project : 10 Marks Additional marks shall be given to the bidder for the One (1) Qualifying Project ERP/E-Governance/Large Scale Software Development project implementation in government/Public Sector undertaking/ Public Transport Organization - 5 Marks.	
58	TQ 2.2	52	Bidder shall have project experience of ERP / E-Governance project with minimum 2 years of completed maintenance services of value more than 65 Crores with organization with more than 5000 Employees with more than 1 location in	We are requesting to Change Customers organization Employees strength from 5000 to 3000 & can we consider Implementing Projects also, Kindly Clarify	Refer to the Corrigendum-08, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
			each project within the last 7 years from date of issuance of RFP.		
59	1.3 Technical Qualification Criteria TQ 2 RELEVANT EXPERIENCE- TQ 2.1	52	Bidder shall have project experience of for ERP or EGovernance implementaion of value more than INR 65 Crore in each project. The work order should have been issued within the last 7 years, from the date of issuance of RFP. Marks shall be award as per below; • >= 3 Qualifying Projects: 7 Marks • 2 Qualifying Projects : 5 Marks • 1 Qualifying Project : 3 Marks Additional marks shall be given to the bidder for the One (1) Qualifying Project with any public transport bodies in India or global - 3 Marks.	In consideration of project Experiecne criteria, we kindly request you to please amend the experience criteria as below: The Bidder should have successfully completed or ongoing project experience of for IT/ITES/ICT/ERP Projects / EGovernance Projects/IT Service projects of value more than INR 15 Crore in each project. The work order should have been issued within the last 5 years, from the date of issuance of RFP. Marks shall be award as per below; • >= 3 Qualifying Projects: 40 Marks • 2 Qualifying Projects : 25 Marks • 1 Qualifying Project : 10 Marks Supporting Documents 1. For Completed Projects:- • Form EXP - 4.1 (one per contract) • Work Order / Copy of Contract for the project highlighting the scope of work undertaken AND • Authority Certificate for Completion	Refer to the Corrigendum-07, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
				2. For On-going Projects:- • Form EXP - 4.1 (one per contract) • Certificate from the bidding entity's statutory auditor on received payment of the submitted contract.	
60	1.3 Technical Qualification Criteria TQ 2 RELEVANT EXPERIENCE- TQ 2.2	52	Bidder shall have project experience of ERP / EGovernance project with minimum 2 years of completed maintenance services of value more than 65 Crores with organization with more than 5000 Employees with more than 1 location in each project within the last 7 years from date of issuance of RFP. Marks shall be award as per below; • >= 3 Qualifying Projects: 25 Marks • 2 Qualifying Projects : 20 Marks • 1 Qualifying Project : 10 Marks Additional marks shall be given to the bidder for the One (1) Qualifying Project ERP/E-Governance project implementation in government/Public Sector undertaking/ Public Transport Organization - 5 Marks.	which could hinder the competitiveness of the bidding process. We kindly request an amendment to the criteria as follows: The bidder must possess project experience in ERP, E-Governance, or Large Scale Software Development projects, with successful Go-Live or Operational Acceptance, with a cumulative value of all projects totaling more than 65 Crores within the last 7 years from the date of RFP issuance. Marks shall be award as per below; • >= 3 Qualifying Projects: 25 Marks • 2 Qualifying Projects : 20 Marks • 1 Qualifying Project : 10 Marks Additional marks shall be given to the bidder for the One (1) Qualifying Project ERP/E-Governance/Large Scale Software Development project implementation in	Refer to the Corrigendum-08, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
				government/Public Sector undertaking/ Public Transport Organization - 5 Marks.	
61	TQ 2.1	52	Bidder shall have an average turnover from System Integration / Application Development and Implementation Work in last 5 years (Turnover in INR Crores) > 65 Crores: 2 marks >=130 Crores: 3 marks >=260 Crores: 5 marks	To allow experienced bidders who have large scale projects in E-Governance in India to bid this tender, and also to get healthy competition, request you to modify the clause as below: Bidder shall have project experience of for ERP or E-Governance implementation of value more than INR 65 Crore in each project. The work order should have been issued within the last 7 years 10 Years from the date of issuance of RFP. Marks shall be award as per below; • >= 3 Qualifying Projects with combined value of 195 Cr: 7 Marks • 2 Qualifying Projects combined value of 130 cr : 5 Marks • 1 Qualifying Project with value of 65 Cr: 3 Marks Additional marks shall be given to the bidder for the One (1) Qualifying ERP/E-Governance project implementation in government/Public Sector undertaking/ Public Transport Organization in India - 3 Marks.	Refer to the Corrigendum-07, Section-II
62	TQ 2.1	52	Bidder shall have project experience of for ERP or E-Governance implementation of value more than INR 65 Crore in each	To allow experienced bidders who have large scale projects in E-Governance in India to bid this	Refer to the Corrigendum-07, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
			project. The work order should have been issued within the last 7 years, from the date of issuance of RFP. Marks shall be award as per below; • >= 3 Qualifying Projects: 7 Marks • 2 Qualifying Projects : 5 Marks • 1 Qualifying Project : 3 Marks Additional marks shall be given to the bidder for the One (1) Qualifying Project with any public transport bodies in India or global - 3 Marks.	tender, and also to get healthy competition, request you to modify the clause as below: Bidder shall have project experience of for ERP or E-Governance implementation of value more than INR 65 Crore in each project. The work order should have been issued within the last 7 years 10 Years from the date of issuance of RFP. Marks shall be award as per below; • >= 3 Qualifying Projects with combined value of 195 Cr: 7 Marks • 2 Qualifying Projects combined value of 130 cr : 5 Marks • 1 Qualifying Project with value of 65 Cr: 3 Marks Additional marks shall be given to the bidder for the One (1) Qualifying ERP/E-Governance project implementation in government/Public Sector undertaking/ Public Transport Organization in India - 3 Marks.	
63	1.3 Technical Qualification Criteria TQ 2 RELEVANT EXPERIENCE- TQ	52	Bidder shall have project experience of for ERP or EGovernance implementation of value more than INR 65 Crore in each project. The work order should have been issued within the last 7 years, from the date of issuance of RFP.	In consideration of project experience criteria, we kindly request you to please amend the experience criteria as below: The Sole Bidder or any member of	Refer to the Corrigendum-07, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
	2.1		Marks shall be award as per below; • >= 3 Qualifying Projects: 7 Marks • 2 Qualifying Projects : 5 Marks • 1 Qualifying Project : 3 Marks Additional marks shall be given to the bidder for the One (1) Qualifying Project with any public transport bodies in India or global - 3 Marks.	consortium (In case of consortium) should have successfully completed or ongoing project experience of for IT/ITES/ICT/ERP Projects / EGovernance Projects/IT Service projects of value more than INR 15 Crore in each project. The work order should have been issued within the last 5 years, from the date of issuance of RFP. Marks shall be award as per below; • >= 3 Qualifying Projects: 40 Marks • 2 Qualifying Projects : 25 Marks • 1 Qualifying Project : 10 Marks Supporting Documents 1. For Completed Projects:- • Form EXP - 4.1 (one per contract) • Work Order / Copy of Contract for the project highlighting the scope of work undertaken AND • Authority Certificate for Completion 2. For On-going Projects:- • Form EXP - 4.1 (one per contract) • Certificate from the bidding entity's statutory auditor on received payment of the submitted	

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
				contract.	
64	1.3 Technical Qualification Criteria TQ 2 RELEVANT EXPERIENCE- TQ 2.2	52	Bidder shall have project experience of ERP / EGovernance project with minimum 2 years of completed maintenance services of value more than 65 Crores with organization with more than 5000 Employees with more than 1 location in each project within the last 7 years from date of issuance of RFP. Marks shall be award as per below; • >= 3 Qualifying Projects: 25 Marks • 2 Qualifying Projects : 20 Marks • 1 Qualifying Project : 10 Marks Additional marks shall be given to the bidder for the One (1) Qualifying Project ERP/E-Governance project implementation in government/Public Sector undertaking/ Public Transport Organization - 5 Marks.	This is a very restrictive clause and may not allow all major bidders in ERP sector. For the competitive bidding process. Request to amend the criteria as below. The Sole Bidder or any member of consortium (In case of consortium) shall have project experience of ERP / EGovernance/ Large Scale Software Development project with successful Go-Live / Operational Acceptance with cumulative value of all projects together more than 65 Crores within the last 7 years from date of issuance of RFP. Marks shall be award as per below; • >= 3 Qualifying Projects: 25 Marks • 2 Qualifying Projects : 20 Marks • 1 Qualifying Project : 10 Marks Additional marks shall be given to the bidder for the One (1) Qualifying Project ERP/E-Governance/Large Scale Software Development project implementation in government/Public Sector undertaking/ Public Transport Organization - 5 Marks.	Refer to the Corrigendum-08, Section-II
65	1.3 Technical	52	Bidder shall have project experience of for	In consideration of project	Refer to the Corrigendum-

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
	Qualification Criteria TQ 2 RELEVANT EXPERIENCE- TQ 2.1		ERP or EGovernance implementaion of value more than INR 65 Crore in each project. The work order should have been issued within the last 7 years, from the date of issuance of RFP. Marks shall be award as per below; • >= 3 Qualifying Projects: 7 Marks • 2 Qualifying Projects : 5 Marks • 1 Qualifying Project : 3 Marks Additional marks shall be given to the bidder for the One (1) Qualifying Project with any public transport bodies in India or global - 3 Marks.	Experiecn criteria, we kindly request you to please amend the experience criteria as below: The Bidder should have successfully completed or ongoing project experience of for IT/ITES/ICT/ERP Projects / EGovernance Projects/IT Service projects of value more than INR 15 Crore in each project. The work order should have been issued within the last 5 years, from the date of issuance of RFP. Marks shall be award as per below; • >= 3 Qualifying Projects: 40 Marks • 2 Qualifying Projects : 25 Marks • 1 Qualifying Project : 10 Marks Supporting Documents 1. For Completed Projects:- • Form EXP - 4.1 (one per contract) • Work Order / Copy of Contract for the project highlighting the scope of work undertaken AND • Authority Certificate for Completion 2. For On-going Projects:- • Form EXP - 4.1 (one per contract)	07, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
				• Certificate from the bidding entity's statutory auditor on received payment of the submitted contract.	
66	1.3 Technical Qualification Criteria TQ 2 RELEVANT EXPERIENCE- TQ 2.2	52	Bidder shall have project experience of ERP / EGovernance project with minimum 2 years of completed maintenance services of value more than 65 Crores with organization with more than 5000 Employees with more than 1 location in each project within the last 7 years from date of issuance of RFP. Marks shall be award as per below; • >= 3 Qualifying Projects: 25 Marks • 2 Qualifying Projects : 20 Marks • 1 Qualifying Project : 10 Marks Additional marks shall be given to the bidder for the One (1) Qualifying Project ERP/E-Governance project implementation in government/Public Sector undertaking/ Public Transport Organization - 5 Marks.	This is a very restrictive clause and may not allow all major bidders in ERP sector. For the competitive bidding process. Request to amend the criteria as below. Bidder shall have project experience of ERP / EGovernance/ Large Scale Software Development project with successful Go-Live / Operational Acceptance with cumulative value of all projects together more than 65 Crores within the last 7 years from date of issuance of RFP. Marks shall be award as per below; • >= 3 Qualifying Projects: 25 Marks • 2 Qualifying Projects : 20 Marks • 1 Qualifying Project : 10 Marks Additional marks shall be given to the bidder for the One (1) Qualifying Project ERP/E-Governance/Large Scale Software Development project implementation in government/Public Sector undertaking/ Public Transport	Refer to the Corrigendum-08, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
				Organization - 5 Marks.	
67	1.3 Technical Qualification Criteria	52	Bidder shall have project experience of for ERP or E-Governance implementaion of value more than INR 65 Crore in each project. The work order should have been issued within the last 7 years, from the date of issuance of RFP. Marks shall be award as per below; • >= 3 Qualifying Projects: 7 Marks • 2 Qualifying Projects : 5 Marks • 1 Qualifying Project : 3 Marks Additional marks shall be given to the bidder for the One (1) Qualifying Project with any public transport bodies in India or global - 3 Marks	Request to amend as below: Bidder shall have project experience of for ERP or E-Governance implementaion of value more than INR 65 Crore in each project. The work order should have been issued within the last 7 years, from the date of issuance of RFP. Marks shall be award as per below; • >= 3 Qualifying Projects: 7 Marks • 2 Qualifying Projects : 5 Marks • 1 Qualifying Project : 3 Marks Additional marks shall be given to the bidder for the One (1) Qualifying Project with any Government Departments / public transport bodies in India or global - 3 Marks	Refer to the Corrigendum-07, Section-II
68	TQ 2.1 Company Profile	52	Bidder shall have project experience of for ERP or E-Governance implementaion of value more than INR 65 Crore in each project. The work order should have been issued within the last 7 years, from the date of issuance of RFP. .	We request this clause to be modified as for Sole bidder or all member of consortium partner combined should full fill this criteria.	Refer to the Corrigendum-07, Section-II
69	1.3 Technical Qualification Criteria TQ 2 RELEVANT EXPERIENCE- TQ 2.1	52	Bidder shall have project experience of for ERP or EGovernance implementaion of value more than INR 65 Crore in each project. The work order should have been issued within the last 7 years, from the date of issuance of RFP. Marks shall be award as per below; • >= 3 Qualifying Projects: 7 Marks	If consortium is allowed. We request this clause to be changed as Sole bidder or all member of consortium by combining the credentials can fulfill this criteria.	Refer to the Corrigendum-07, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
			• 2 Qualifying Projects : 5 Marks • 1 Qualifying Project : 3 Marks Additional marks shall be given to the bidder for the One (1) Qualifying Project with any public transport bodies in India or global - 3 Marks.		
70	1.3 Technical Qualification Criteria TQ 2 RELEVANT EXPERIENCE- TQ 2.2	52	Bidder shall have project experience of ERP / EGovernance project with minimum 2 years of completed maintenance services of value more than 65 Crores with organization with more than 5000 Employees with more than 1 location in each project within the last 7 years from date of issuance of RFP. Marks shall be award as per below; • >= 3 Qualifying Projects: 25 Marks • 2 Qualifying Projects : 20 Marks • 1 Qualifying Project : 10 Marks Additional marks shall be given to the bidder for the One (1) Qualifying Project ERP/E-Governance project implementation in government/Public Sector undertaking/ Public Transport Organization - 5 Marks.	If consortium is allowed. We request this clause to be changed as Sole bidder or all member of consortium by combining the credentials can fulfill this criteria.	Refer to the Corrigendum-08, Section-II
71	1.3 Technical Qualification Criteria TQ 2 RELEVANT EXPERIENCE- TQ 2.1	52	Bidder shall have project experience of for ERP or EGovernance implementaion of value more than INR 65 Crore in each project. The work order should have been issued within the last 7 years, from the date of issuance of RFP. Marks shall be award as per below; • >= 3 Qualifying Projects: 7 Marks • 2 Qualifying Projects : 5 Marks	Inline with the proposed changes in the pre-qualification criteria we request you to accordingly modify the clause as below: Bidder shall have project experience of for ERP or E-Governance implementation/maintenance of value more than INR 40 Crore in	Refer to the Corrigendum-07, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
			1 Qualifying Project : 3 Marks Additional marks shall be given to the bidder for the One (1) Qualifying Project with any public transport bodies in India or global - 3 Marks.	each project. The work order should have been issued within the last 10 years, from the date of issuance of RFP.	
72	TQ 2.2	52	Bidder shall have project experience of ERP / E-Governance project with minimum 2 years of completed maintenance services of value more than 65 Crores with organization with more than 5000 Employees with more than 1 location in each project within the last 7 years from date of issuance of RFP.	Inline with the proposed changes in the pre-qualification criteria we request you to accordingly modify the clause as below: Bidder shall have project experience of ERP/E- Governance project with minimum 2 years of completed maintenance services of value more than INR 40 Crores for Government or with organization with more than 5000 Employees / with more than 1 location in each project within the last 10 years from date of issuance of RFP.	Refer to the Corrigendum-08, Section-II
73	1.3 Technical Qualification Criteria TQ 2.2	53	Bidder shall have project experience of ERP / E-Governance project with minimum 2 years of completed maintenance services of value more than 65 Crores with organization with more than 5000 Employees with more than 1 location in each project within the last 7 years from date of issuance of RFP	Request to amend as under: Bidder shall have project experience of ERP / E-Governance project with minimum 2 years of completed maintenance services of value more than 65 Crores with organization with more than 5000 Employees/ users with more than 1 location in each project within the last 7 years from date of issuance of RFP	Refer to the Corrigendum-08, Section-II
74	TQ 2.2	53	Bidder shall have project experience of ERP / E-Governance project with minimum	Only few organization are there having more than 5000 employees	Refer to the Corrigendum-08, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
			2 years of completed maintenance services of value more than 65 Crores with organization with more than 5000 Employees with more than 1 location in each project within the last 7 years from date of issuance of RFP. Marks shall be award as per below; • >= 3 Qualifying Projects: 25 Marks • 2 Qualifying Projects : 20 Marks • 1 Qualifying Project : 10 Marks Additional marks shall be given to the bidder for the One (1) Qualifying Project ERP/E-Governance project implementation in government/Public Sector undertaking/ Public Transport Organization - 5 Marks.	and company who have implemented ERP for such 3 different Organization for will be very limited, To allow more bidders to bid this tender without diluting the essence of this particular criterion where size of the organization in terms of no. of employees is being considered, we request you to modify the clause as: Bidder shall have project experience of ERP / E-Governance project with minimum 2 years of completed maintenance services of value more than 65 Crores with organization with more than 5000 Employees with more than 1 location in each project within the last 7 years 10 years from date of issuance of RFP. Marks shall be award as per below; • Qualifying Project with 10,000 or more Employees: 25 Marks • Qualifying Project with 7500 or more Employees : 20 Marks • Qualifying Project with 5000 or more Employees: 10 Marks Additional marks shall be given to the bidder for the One (1) Qualifying Project ERP/E-Governance project implementation in government/Public Sector	

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
				undertaking/ Public Transport Organization - 5 Marks.	
75	TQ 2.2	53	Bidder shall have project experience of ERP / E-Governance project with minimum 2 years of completed maintenance services of value more than 65 Crores with organization with more than 5000 Employees with more than 1 location in each project within the last 7 years from date of issuance of RFP. Marks shall be award as per below; • >= 3 Qualifying Projects: 25 Marks • 2 Qualifying Projects : 20 Marks • 1 Qualifying Project : 10 Marks Additional marks shall be given to the bidder for the One (1) Qualifying Project ERP/E-Governance project implementation in government/Public Sector undertaking/ Public Transport Organization - 5 Marks.	Only few organization are there having more than 5000 employees and company who have implemented ERP for such 3 different Organization for will be very limited, To allow more bidders to bid this tender without diluting the essence of this particular criterion where size of the organization in terms of no. of employees is being considered, we request you to modify the clause as: Bidder shall have project experience of ERP / E-Governance project with minimum 2 years of completed maintenance services of value more than 65 Crores with organization with more than 5000 Employees with more than 1 location in each project within the last 7 years 10 years from date of issuance of RFP. Marks shall be award as per below; • Qualifying Project with 10,000 or more Employees: 25 Marks • Qualifying Project with 7500 or more Employees : 20 Marks • Qualifying Project with 5000 or more Employees: 10 Marks	Refer to the Corrigendum-08, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
				Additional marks shall be given to the bidder for the One (1) Qualifying Project ERP/E-Governance project implementation in government/Public Sector undertaking/ Public Transport Organization - 5 Marks.	
76	TQ 2.2 Company Profile	53	Bidder shall have project experience of ERP / EGovernance project with minimum 2 years of completed maintenance services of value more than 65 Crores with organization with more than 5000 Employees with more than 1 location in each project within the last 7 years from date of issuance of RFP.	We request this clause to be modified as for Sole bidder or all member of consortium partner combined should full fill this criteria and reduce the number of employees as 3000.	Refer to the Corrigendum-08, Section-II
77	TQ 3.1	54	Project Manager Mandatory Conditions: BE / B.Tech with M.Tech / MBA along with minimum 15 years of overall experience and 7 years of experience with ERP relevant project (development & implementation) (To be deployed full time till system go-live.) Marks shall be allotted as per below. Experience of the ERP System implementation in Government Organization in India or Global • >= 3 Projects – 4 Marks • 2 Projects- 2 Marks • Or else – 0 Marks Experience of the ERP System implementation in public transport Organization in India or Global – 1 Mark Project Management Certifications PMP/Prince 2 Certification – 1 Mark	To allow more experience bidder to bid this tender, also to get healthy competition, request you to modify the clause as below: Project Manager Mandatory Conditions: BE / B.Tech with M.Tech / MBA along with minimum 15 years of overall experience and 7 years of experience with ERP relevant project (development & implementation) (To be deployed full time till system go-live.) Marks shall be allotted as per below. Experience of the ERP System implementation in Government Organization in India • >= 3 Projects – 4 Marks • 2 Projects- 2 Marks	Refer to the Corrigendum-09, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
				• Or else – 0 Marks Experience of the ERP System implementation in government/Public Sector undertaking/public transport Organization in India or Global – 1 Mark Project Management Certifications PMP/Prince 2 Certification – 1 Mark	
78	TQ 3.2	54	Solution Architect Mandatory Conditions: BE/B Tech in Computer Science / IT / Electronics or MCA/MSc(IT) equivalent from a recognized educational institution along with Minimum 10 years' experience in IT/ICT sector. Experience of more than 5 years as a Solution Architect in in projects of ERP Implementation Marks shall be allotted as per below: Experience of designing & deployment of solution encompasses business, system, information, security, application and technology architecture in multitenant turnkey IT/ICT solution in the public transport organization in India or global • >= 3 Projects – 3 Marks • 2 Projects- 2 Marks • Or else – 0 Marks Relevant Certifications TOGAF or cloud architect or solution architect Certification– 1 Mark	To allow more experience bidder to bid this tender, also to get healthy competition, request you to modify the clause as below: Solution Architect Mandatory Conditions: BE/B Tech in Computer Science / IT / Electronics or MCA/MSc(IT) equivalent from a recognized educational institution along with Minimum 10 years' experience in IT/ICT sector. Experience of more than 5 years as a Solution Architect in in projects of ERP Implementation Marks shall be allotted as per below: Experience of designing & deployment of solution encompasses business, system, information, security, application and technology architecture in multitenant turnkey IT/ICT solution in the government/Public Sector undertaking/public transport organization in India or global	Refer to the Corrigendum-10, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
				• >= 3 Projects – 3 Marks • 2 Projects- 2 Marks • Or else – 0 Marks Relevant Certifications TOGAF or cloud architect or solution architect Certification– 1 Mark	
79	TQ 3.1	54	Project Manager Mandatory Conditions: BE / B.Tech with M.Tech / MBA along with minimum 15 years of overall experience and 7 years of experience with ERP relevant project (development & implementation) (To be deployed full time till system go-live.) Marks shall be allotted as per below. Experience of the ERP System implementation in Government Organization in India or Global • >= 3 Projects – 4 Marks • 2 Projects- 2 Marks • Or else – 0 Marks Experience of the ERP System implementation in public transport Organization in India or Global – 1 Mark Project Management Certifications PMP/Prince 2 Certification – 1 Mark	To allow more experience bidder to bid this tender, also to get healthy competition, request you to modify the clause as below: Project Manager Mandatory Conditions: BE / B.Tech with M.Tech / MBA along with minimum 15 years of overall experience and 7 years of experience with ERP relevant project (development & implementation) (To be deployed full time till system go-live.) Marks shall be allotted as per below. Experience of the ERP System implementation in Government Organization in India • >= 3 Projects – 4 Marks • 2 Projects- 2 Marks • Or else – 0 Marks Experience of the ERP System implementation in government/Public Sector undertaking/public transport	Refer to the Corrigendum-09, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
				Organization in India or Global – 1 Mark Project Management Certifications PMP/Prince 2 Certification – 1 Mark	
80	TQ 3.2	54	Solution Architect Mandatory Conditions: BE/B Tech in Computer Science / IT /Electronics or MCA/MSc(IT) equivalent from a recognized educational institution along with Minimum 10 years' experience in IT/ICT sector. Experience of more than 5 years as a Solution Architect in in projects of ERP Implementation Marks shall be allotted as per below: Experience of designing & deployment of solution encompasses business, system, information, security, application and technology architecture in multitenant turnkey IT/ICT solution in the public transport organization in India or global • >= 3 Projects – 3 Marks • 2 Projects- 2 Marks • Or else – 0 Marks Relevant Certifications TOGAF or cloud architect or solution architect Certification– 1 Mark	To allow more experience bidder to bid this tender, also to get healthy competition, request you to modify the clause as below: Solution Architect Mandatory Conditions: BE/B Tech in Computer Science / IT / Electronics or MCA/MSc(IT) equivalent from a recognized educational institution along with Minimum 10 years' experience in IT/ICT sector. Experience of more than 5 years as a Solution Architect in in projects of ERP Implementation Marks shall be allotted as per below: Experience of designing & deployment of solution encompasses business, system, information, security, application and technology architecture in multitenant turnkey IT/ICT solution in the government/Public Sector undertaking/public transport organization in India or global • >= 3 Projects – 3 Marks • 2 Projects- 2 Marks	Refer to the Corrigendum-10, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
				• Or else – 0 Marks Relevant Certifications TOGAF or cloud architect or solution architect Certification– 1 Mark	
81	1.3 Technical Qualification Criteria TQ 3 Key Personnel	54	Project Manager Mandatory Conditions: BE / B.Tech with M.Tech / MBA along with minimum 15 years of overall experience and 7 years of experience with ERP relevant project (development & implementation) (To be deployed full time till system go-live.) Marks shall be allotted as per below. Experience of the ERP System implementation in Government Organization in India or Global • >= 3 Projects – 4 Marks • 2 Projects- 2 Marks • Or else – 0 Marks Experience of the ERP System implementation in public transport Organization in India or Global – 1 Mark Project Management Certifications PMP/Prince 2 Certification – 1 Mark	Requet to amend as below: Project Manager Mandatory Conditions: BE / B.Tech with M.Tech / MBA along with minimum 15 years of overall experience and 7 years of experience with ERP relevant project (development & implementation) (To be deployed full time till system go-live.) Marks shall be allotted as per below. Experience of the ERP System/ eGovernance Project implmentation in Government Organization in India or Global • >= 3 Projects – 4 Marks • 2 Projects- 2 Marks • Or else – 0 Marks Experience of the ERP System implementation in public transport Organization / any State Government department in India or Global – 1 Mark Project Management Certifications PMP/Prince 2 Certification – 1 Mark	Refer to the Corrigendum-09, Section-II
82	1.3 Technical Qualification Criteria	54	Solution Architect Mandatory Conditions: BE/B Tech in Computer Science / IT / Electronics or	Request to amend as below: Solution Architect Mandatory Conditions: BE/B Tech in Computer Science / IT /	Refer to the Corrigendum-10, Section-II

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
	TQ 3 Key Personnel		MCA/MSc(IT) equivalent from a recognized educational institution along with Minimum 10 years' experience in IT/ICT sector. Experience of more than 5 years as a Solution Architect in in projects of ERP Implementation Marks shall be allotted as per below: Experience of designing & deployment of solution encompasses business, system, information, security, application and technology architecture in multitenant turnkey IT/ICT solution in the public transport organization in India or global • >= 3 Projects – 3 Marks • 2 Projects- 2 Marks • Or else – 0 Marks Relevant Certifications TOGAF or cloud architect or solution architect Certification– 1 Mark	Electronics or MCA/MSc(IT) equivalent from a recognized educational institution along with Minimum 10 years' experience in IT/ICT sector. Experience of more than 5 years as a Solution Architect in in projects of ERP Implementation Marks shall be allotted as per below: Experience of designing & deployment of solution encompasses business, system, information, security, application and technology architecture in multitenant turnkey IT/ICT solution in the public transport organization/ any State Government department in India or global • >= 3 Projects – 3 Marks • 2 Projects- 2 Marks • Or else – 0 Marks Relevant Certifications TOGAF or cloud architect or solution architect/ any relevant Certification– 1 Mark	
83	TQ 3 Key Personnel	54	TQ 3.1 Project Manager (To be deployed full time for the duration of project)... TQ 3.2 Solution Architect (To be deployed full time till system go-live. Post that to be available for on a need basis)... TQ 3.3 Business Process Reengineering Expert – 6 Experts. Note: All 6 experts will be evaluated on the stated criteria and average marks shall be	We request this clause to be modified as for Sole bidder or all member of consortium partner combined should full fill this criteria.	Refer to the Corrigendum-09, Section-II

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#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
			considerd for final evaluation. (To be deployed full time till system go-live. Post that to be available for on a need basis) TQ 3.4 ERP Expert – 6 Experts Note: All 6 experts will be evaluated on the stated criteria and average marks shall be considerd for final evaluation. (To be deployed full time till system go-live. Post that to be available for on a need basis)... TQ 3.5 Change Management / Capacity Building Expert – 3 Experts Note: All 3 experts will be evaluated on the stated criteria and average marks shall be considerd for final evaluation. (To be deployed full time till system go-live. Post that to be available for on a need basis) TQ 3.6 Security and Quality Assurance Expert – 3 Experts Note: All 3 experts will be evaluated on the stated criteria and average marks shall be considerd for final evaluation. (To be deployed full time till system go-live. Post that to be available for on a need basis)		
84	1.3 Technical Qualification Criteria TQ 3 Key Personnel	56	ERP Expert – 6 Experts Mandatory Conditions: BE/B Tech in Computer Science / IT / Electronics or MCA/MSc(IT) equivalent from a recognized educational institution along with minimum 10 years' experience in IT/ICT sector. Experience of more than 5 years as an ERP Expert in ERP projects	Request to amend as below: ERP Expert – 6 Experts Mandatory Conditions: BE/B Tech in Computer Science / IT / Electronics or MCA/MSc(IT) equivalent from a recognized educational institution along with minimum 10 years' experience in	RFP Condition Prevails

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
			Marks shall be allotted as per below Experience of designing & deployment of ERP System • >= 3 Projects – 2 Mark • 2 Projects- 1 Marks Or else – 0 Marks ERP certification – 1 Marks	IT/ICT sector. Experience of more than 5 years as an ERP Expert in ERP / eGovernance projects Marks shall be allotted as per below Experience of designing & deployment of ERP System / eGovernance projects • >= 3 Projects – 2 Mark • 2 Projects- 1 Marks Or else – 0 Marks ERP/ any relevant certification – 1 Marks	
85	Bidding Forms	74	Form FIN - 3.3: Financial Resources	The bidder requests the deletion of the Form. This information cannot be shared. The bidder is providing the copy of the audited financial statements of the last 5 years of the bidder's company. This should be sufficient for evaluation of the bidder's financial standing and ability to execute the project.	Refer to the Corrigendum-02, Section-II
86	Bidding Forms	75	Form FIN - 3.4: Current Contract Commitments	The bidder requests the deletion of the Form. This information cannot be shared. The bidder is providing the copy of the audited financial statements of the last 5 years of the bidder's company. This should be sufficient for evaluation of the bidder's financial standing and ability to execute the project.	Refer to the Corrigendum-02, Section-II
87	Bidding Forms	84	Price Bid CAPEX (A)	The bidder requests the following clarifications: Where should the bidder include the cost of Hardware, if any, and the corresponding cost of	As per the stated scope of work, there is no such hardware requirement specified under the scope of services. Hence, RFP

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
				Warranty / AMC for the contract term which may have to be supplied for the execution of the scope of work as defined in the RFP. Please clarify.	condition prevails.
88	Bidding Forms	84	Price Bid CAPEX (A) Manpower	The bidder requests the following modifications: The minimum qualification / experience criteria should be indicative. In a Turnkey project, the bidder should have the flexibility to provide the resources as deemed fit and necessary to deliver the solution as per RFP requirements. So, please do not limit the bidder to quote for the resource count / man-months as mentioned in the table. Instead, they should be allowed to quote a lumpsum price for the entire activity instead. Please consider.	RFP Condition Prevails.
89	Software Components	84	Supply of COTS Software	Request you to add BOQ in the price bid (if COTS Solution if proposed) Capex - supply of ERP Software(if COTS Solution if proposed) Opex ATS for ERP Software per year(if COTS Solution if proposed)	RFP Condition Prevails. Bidder to refer the existing price bid format to fill the price-bid irrespective of the proposed solution.
90	Software Components	84	Supply of COTS Software	Request you to add BOQ in the price bid (if COTS Solution if proposed) Capex - supply of ERP Software(if COTS Solution if proposed) Opex ATS for ERP Software per year(if COTS Solution if proposed)	RFP Condition Prevails. Bidder to refer the existing price bid format to fill the price-bid irrespective of the proposed solution.
91	Software	84	Supply of COTS Software	Request you to add BOQ in the	RFP Condition Prevails.

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
	Components			price bid (if COTS Solution if proposed) Capex - supply of ERP Software(if COTS Solution if proposed) Opex ATS for ERP Software per year(if COTS Solution if proposed)	Bidder to refer the existing price bid format to fill the price-bid irrespective of the proposed solution.
92	Bidding Forms	91	Note: • Authority reserves the right to ask the Bidder to submit proof of payment against any of the GST/taxes, duties, levies indicated.	The bidder requests the following modifications: Project specific proof of payment of GST/taxes, duties, levies etc. is not feasible to be provided. Instead, a declaration that the taxes for the specific period when they become due have been paid to the authorities can be provided. Please confirm if this is acceptable.	RFP Condition Prevails.
93	General Conditions of Contract	111	Each STU forms project steering committee consisting of heads in each of the five schedules (Inventory / HR / Accounting / Technical & Operations/any other modules) and monitoring of the proejct deliverable and quality check activities. In addition to this, TPA (Third Party audit) will be engaged from TNeGA and/or Audit parties to audit the SLAs in the operation & maintenance phase on behalf of the STUs.	The bidder requests the following addition to the clause: The Purchaser shall provide response or feedback on deliverables within 7 working days. Purchaser shall provide signoff within 15 calendar days from the submission of final deliverable in complete form by the bidder. In case, the purchaser fails to provide signoff on the final deliverable within 15 working days, same may be considered as deemed acceptance. However, in case the purchaser confirms to the SI with an alternative date, then that date would stand revised for deemed acceptance. Such revisions will be limited to 1 (one)	RFP Condition Prevails.

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#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
				time for the respective deliverable.	
94	11	115	Inspections and Audit by the KfW : "The Supplier shall keep, and shall make all reasonable efforts to cause its Subcontractors to keep accurate and systematic accounts and records, in respect of the Goods in such form and details as will clearly identify relevant time changes and costs."	Requesting clarification on the following points regarding the Goods: - The specific form and details required for the Goods - The accounts and records related to the performance of the Contract	RFP Condition Prevails. This clause aims that proper Indian Accounting Standards and Requirements are complied and necessary documents are made available in case of an audit/inspection by KfW.
95	16	115	Terms of Payment and Reimbursement	All invoices and bills for the services will be raised by Bidder as per the Payment Terms and will become due for payment within thirty (30) days of presentation. All payments are to be made by demand draft/cheque favouring TATA CONSULTANCY SERVICES LIMITED. All payments due for more than thirty (30) days will attract an interest at the rate of 2 percent per month on the invoice amount calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, Bidder also reserves the right to withhold the provision of services till such time all the payments due to it under this Agreement have been made by BUYER and any such withholding by the Bidder shall not be treated as breach by it of the provisions of this Agreement.	RFP Condition Prevails.

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96	20	117	Confidential Information	Bidder would like to add the following to the exceptions: is independently developed by the receiving party without the use of confidential Information and without the participation of individuals who have had access to confidential information; is required to be provided under any law, or process of law duly executed. Bidder also would like to understand what personal data will be shared with Bidder by the Buyer warranting responsibility under Section 20.6	RFP Condition Prevails. As part of the ERP, confidential information, such as employee record, will be stored. Hence, this warrants that bidders would be responsible under Section 20.6.
97	24.3	120	24.3 The supplier should also take an insurance policy of the project (source code, data, services, cloud data center and DRC) for the complete project tenure to provide coverage for all risks including the following:	Request to remove this condition as there is overall corporate insurance and project specific insurance are not taken.	RFP Condition Prevails.
98	24.4 a	121	24.4 The supplier during the Term of this Contract: a) shall take out and maintain, at his own cost but on terms and conditions approved by the purchaser, insurance with financially sound and reputable insurers against the risks, and for the coverage, as specified above where purchaser shall be designated as the 'loss payee' in such insurance policies;	Bidder maintains insurance coverage under standard market conditions at the time of procurement. Hence, suggest deletion of the wordings ' but on terms and conditions approved by the purchaser'. Further, the customer cannot be added as loss payee under Bidder's policies. In the event of claim settlement, the insurer would transfer the claim amount to Bidder and it would be further transferred to the customer.Please confirm	RFP Condition Prevails.

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				acceptance of this change.	
99	26	122	Inspections and Tests	BUYER will carry out acceptance of deliverables (for the deliverables which are subject to acceptance procedure) as per the schedule presented in the accompanying Technical Proposal. The application software (if any) will be delivered/installed for acceptance to BUYER as and when the same is ready for delivery. The actual Acceptance Testing of the software will be the responsibility of BUYER. BUYER will prepare the Acceptance Test data along with the expected test results (consistent with the detailed specifications of the system and any change-request agreed in the documents) and keep it ready at least four (4) weeks in advance before the scheduled commencement of the Acceptance Testing of the software. The acceptance testing will be based on the test cases provided by BUYER. Bidder will provide support for any clarifications during the Acceptance Testing of the system. Defects if any, observed by BUYER, will be notified to Bidder in writing not later than two (2) weeks of delivery. Bidder will correct the defects that are a deviation from	RFP Condition Prevails.

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				the baseline immediately following the acceptance, whichever is later. BUYER will confirm acceptance in writing to Bidder. The BUYER shall not withhold or delay the issuance of acceptance certificate of any of the deliverables, if the deliverables substantially meet the specifications or on account of any minor defects which have no material effect on the functionality of the deliverables. Notwithstanding the foregoing sentence, a deliverable shall be treated as accepted by BUYER if the BUYER (a) fails to provide the list of non conformities within two (2) weeks of delivery, (b) fails to notify the acceptance of the deliverables in terms of this clause within the period of two (2) weeks from delivery, or (c) starts using the deliverable in a live production environment (other than as part of agreed review and acceptance testing procedure, such as UAT). Reworking of defects shall be at the cost of Bidder provided the defects are for reasons solely and entirely attributable to the Bidder, in all other cases it shall be to the account of the BUYER. Items reported as defects that are not deviations from the immediate previous accepted baseline will be reported again through fresh	

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				Change Request documents under the Change Management Procedure described herein. Items reported through the Change Management Procedure will be dealt with separately.	
100	29	124	Patent Indemnity	Bidder would like to submit that Bidder shall have no obligations with respect to any Infringement Claims to the extent that the Infringement Claim arises or results from: (i) Bidder's compliance with owner's specific technical designs or instructions (except where Bidder knew or should have known that such compliance was likely to result in an Infringement Claim and Bidder did not inform owner of the same); (ii) inclusion in a Deliverable of any content or other materials provided by owner and the infringement relates to or arises from such owner materials or provided material; (iii) modification of a Deliverable after delivery by Bidder to owner if such modification was not made by or on behalf of the Bidder; (iv) operation or use of some or all of the Deliverable in combination with products, information, specification, instructions, data, materials not provided by Bidder; or (v) use of the Deliverables for any purposes for which the same	RFP Condition Prevails.

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				have not been designed or developed or other than in accordance with any applicable specifications or documentation provided under the applicable Statement of Work by the Bidder ; or (v) use of a superseded release of some or all of the Deliverables or owner's failure to use any modification of the Deliverable furnished under this Agreement including, but not limited to, corrections, fixes, or enhancements made available by the Bidder . In the event that owner is enjoined or otherwise prohibited, or is reasonably likely to be enjoined or otherwise prohibited, from using any Deliverable as a result of or in connection with any claim for which Bidder is required to indemnify owner under this section according to a final decision of the courts or in the view of Bidder, Bidder, may at its own expense and option: (i) procure for owner the right to continue using such Deliverable; (ii) modify the Deliverable so that it becomes non-infringing without materially altering its capacity or performance; (iii) replace the Deliverable with work product that is equal in capacity and performance but is non-infringing;	

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				or (iv) If such measures do not achieve the desired result and if the infringement is established by a final decision of the courts or a judicial or extrajudicial settlement, the Bidder shall refund the owner the fees effectively paid for that Deliverable by the AI subject to depreciation for the period of Use, on a straight line depreciation over a 5 year period basis. The foregoing provides for the entire liability of the Bidder and the exclusive remedy of the owner in matters related to infringement of third party intellectual property rights. Qwner shall not be entitled to seek any indemnification from the bidder unless owner provides the bidder with (i) prompt written notice of any claim, demand or action for which owner is seeking or may seek indemnification hereunder and gives the bidder the right to have sole control over the defense and settlement negotiations; (ii) does not make any statement or admission in relation to such claim which may prejudicially affect the chances of settlement or defense of such claim; (iii) reasonably cooperate with the bidder in assisting the defense of the claim and in the negotiations or settlements of any such claim,	

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				demand or action by providing all assistance and information to perform the above obligations; and (iv) allow the bidder, at its own expense, exclusively defend such litigation, negotiations and settlements with counsel of its own choosing. Owner warrants that all software, information, data, materials and other assistance provided by it under this Contract shall not infringe any intellectual property rights of third parties, and agrees that it shall at all times indemnify and hold Bidder harmless from any loss, claim, damages, costs, expenses, including Attorney's fees, which may be incurred as a result of any action or claim that may be made or initiated against it by any third parties alleging infringement of their rights.	
101	General Conditions of Contract	125	30. Limitation of Liability	The bidder requests the following modifications: i) The aggregate liability of bidder (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed the total amount, paid to bidder by the	RFP Condition Prevails.

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				Purchaser in the preceding twelve months under this Agreement that gives rise to such liability (as of the date the liability arose). ii) In no event shall bidder be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third-party claims (other than those set-forth in Clause (i) above) even if it has been advised of their possible existence.	
102	30	125	Limitation of Liability	30.1 Except in cases of criminal negligence or willful misconduct, (a) The Supplier shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser; and (b) Except in cases of criminal negligence or willful misconduct, Tthe aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation	RFP Condition Prevails.

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				shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the supplier to indemnify the purchaser with respect to patent infringement	
103	32	125	Force Majeure	If Force Majeure event lasts for a continuous period of thirty (30) days, then either party may at any time thereafter while such performance continues to be excused, terminate this Assignment without liability, by notice in writing to the other party. However Bidder shall be entitled to receive payments for all services rendered by it under this Assignment.	RFP Condition Prevails.
104	General Conditions of Contract	128	33. Change Orders and Contract Amendments 33.3 Prices to be charged by the Supplier for any Related Services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the Supplier for similar services.	The bidder requests the deletion of the clause. Each price quoted by the bidder is unique to the specific work / contract for which it has been quoted. The bidder cannot guarantee to exceed the prevailing rates charged to other parties by the Supplier for similar services.	RFP Condition Prevails.
105	General Conditions of Contract	128	35. Termination	The bidder requests the following modifications: 1) Either party may terminate this Agreement for cause if either party materially breaches this Agreement, provided that either party gives the other notice of such breach and it remains uncured after 60 days following	RFP Condition Prevails.

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				notice or such other period as mutually agreed. 2) Either party may by written notice with a notice period of 90 days sent to the other, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective. On termination, the bidder is entitled to compensation against all the services rendered, material delivered, advances paid and all such costs that have been incurred by the bidder to provide services as per the agreement. 3) In the event that Purchaser terminates this agreement, compensation will be accorded to the bidder for the services rendered, advance paid and expenses incurred Upto the termination along with the cost for the additional period for which the purchaser has requested the bidder to continue the services. 4) If any amount due and payable by Purchaser under the Agreement is more than 30 days overdue; and there is no dispute between Purchaser and the bidder in relation to that amount, the	

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				bidder may issue to Purchaser a notice that payment is overdue. If Purchaser fails to pay the bidder within 7 days after the date of such notice, the bidder may by a further notice to Purchaser terminate the Agreement or at its election withdraw services or stop performance of its obligations until payment is made.	
106	General Conditions of Contract	128	35. Termination	The bidder requests the following clarifications: The bidder understands that in the event of termination for any reason whatsoever, the bidder shall be paid for all the goods delivered / services rendered and accepted by the Purchaser till the effective date of termination. Please confirm if the understanding is correct.	Refer to the RFP , Section VIII. General Conditions of Contract / Clause - 35.3 Termination for Convenience for understanding on services rendered and accepted by the Purchaser till the effective date of termination in the event of the termination by the Termination for Convenience for better clarity. RFP Condition Prevails.
107	General Conditions of Contract	128	35. Termination 35.1 Termination for Default (b) In the event the Purchaser terminates the Contract in whole or in part, pursuant to GC Clause 35.1(a), the Purchaser may procure, upon such terms and in such manner as it deems appropriate, Goods or Related Services similar to those undelivered or not performed, and the Supplier shall be liable to the Purchaser for	The bidder requests the following modifications: The bidder requests that the recovery of any cost, in case of service/ rectification done from alternate sources, should be capped to value of goods/services not delivered as established in the contract.	RFP Condition Prevails.

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			any additional costs for such similar Goods or Related Services.		
108	35	128	Termination	Bidder would like to submit that it cannot agree any form of Step In rights clauses. Termination shall be without prejudice to any other rights or remedies a party may be entitled to hereunder or at law and shall not affect any accrued rights or liabilities of either party nor the coming into force or continuation in force of any provision hereof which is expressly intended to come into force or continue in force on or after such termination. In the event of this assignment being terminated, the BUYER shall be liable to make payments of all the amount due under this assignment for which services have been rendered by Bidder's Consultant's. Forthwith on the expiry or earlier termination of this agreement, each party shall, return to the other party all documents and materials, belonging to the other party with regard to this assignment, or shall at the option of the disclosing party destroy all documents or materials in connection with this assignment.	RFP Condition Prevails.
109	General Conditions of Contract	129	35. Termination35.3 Termination for Convenience	The bidder requests the following modifications: 1) Either party may by written notice with a notice period of 90 days sent to the other, may terminate the Contract, in	RFP Condition Prevails.

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#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
				whole or in part, at any time for its convenience. The notice of termination shall specify the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective. On termination, the bidder is entitled to compensation against all the services rendered, material delivered, advances paid and all such costs that have been incurred by the bidder to provide services as per the agreement.2) In the event that Purchaser terminates this agreement, compensation will be accorded to the bidder for the services rendered, advance paid and expenses incurred Upto the termination along with the cost for the additional period for which the purchaser has requested the bidder to continue the services.	
110	38	130	Intellectual Property Rights	Bidder would like to submit that All intellectual property rights in the software, all tools, processes, software, utilities and methodology including any Bidder proprietary products or components thereof any development carried out by Bidder thereto in the course of providing services hereunder, including customisation, enhancement, interface development etc. shall remain the	RFP Condition Prevails.

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				exclusive property of Bidder and the BUYER shall not acquire any right title or interest of any nature therein except to the extent provided herein. Bidder shall however grant in favour of the BUYER the right and non exclusive, non transferable, perpetual and irrevocable license to use the software for the purposes agreed hereunder. Similarly all the Intellectual Property Rights (IPR) in the third party software used in providing services including those forming part of or incorporated into the deliverables shall remain with the respective third party owners/ Bidder's licensor and BUYER shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software.	
111	GC 10.2	133		In the event of a dispute or difference of any nature whatsoever between Bidder and the BUYER during the course of the assignment arising as a result of this proposal, the same will be referred for arbitration to a Board of Arbitration. Such Arbitration shall be governed by the provisions of the Indian Arbitration and Conciliation Act 1996. This Board will be constituted prior to the commencement of the	Bidder to refer the RFP, Section IX. Particular Conditions of Contract /GC 10.2 / Point - (b) Contracts with Supplier national of the Purchaser's country for better understanding on Arbitration procedures for domestic bidders.

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				arbitration and will comprise of two arbitrators and an umpire. Bidder and the BUYER will each nominate an arbitrator to the Board and these arbitrators will appoint the umpire. Arbitration will be carried out in Delhi.	
112	Section IX. Particular Conditions of Contract	135	Payment Terms	In accordance with our preferred payment structure, we kindly ask for your consideration of the following terms: 80% of the total payment is allocated for the implementation phase, with 60% due in the first year (CAPAX) and 20% in the second year (CAPAX). The remaining 20% of the total payment is designated for the Annual Maintenance Contract (AMC) under operational expenses (OPEX).	Please refer to Section III
113	Section IX. Particular Conditions of Contract	135	Payment Terms	In accordance with payment terms we request you to please consider the following payment terms: 1. Implementation: 80% • First Year: 60% total (CAPAX) • 2nd Years: 20% total (CAPAX) 2. AMC: 20% total (OPEX)	Please refer to Section III
114	Section IX. Particular Conditions of Contract	135	Payment Terms	In accordance with payment terms we request you to please consider the following payment terms: 1. Implementation: 80% • First Year: 60% total (CAPAX)	Please refer to Section III

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				• 2nd Years: 20% total (CAPAX) 2. AMC: 20% total (OPEX)	
115	Particular Conditions of Contract	135	GC 16.1	The bidder requests the following modifications: 100% CAPEX payment for the Implementation phase should be made to the supplier by the end of Implementation phase itself. Any portion of this should not be withheld to be made after completion of 1 year of AMC or after the end of the contract term. Please modify the payment milestone suitably.	Please refer to Section III
116	Payment terms	135	Payment for COTS Software Licence	If bidder is proposing the COTS solution, he needs to pay licence cost upfront and advance yearly maintenance cost at the beginning of the year, hence requesting you add payment milestone for COTS based ERP Software as bellow: 1 Payment for ERP Software Licence (if COTS Solution if proposed) - 100% up on supply of License 2 payment for ATS of ERP Software Licence (if COTS Solution if proposed) - 100% payment of ATS Cost at the start of year.	RFP Condition Prevails.
117	Payment terms	135	Payment for COTS Software License	If bidder is proposing the COTS solution, he needs to pay license cost upfront and advance yearly	RFP Condition Prevails.

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				maintenance cost at the beginning of the year, hence requesting you add payment milestone for COTS based ERP Software as bellow: 1 Payment for ERP Software License (if COTS Solution if proposed) - 100% up on supply of License 2 payment for ATS of ERP Software License (if COTS Solution if proposed) - 100% payment of ATS Cost at the start of year.	
118	Payment terms	135	Payment for COTS Software Licence	If bidder is proposing the COTS solution, he needs to pay licence cost upfront and advance yearly maintenance cost at the beginning of the year, hence requesting you add payment milestone for COTS based ERP Software as bellow: 1 Payment for ERP Software Licence (if COTS Solution if proposed) - 100% up on supply of License 2 payment for ATS of ERP Software Licence (if COTS Solution if proposed) - 100% payment of ATS Cost at the start of year.	RFP Condition Prevails.
119	Particular Conditions of Contract	138	GC 16.5 GC 16.5 does not apply to this Contract, and no interest payments will be made.	The bidder requests the deletion of the clause. The bidder should also be protected in case of delay in due payments by the Purchaser beyond the 60 days credit period	RFP Condition Prevails.

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				defined in the RFP. The clause may be suitably modified as below: "Any invoice remaining unpaid after the period of sixty (60) days shall be treated as a debt owed by the Purchaser to the bidder and the bidder shall be, without prejudice to any other remedies that it may have in this regard, entitled to recover it as such with a monthly interest of 2% calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, the bidder also reserves the right to withhold the provision of Services till such time all the payments due to it under this Agreement have been made by Purchaser and any such withholding by the bidder shall not be treated as breach by it of the provisions of this Agreement."	
120	Particular Conditions of Contract	138	GC 18.1 The amount of the Performance Security shall be: 10% of the Total Contract Value (TCV).	The bidder requests the following modifications: The amount of the Performance Security shall be: 5% of the Total Contract Value (TCV).	RFP Condition Prevails.
121	Particular Conditions of Contract	138	GC 18.1 The amount of the Performance Security shall be: 10% of the Total Contract Value (TCV).	The bidder requests the following modifications: The PBG to be given in two parts as separate bank guarantees for two stages i.e., Implementation stage, and Operation and	RFP Condition Prevails.

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				Maintenance stage as below: 1) The first PBG will be equivalent to ten (10) % of the cost of implementation phase. This shall be returned to the successful bidder on declaration of Go Live and upon submission of PBG for the O&M phase. 2) The second PBG equivalent to five (5) % of the Operation and Maintenance cost and shall have an extended validity of a twenty eight (28) days after end of the Operation and Maintenance (O&M) phase.	
122	Particular Conditions of Contract	138	GC 21 In any case of this project Sub-Contracting of the in part or whole work of the project not allow to the bidding entity.	Sub-contracting is allowed under the RFP .This clause must be removed	Sub-Contract is not allowed in this contract. RFP Condition Prevails.
123	Particular Conditions of Contract	139	GC 27.1 Any delay in the delivery of the project deliverables (solely attributable to vendor) would attract a liquidated damage per week of 0.5% of the CAPEX per week for first 8 weeks and 1% per week for every subsequent week, capped at 15% of the CAPEX. If the project gets delayed beyond 19 weeks (delay solely attributable to the bidder), Authority may invoke termination clause.	The bidder requests the following modifications: Any delay in the delivery of the project deliverables (solely attributable to vendor) would attract a liquidated damage per week of 0.5% of the CAPEX per week for first 12 weeks and 1% per week for every subsequent week, capped at 10% of the CAPEX applicable for the respective STU. If the project gets delayed beyond 19 weeks (delay solely attributable to the bidder), Authority may invoke termination clause.	Refer to the Corrigendum-14, Section-II
124	Particular	139	GC 27.1	Please confirm that all LD's and	For bidder's understanding,

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	Conditions of Contract		Any delay in the delivery of the project deliverables (solely attributable to vendor) would attract a liquidated damage per week of 0.5% of the CAPEX per week for first 8 weeks and 1% per week for every subsequent week, capped at 15% of the CAPEX. If the project gets delayed beyond 19 weeks (delay solely attributable to the bidder), Authority may invoke termination clause.	penalties are specific to respective contract of each STU and not on the combined contract value.	contract will be signed separately to all 3 STUs. Milestones will be monitored separately for each of the STUs and accordingly penalty applicable will also be according to each STU contract. In addition to this, for Implementation (Capex) phase, payment authority will be Joint Managing Director, Tamilnadu Transport Development Finance Corporation Ltd. (TDFC) based on milestone sign-off by STUs and for Operations and Maintenance (Opex) Phase the payment authority will be the Managing Director of the respective STUs as per individual STU contract.
125	Particular Conditions of Contract	139	GC 27.1 The maximum amount of liquidated damages shall be: 15% of Capital Expenditure Value (CAPEX (A)) as specified in the Price Schedule section by Bidder.	The bidder requests the following modifications: The maximum amount of liquidated damages shall be: 5% of CAPEX value of the corresponding STU as specified in the Price Schedule section by Bidder.	Refer to the Corrigendum-14, Section-II
126	GC 24.1	139	The insurance coverage shall be as follows: Up to India “(final destination/s) in an	Insurance coverage under Bidder's transit insurance is on NBV basis and not on 110% of Contract price.	RFP Condition Prevails.

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			amount equal to 110% of the Contract Price from “warehouse to warehouse” on “All Risks” basis including War Risks and Strike Clauses. The Institute War Clauses do not apply for land transport (rail or road).	The institute War clauses are applicable.Please accept this.	
127	GC 24.1	139	Any payments of the insurer are to be made to KfW for the account of India to the extent that the risk has already come to lie with the Purchaser. The insurance certificate/policy must include the following Clause: “In the event of any claim under this insurance policy, payment shall be effected to KfW, Frankfurt am Main (BIC: KFWIDEFF, BLZ/Branch Code 500 204 00), Account No. 38 000 000 00 (IBAN: DE53 5002 0400 3800 0000 00) for account of Institute of Road Transport of India	In the event of claim settlement, the insurer would transfer the claim amount to Bidder and it would be further transferred to the customer.Please confirm acceptance.	Refer to the Corrigendum-13, Section-II
128	LD Clause	139	Any delay in the delivery of the project deliverables (solely attributable to vendor) would attract a liquidated damage per week of 0.5% of the CAPEX per week for first 8 weeks and 1% per week for every subsequent week, capped at 15% of the CAPEX.	Request you to amend the clause as Any delay in the delivery of the project deliverables (solely attributable to vendor) would attract a liquidated damage per week of 0.5% 0.25% of the CAPEX per week for first 8 weeks and 1% 0.5% per week for every subsequent week, capped at 15% 10% of the CAPEX.	Refer to the Corrigendum-14, Section-II
129	LD Clause	139	Any delay in the delivery of the project deliverables (solely attributable to vendor) would attract a liquidated damage per week of 0.5% of the CAPEX per week for first 8 weeks and 1% per week for every subsequent week, capped at 15% of the	Request you to amend the clause as Any delay in the delivery of the project deliverables (solely attributable to vendor) would attract a liquidated damage per	Refer to the Corrigendum-14, Section-II

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#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
			CAPEX.	week of 0.5% 0.25% of the CAPEX per week for first 8 weeks and 1% 0.5% per week for every subsequent week, capped at 15% 10% of the CAPEX.	
130	LD Clause	139	Any delay in the delivery of the project deliverables (solely attributable to vendor) would attract a liquidated damage per week of 0.5% of the CAPEX per week for first 8 weeks and 1% per week for every subsequent week, capped at 15% of the CAPEX.	Request you to amend the clause as Any delay in the delivery of the project deliverables (solely attributable to vendor) would attract a liquidated damage per week of 0.25% of the CAPEX per week for first 8 weeks and 0.5% per week for every subsequent week, capped at 10% of the CAPEX.	Refer to the Corrigendum-14, Section-II
131	GC 29.8	140	The Purchaser's and Supplier's rights and obligations with respect to Custom Software or elements of the Custom Software are as follows : i. The Supplier shall hand over the source code for software, database and executables to the purchaser which shall correspond 100% to the operational module which shall be verified and certified by an independent agency as identified by the Purchaser. ii. This is limited to all custom software and its subsystems supplied by the successful bidder. iii. The Purchaser may duplicate and use the software on different equipment, such as for back-ups, additional computers, replacements, upgraded units, etc.;	Bidder would like to submit that for only such software that are specifically created for the Buyer pursuant to relevant SOW or under this agreement, ownership and rights shall vest with the Buyer.	Bidder to refer the RFP, Section IX. Particular Conditions of Contract /GC 38.1 along with the General Condition of Contract (GCC) together for better understanding on the Intellectual Property Rights for pre-existing work.
132	Contract Forms	147	Performance Security	The bidder requests the following addition: Bank's liability shall stand	RFP Condition Prevails

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				automatically discharged unless a claim in writing is lodged with the Bank within the period stated in the FDR /BG including the extended period. The PBG will automatically be deemed to expire on the date of expiry of the PBG as mentioned in the agreement.	
133	About the KfW Projects for TNSTC	152	Package 1 - AVLS, PIS, Telematics, Vehicle Planning, Scheduling and Dispatch along with crew attendance and rostering systems	We understood that API Integration needs to be implemented for these modules. Kindly confirm.	Yes, Bidder's understanding is correct. The listed applications / Systems under the RFP for integration scope are third party systems for which integration needs to be done by the successful bidder.
134	Data Mapping and cleansing	170	Data entry of manual/physical records in the requisite format to be done by the bidder	Kindly let us know the quantum of data to be digitized / migrated and physical typing. Kindly let us know the document quality (Year of document) to be digitized.	The Indicative list of records to be digitised are 1. The Service Book of all current employees 2. Legal-Court Document 3. Accident Record - First Information Report 4. Driving License 5. P&D route and charts 6. Board Resolution Above information is indicative and the bidders based on their experience in similar government project need to self-assess the requirement further.
135	V. Design, Development & Deployment of the	172	g. Third Party Audit and Assessment Phase Bidder shall be responsible for carried-out	Please confirm the frequency of Security Audit performed by Cert-In empaneled agency.	The bidder shall have to carried-out the entire one (1) iteration of the

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	Enterprise Resources & Planning (ERP) System		of Third Party Audit and Assessment of the ERP application from Cert-In empaneled agency without any additional commercial implications to the STUs or Authority. The Assessment and Acceptance testing shall be performed by the same Agency referred as Third Party Audit (TPA) Agency.		successful Third Party Audit and Assessment from the Cert-In empaneled agency for the areas as stated in the RFP.
136	VII. ERP Operation & Maintenance Phase	183	The bidder needs to provide the operational and maintenance support for the systems that are implemented and being used before Go Live	For Operational and Maintenance support, the scope of SI are ERP solution and cloud infrastructure. Kindly confirm	Yes, Bidder's understanding is correct. The operational & maintenance phase of the project is limited to the scope of the RFP under the successful bidder's scope.
137		183	The bidder must provide a centralized Helpdesk and Incident Management Support till the end of contractual period.	Please confirm the following: 1. The helpdesk team will communicate in English and Tamil only. 2. All incidents will be logged in English only. 3. Tollfree number will be provided by the department 4. Seating space and connectivity will be provided by the department. 5. Calling instruments will be provided by the department. 6. Calls will not be recorded, in case the call recording facility is required, please confirm that the related infrastructure will be provided by the department.	It is hereby clarified that Helpdesk facility shall have to be provided by the bidder in their premises. Bidder has to take their own assumptions for the uninterrupted services towards the helpdesk for all 3 STUs during the contract tenure.
138	e. System Security during O&M Phase	187	XXI. Digital Signatures Module	1. Kindly confirm that the, DSC (Hardware crypto device) and PKI Solution to support digital signature in application issuance and procurement will be managed	A. The Digital Signatures will be handled by the respective Authority. B. The Number of Actual DSC shall be informed to

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				by the department? 2. Please provide the number of users using the DSC.	successful Bidder.
139	Technical Requirements	193	Exit Management Plan Extend In the eventuality that no such alternate arrangements are in place for managing the Project at the end of the Contract period, the BIDDER shall be required to continue delivering services as required under this Project, at the same terms and conditions, even beyond the Contract period (such period not exceeding 1 year) till alternate arrangement is done by the STUs' to manage the operations. (The decision to extend the Contract with the BIDDER (if applicable) will be communicated to the BIDDER at least 3 months before the expiry of the Contract.)	The bidder requests the following modifications: The extension and terms of the contract shall be mutually discussed and agreed between the bidder and the purchaser before 3 months of the expiry of the contract. The commercials for extension of the contract beyond the term of the project shall be submitted at the request of the Purchaser.	RFP Condition Prevails. Bidder shall have to consider the price validity for the period of 6 years in operation & maintenance phase of the project.
140	X. Milestonewise Deliverables and expected from Service Provider	197	Golive for 3 STUs	Kindly let us know the Golive date. We understood that at T+12 months Development phase 4 has to be completed. Is Golive Sign off for all 3 STUs to happen simultaneously. Kindly confirm.	The implementation phase of the entire project as per GC 16.1 and subsequent Part-4, X. Milestones Deliverables and expected from Service Provider (pg - 197 onwards) will be started simultaneously for all 3 STUs. All the deliverables listed in the individual milestone shall be submitted, covering details of all 3 STUs. Upon the achievement of the compliance of the milestone, It will be considered the completion of the milestone.

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					Bidder's understanding is correct that upon go-live of all 3 STUs' requirement as per the GC 16.1 (Milestone - #14) and subsequent Part-4, X. Milestone wise Deliverables and expected from Service Provider (pg no - 197 onwards) - Milestone #15. It will be considered the Go-Live of the project and operational and maintenance period commence for the period stated in the RFP.
141	I. Management Information System (MIS) / Business Intelligence System	211	35.Crystal Reporting	Do we have to use Crystal Framework only or any other Open Source is preferred?	Under the Business Intelligence / Management Information System (MIS), the report should be customized various data sources including databases, spreadsheets, and other applications as listed in the RFP for objective outcomes. Bidder can adopt any open source framework as well for development of the crystal reports.
142	ERP Function Specs	217	The ERP System shall be COTS based solution with customization facility / Bespoke software with capability of the all level of required customization and	One of the points in “General Requirements” mentioned option to implement COTS / Bespoke and the other clause point mentions that proposed software shall be with latest Open Source	Refer to the Corrigendum-15, Section-II

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#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
			All the required proposed customized software, firmware under the ERP shall be with the latest open source version with all latest available functionalities and technologies	technologies. We request the department to revisit this. Department may allow bidders to propose an open standards COTS based/ Open Source based solution.	
143		217	The ERP System shall be COTS based solution with customization facility / Bespoke software with capability of the all level of required customization and All the required proposed customized software, firmware under the ERP shall be with the latest open source version with all latest available functionalities and technologies	One of the points in “General Requirements” mentioned option to implement COTS / Bespoke and the other clause point mentions that proposed software shall be with latest Open Source technologies. We request the department to revisit this. Department may allow bidders to propose an open standards COTS based/ Open Source based solution.	Refer to the Corrigendum-15, Section-II
144	ERP Function Specs	217	The ERP System shall be COTS based solution with customization facility / Bespoke software with capability of the all level of required customization and All the required proposed customized software, firmware under the ERP shall be with the latest open source version with all latest available functionalities and technologies	One of the points in “General Requirements” mentioned option to implement COTS / Bespoke and the other clause point mentions that proposed software shall be with latest Open Source technologies. We request the department to revisit this. Department may allow bidders to propose an open standards COTS based/ Open Source based solution.	Refer to the Corrigendum-15, Section-II
145		233	The module shall have capability to capture the odometers and km operated by each fleet through the AVLS application of the	Page 85 of the RFP mentions that integration with AFCS, Backend ICT and Other Similar Software	1. The necessary integration with the third parties application is

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			STUs under KfW project.	Solutions for Chennai, Coimbatore and Madurai is in scope of work. Please let the details of the system with which the proposed system is expected to integrate with along with the corresponding use cases to be considered for the integration. For each of the integration scenarios, please share the following information 1. Data sources to be integrated with - name the external system 2. What is the frequency of integration 3. What is the type of data to be fetched and stored 4. What is the volumetric of data to be retained in the system 5. How frequently are we expected to refresh the data 6. Whether the integration will be real time or asynchronous We also understand that the AFCS, Backend ICT and Other Similar Software Solutions for Chennai, Coimbatore and Madurai are similar systems and would follow same protocol/API/methods for the integration. Please confirm on our understanding.	already listed in the RFP. Bidder to advise to refer the RFP for understanding of the integration requirements with proposed ERP applications. 2. The frequency of the data integration will be decided at time of the implementation with successful bidder. 3. Refer to the RFP / PART 4 – Technical Requirements / II. ERP System Functional Specification / Functional Specification Points - 15 to 19 (Pg No 218) for understanding of the data retention policy expected from the ERP System by the STUs. 4. Refer to the RFP / PART 4 – Technical Requirements / II. ERP System Functional Specification / Functional Specification Points - 15 to 19 (Pg No 218) for understanding of the data retention policy expected from the ERP System by the STUs. 5. The frequency of the data integration will be decided at time of the

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#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
					implementation with successful bidder. 6. This is to clarify here that integration with the various fleets related data through AVLS, PIS, VPSD, AFCS and VHMD needs to be integrated through batch data updates method where real-time data would not be required. However, all the data integrated needs to be available on the ERP system in T+1 day manner. Yes, Bidder's understanding is correct. All the data from the third parties will be provided in standard and latest APL / XML method.
146		234	User base	Please let us know the following : The total HRMS User of the proposed system The total number of Payroll users of the proposed system	Kindly refer to RfP Scope of Work Pg. No. 155. The list of users needs to be arrived by the successful bidder during the As-Is study
147	Point 16	243	Module shall be able to monitor tyre pressure by integrating with available information in Bus and should be able to track history of tyre pressure filling incidences on each tyre through out its life.	Please let us know if we need to monitor the tyre pressure of each bus at real time remotely. If so, please let us know the process envisaged to track the same.	The necessary data of the Bus related information will be provided through the integration with the AVLS, PIS, AFCS and VHMD system (Third Party). Bidder shall have to integrate the data with the

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					proposed ERP system.
148	Point 25	244	The module enhances overall equipment reliability, reduces maintenance costs, and improves the efficiency of maintenance operations buses through integration of the VHMD – Vehicle Health Monitoring System of the STUs. (Third Party).	As mentioned above, Please let the details of the system with which the proposed system is expected to integrate with along with the corresponding use cases to be considered for the integration. For ex. In this use case it mentioned that the proposed system needs to integrate with VHMD – Vehicle Health Monitoring System of the STUs. (Third Party). We request you to share the details of all such systems and scope for integration. Please also do let us know whether these integration would be at real time(synchronous), point to point, through batch data updates(asynchronous] etc.	This is to clarify here that integration with the various fleets related data through AVLS, PIS, VPSD, AFCS and VHMD needs to be integrated through batch data updates method where real-time data would not be required. However, all the data integrated needs to be available on the ERP system in T+1 day manner.
149		245	Integration with eCourts	Please let us know if integration with High Courts system is also to be considered in the scope of work.	No, there is no such requirement listed in the RFP. Refer the RFP for better understanding of scope of work.
150	Point 2	246	Data sources: Integrate with various data sources, including historical travel data, weather data, and event data.	Please let us know the scope of work in this regards: 1. What all data sources to be integrated with 2. What is the frequency of integration 3. What is the type of data to be fetched and stored	1. The necessary integration with the third parties application is already listed in the RFP. Bidder to advise to refer the RFP for understanding of the integration requirements with proposed

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#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
				4. What is the volumetric of data to be retained in the system 5. How frequently are we expected to refresh the data 6. Whether the integration will be real time or asynchronous	ERP applications. 2. The frequency of the data integration will be decided at time of the implementation with successful bidder. 3. Refer to the RFP / PART 4 – Technical Requirements / II. ERP System Functional Specification / Functional Specification Points - 15 to 19 (Pg No 218) for understanding of the data retention policy expected from the ERP System by the STUs. 4. Refer to the RFP / PART 4 – Technical Requirements / II. ERP System Functional Specification / Functional Specification Points - 15 to 19 (Pg No 218) for understanding of the data retention policy expected from the ERP System by the STUs. 5. The frequency of the data integration will be decided at time of the implementation with successful bidder. 6. This is to clarify here that integration with the various fleets related data through

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					AVLS, PIS, VPSD, AFCS and VHMD needs to be integrated through batch data updates method where real-time data would not be required. However, all the data integrated needs to be available on the ERP system in T+1 day manner. Yes, Bidder's understanding is correct. All the data from the third parties will be provided in standard and latest APL / XML method.
151	Point 3	247	• Time-series forecasting: Develop models for predicting passenger demand based on historical data. • Route-specific forecasts: Generate forecasts for each route, considering historical ridership, seasonal variations, and special events. • Real-time data integration: Integrate real-time data to adjust forecasts dynamically. • Machine learning: Use machine learning algorithms to improve forecast accuracy.	In the current scope of work w.r.t Package 3, we are not capturing data wr.t Passengers or route details. Vehcile tracking information is also not in the current scope of work. However, the scope of work here refers to forecasting route and passenger demand. Please let us know the expectations here and how the proposed system is expected to predict passenger demand or forecast route details when the core data regarding the same is not in the system	The necessary data-sets to create the data warehouse and relevant algorithm for prediction will be fetched through the various integration patches with the third party applications. The necessary integration scope is already listed in the RFP which bidder needs to be refer. Based on the available data sources, the bidder shall have to create the model through the algorithm for the prediction of the various parameters as listed in the RFP.

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#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
152	Point 4	247	• Route optimization: Optimize routes and schedules to match demand forecasts. • Resource allocation: Assign vehicles and drivers efficiently. • Service alerts: Automatically notify users about changes in schedules or delays.	We are not storing the route information in the system. Please let us know the approach towards route optimization that is envisaged here. As per our understanding the proposed system would be expected to integrate with route optimization system for optimization of the routes and schedules to match demand. Please confirm on our understanding.	The necessary data sets to create the data warehouse and relative algorithm for prediction will need to be fetched through the various integration patches with the third-party applications. The required scope of integration is already listed in the RFP, which the bidder needs to refer. Based on the available data sources, the bidder shall have to create the model through the algorithm to predict the various parameters listed in the RFP. The above information is indicative, and the bidders, based on their experience in similar government projects, need to self-assess the requirement further.
153	Point 5	247	• Passenger segmentation: Analyze passenger demographics and behavior. • Seasonal variations: Identify and accommodate seasonal variations in demand. • Special events: Account for events that may affect ridership.	In the current scope of work w.r.t Package 3, we are not capturing data wr.t Passengers or route details. Vehicle tracking information is also not in the current scope of work. However, the scope of work here refers to forecasting route and passenger demand. Please let us know the	The necessary data sets to create the data warehouse and relative algorithm for prediction will need to be fetched through the various integration patches with the third-party applications. The required scope of integration is already listed in the RFP, which the bidder needs to refer.

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				expectations here and how the proposed system is expected to predict passenger demand or forecast route details when the core data regarding the same is not in the system	Based on the available data sources, the bidder shall have to create the model through the algorithm to predict the various parameters listed in the RFP. The above information is indicative, and the bidders, based on their experience in similar government projects, need to self-assess the requirement further.
154	Point 7	247	• Notifications: Send automated alerts to passengers about route changes, delays, or cancellations. • Communication channels: Support SMS, email, and mobile app notifications.	We understand that the arrangement of the SMS, email and payment gateway will be done by IRT. Also, the commercials associated with the CAPEX/OPEX of the gateways will be borne by IRT. Please confirm on our understanding.	Clause stands deleted.
155	Point 22	250	Ability to support "Double Entry System of Accounting" on "Accrual Basis" as required under Companies Act in general and Schedule VI requirements in particular	We understand at organization level, one of the these two accounting standards would be applicable and the system is expected to support either "Double Entry System of Accounting" on "Accrual Basis" as required under Companies Act. Please confirm on our understanding.	Yes, bidder's understanding is correct. However, it is bidder's responsibility to understand the exact accounting standards of the individual STUs at AS-IS state.
156	Technical Requirements	281	I. Implementation Phase Service Level Benchmarks Penalty for Non-achievement of SLA Requirement Any delay in the delivery of the project	The bidder requests the following modifications: Any delay in the delivery of the project deliverables (solely attributable to vendor) would	Refer to the Corrigendum-14, Section-II

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			deliverables (solely attributable to vendor) would attract a liquidated damage per week of 0.5% of the CAPEX per week for first 8 weeks and 1% per week for every subsequent week, capped at 15% of the CAPEX. If the project gets delayed beyond 19 weeks (delay solely attributable to the bidder), Authority may invoke termination clause.	attract a liquidated damage per week of 0.5% of the CAPEX per week for first 12 weeks and 1% per week for every subsequent week, capped at 10% of the CAPEX applicable for the respective STU. If the project gets delayed beyond 19 weeks (delay solely attributable to the bidder), Authority may invoke termination clause.	
157	Technical Requirements	283	II. Post Implementation Service Level Benchmarks • The maximum penalty amount per quarter during the O&M phase will be limited to 15% of quarterly invoice value.	The bidder requests the following modifications: The maximum penalty amount per quarter during the O&M phase will be limited to 5% of quarterly invoice value for each STU.	Refer to the Corrigendum-16, Section-II
158	Infrastructure and Application Availability and Performance	284	ERP Application Performance, Average Application Response Time during peak usage hours as measured between any of STU's location and DC shall not exceed 10 seconds.	Cloud infra and Network band width both play important role in Application response time, in the RFP Network bandwidth is not in the bidder scope, hence if response time exceed due network bandwidth SLA will be not applicable to bidder.	RFP Condition Prevails.
159	Technical Requirements	287	Manpower Availability 1. Absence of Project Manager and ERP Expert for One Day results in penalty of Rs. 20,000/- per instance. 2. Absence of Application supporti staff for One Day results in penalty of Rs. 6,000/- per insta	The bidder requests the deletion of the clause for penalty basis manpower non-availability. The SLA and penalty should only be linked to application performance in a turnkey contract. This is not a T&M contract and thus, penalty terms due to non-availability of manpower should not be applicable.	RFP Condition Prevails.
160	Technical	382	2. Change Control Note ("CCN")	The bidder requests the following	RFP Condition Prevails.

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	Requirements		(v) Both parties will mutually agree as to whether the request corresponds to a 'Change' or not. Please note that any such request initiated by the Successful Bidder before being accepted as 'Change' will have to be approved by STUs / its nominated agencies.	addition to the clause: In case, mutual agreement, i.e. whether new requirement constitutes change order or not, is not reached, successful bidder in interest of works, shall take up enforcement of change order, if advised in writing to do so by CLIENT pending settlement between two parties to effect whether such requirement constitutes a change order or not as per terms and conditions of Contract. The time and cost effects in such a case shall be mutually verified and recorded. Should it establish that said work constitutes a change order, same shall be compensated considering records kept in accordance with contract.	
161	General	General	Liquidated Damages including SLA Penalty	The bidder requests the following addition to the GC of the RFP: Notwithstanding anything contained in this Agreement of the RFP the maximum aggregate penalty including liquidated damages shall not exceed five (5) percent of the contract value and can be imposed for reasons that are solely applicable to the SI.	RFP Condition Prevails.
162	General	General	Asset Ownership and transfer of title	The bidder requests the following addition to the GC of the RFP: All title of the assets is to be transferred to the Purchaser or its nominated agencies on the day of	Please refer to the "Corrigendum"

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				the successful delivery/ installation/ commissioning, whichever is earlier of the supplied items.	
163		General	Data Migration	Kindly provide the following information with respect to the DB Migration 1. Approx. total amount of structured data to be migrated. 2. Approx. amount of un-structured data to be migrated. 3. Please provide the formats in which the un-structured data is stored. 4. In case of structured data, what is the total number tables and average number of fields in each table. 5. Please confirm that any kind for scanning or keying - in of legacy data is out of scope of this RFP.	The Indicative list of records to be digitised are 1. The Service Book of all current employees 2. Legal-Court Document 3. Accident Record - First Information Report 4. Driving License 5. P&D route and charts 6. Board Resolution Above information is indicative only and the bidders based on their experience in similar government project need to self-assess the requirement further.
164		General	Cloud Hosting	We understand that IRT would be okay with bidder proposing any Meity EmpannelledCSP for the hosting of the application. Please confirm on our understanding.	Yes, Bidders understanding is correct.
165		General	General - Overall User base	Please let us know the overall user base of the proposed system and expected system concurrency the proposed system is expected to support at peak	Kindly refer to RfP Scope of Work Pg. No. 155
166		General	a. Page 83: Price bid Format b. Item Rate BoQ in excel	1. Are bidders expected to upload 3 BoQ (Excel Spreadhseet) Price Bids, one for each STU? The spreadsheet provided does not mention STU Name	a) The Bidders are supposed to upload only one BOQ in Excel format and One Price Discovery in PDF with sign and seal

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
				2. Price Bid Format as per RFP and the excel spreadsheet BoQ formats are different. (Year 1 AMC asked for in spreadsheet - OPEX, and NPV not present in OPEX). Should bidders upload both, or only the format given in the RFP?	b) The Bidders are supposed to incorporate zero in the first year of AMC and start adding values from the 2nd year of AMC
167		General	Contract Agreement on Page 145 shows that contract is entered into with the Institute of Road Transport as Purchaser Page 110 - General Conditions of Contract: 2. Signing of Contract, issuance of Purchase Order and management and enforcement of contract. - Managing Director of the respective STUs. Page 378 - III. Annexure 3:- Non-Disclosure Agreement, is with TNSTC	1. Please confirm whether winning bidder will sign a single contract with IRT, or 3 different contracts, one with each STU? 2. Please confirm if 1 NDA is to be signed with IRT, or 3 - one with each STU, or 1 with TNSTC 3. Should Supplier provide 1 performance Bank Guarantee to IRT, or 3 - one to each STU?	The Successful Bidders have to Sign 3 Contracts, 3 NDA and 3 Performance Bank Guarantees for 3 STU's
168		General	Page 116: 16.3 Payments shall be made promptly by the Purchaser, but in no case later than sixty (60) days after submission of an invoice or request for payment by the Supplier, and after the Purchaser has accepted it. (Purchaser is IRT, as per BDS) Page 191: Payments during Exit Management Period: Without prejudice to any other rights, the STUs may retain such amounts from the payment due and payable by the STUs to the Successful Bidder as may be required to offset any losses, damages or costs incurred by the STUs as a result of the termination of Successful Bidder	1. Please confirm whether invoices are to be raised on and submitted to IRT, or to each STU? 2. Please confirm whether IRT will make payment for invoices, or STUs will pay	The Invoices need to be raised to individual STU's for the implementation (Capex) phase, payment authority will be Joint Managing Director, Tamilnadu Transport Development Finance Corporation Ltd. (TDFC) based on milestone sign-off by STUs and for Operations and Maintenance (Opex) Phase the payment authority will be the Managing Director of the respective STUs as per individual STU contract. IRT is responsible only for the Tendering Process

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	RFP- Reference No.	RFP – Pg. No	Content of RFP requiring Clarification	Points of clarification Required	Clarification
169		General		Let us know the hosting model that bidder should consider? Is it centralised hosting for all STU's or separate hosting for each STU's.	The Bidders shall consider the hosting as per the Industry best practices and the best suitable solution appropriate for the available solution
170		General		Are the payment milestones separate for each STU's? or is it linked to completion of milestones across all STU's?	The Payment Milestones will be separate each STUs on completion of the milestone for concerned STU.
171	New	General	Bidder or Any Member of the consourtium partner	Kindly allow consourtium(P+2) for allowing more participants	RFP Condition Prevails
172		General	General	In case of COTS solution please clarify the number of users to be considered.	Kindly refer to RfP Scope of Work Pg. No. 155. The list of users needs to be arrived by the successful bidder during the As-Is study
173		General	The Supplier shall hand over the source code for software, database and executables to the purchaser which shall correspond 100% to the operational module which shall be verified and certified by an independent agency as identified by the Purchaser.	Source code for any COTS solution is IP of the OEM. Hence, as per industry practice it is not possible to share it with anyone. Having said that we are ready to share the source code that we as contractor develop/customise on top of the base OEM system.	Bidder to refer the RFP, Section IX. Particular Conditions of Contract /GC 38.1 along with the General Condition of Contract (GCC) together for better understanding on the Intellectual Property Rights for pre-existing work.

1. The Corrigendum 3 consists of amendments made in the provisions of the captioned Request for Proposal (RFP). The provisions of the RFP mentioned below from now onward shall be read with the amendments made thereto through this Corrigendum 3.
2. This is Corrigendum 3 to the captioned RFP issued by the Institute of Road Transport (IRT), Chennai on behalf of Tamil Nadu State Transport Corporation (TNSTC) in March 2024. This Corrigendum 3 published on date May 13, 2024 shall constitute part of the

captioned RFP document.

- 3.** All the other terms and conditions except the changes made in the Corrigendum-3, Section-II remain unchanged.

**Director,
Institute of Road Transport (IRT), Chennai**

Section-II Amendments and Changes in the Clauses of the RFP

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Integration, Operations, and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU						
IRT REF No. 36/ ERP/CP/IRT / 2024 KFW reference no. BMZ209919234/KFW509641						
Corrigendum No. 03 dated June 06, 2024						
#	Part No.	Section No.	Clause No.	Page No.	Clause Description (relevant part) as existing in the RfP Documents	Clause Description (relevant part) as amended now to be read as
1.	Section III. Qualification and Evaluation Criteria	1.2 Requirements and Criteria	PQ 3 Financial Situation and Performance– PQ 3.2	44	The Bidder shall have Average Annual Turnover of minimum of INR 65 (Sixty five) Crores in each of the the last 5 (five) audited Financial Years.	The Bidder shall have Average Annual Turnover of minimum of INR 45 (Forty five) Crores in each of the last 5 (five) audited Financial Years.
2.	Section III. Qualification and Evaluation Criteria	1.2 Requirements and Criteria	PQ 3 Financial Situation and Performance – PQ 3.4	44-45	The Bidder shall demonstrate that it has access to, or has available, liquid assets, unencumbered real assets, lines of credit, and other financial means (independent of any contractual advance payment) sufficient to meet the cash flow requirements estimated as INR 32.50 (Thirty Two Crores and fifty Lakhs) Crores for the subject Contract(s) net of the Bidder's other commitments.	The Bidder shall demonstrate that it has access to, or has available, liquid assets, unencumbered real assets, lines of credit, and other financial means (independent of any contractual advance payment) sufficient to meet the cash flow requirements estimated as INR 22.50 (Twenty Two Crores and fifty Lakhs) Crores for the subject Contract(s) net of the Bidder's other commitments.

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Integration, Operations, and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU						
IRT REF No. 36/ ERP/CP/IRT / 2024 KFW reference no. BMZ209919234/KFW509641						
Corrigendum No. 03 dated June 06, 2024						
#	Part No.	Section No.	Clause No.	Page No.	Clause Description (relevant part) as existing in the RfP Documents	Clause Description (relevant part) as amended now to be read as
3.	Section III. Qualification and Evaluation Criteria	1.2 Requirements and Criteria	PQ 4. Similar Nature Experience– PQ 4.1	46	The Bidder should have satisfactorily designed, implemented, deployed and maintained at least One(1) qualifying ERP Projects / EGovernance Projects in last 7 years from date of issuance of RFP across the globe for Government / Public Undertakings. A qualifying ERP Project/ E-Governance is defined as “An ERP project/EGovernance Project with project value of more than INR 65 Crores wherein bidder has implemented the end-to-end ERP/E-Governance system for an organization with more than 5000 employees with more than 1 location for the same ERP/E-Governance project. Bidder must have received the 100% Total Contract Value in at least one project and at least 50% Total Contract Value in the other project submitted in this criteria.	The Bidder should have satisfactorily designed, implemented, deployed and maintained at least One(1) qualifying ERP Projects / E-Governance Projects in last 7 years from date of issuance of RFP across the globe for Government / Public Undertakings. A qualifying ERP Project/E-Governance is defined as “An ERP project/E-Governance Project with a project value of more than INR 30 Crores wherein bidder has implemented the end-to-end system for an organisation with more than 200 employees with more than 1 location for the same ERP/E-Governance project. Bidder must have received at least one project and at least 50% Total Contract Value in the project submitted in this criteria.
4.	Section III. Qualification and Evaluation Criteria	1.2 Requirements and Criteria	PQ 5. Technical Capacity, Spare Parts and Local Agent – PQ 5.2 Full Time Technical Resources	49	Bidder should have minimum 400 nos. of full time qualified resources on the pay roll with experience in IT/ICT projects	Bidder should have minimum 250 nos. of full time qualified resources on the payroll with experience in IT/ICT projects

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Integration, Operations, and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU						
IRT REF No. 36/ ERP/CP/IRT / 2024 KFW reference no. BMZ209919234/KFW509641						
Corrigendum No. 03 dated June 06, 2024						
#	Part No.	Section No.	Clause No.	Page No.	Clause Description (relevant part) as existing in the RfP Documents	Clause Description (relevant part) as amended now to be read as
5.	Section III. Qualification and Evaluation Criteria	1.3 Technical Qualification Criteria	TQ 1 COMPANY PROFILE TQ 1.1	51	Bidder shall have an average turnover from System Integration / Application Development and Implementation Work in last 5 years (Turnover in INR Crores) > 65 Crores: 2 marks >=130 Crores: 3 marks >=260 Crores: 5 marks	Bidder shall have an average turnover from System Integration / Application Development and Implementation Work in last 5 years (Turnover in INR Crores) > 45 Crores: 2 marks >=90 Crores: 3 marks >=135 Crores: 5 marks
6.	Section III. Qualification and Evaluation Criteria	1.3 Technical Qualification Criteria	TQ 1 COMPANY PROFILE TQ 1.2	51	Bidder shall have a total full time technical employee on roll of the Bidder. > 400 employees: 2 marks >=700 employees: 3 marks >=1000 employee: 5 marks	Bidder shall have a total full time technical employee on roll of the Bidder. > 250 employees: 2 marks >=350 employees: 3 marks >=500 employee: 5 marks
7.	Section III. Qualification and Evaluation Criteria	1.3 Technical Qualification Criteria	TQ 2 RELEVANT EXPERIENCE TQ 2.1	52-53	Bidder shall have project experience of for ERP or EGovernance implementaion of value more than INR 65 Crore in each project. The work order should have been issued within the last 7 years, from the date of issuance of RFP. . Marks shall be award as per below; • >= 3 Qualifying Projects: 7 Marks • 2 Qualifying Projects : 5 Marks • 1 Qualifying Project : 3 Marks Additional marks shall be given to the bidder for the One (1) Qualifying Project with any public transport bodies in India or global - 3 Marks.	Bidder shall have project experience for ERP /E- Governance Project implementation of value more than INR 30 Crore in each project. The work order should have been issued within the last 7 years, from the date of issuance of RFP in India or Global. Marks shall be award as per below; • >= 3 Qualifying Projects: 7 Marks • 2 Qualifying Projects : 5 Marks • 1 Qualifying Project : 3 Marks Additional marks shall be given to the bidder for the One (1) Qualifying Project with any public transport bodies in India or global - 3 Marks.

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Integration, Operations, and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU						
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Corrigendum No. 03 dated June 06, 2024						
#	Part No.	Section No.	Clause No.	Page No.	Clause Description (relevant part) as existing in the RfP Documents	Clause Description (relevant part) as amended now to be read as
8.	Section III. Qualification and Evaluation Criteria	1.3 Technical Qualification Criteria	TQ 2 RELEVANT EXPERIENCE TQ 2.2	53-54	Bidder shall have project experience of ERP / EGovernance project with minimum 2 years of completed maintenance services of value more than 65 Crores with organization with more than 5000 Employees with more than 1 location in each project within the last 7 years from date of issuance of RFP. Marks shall be award as per below; • >= 3 Qualifying Projects: 25 Marks • 2 Qualifying Projects : 20 Marks • 1 Qualifying Project : 10 Marks Additional marks shall be given to the bidder for the One (1) Qualifying Project ERP/E-Governance project implementation in government/Public Sector undertaking/ Public Transport Organization - 5 Marks.	Bidder shall have project experience of ERP / E-Governance project with minimum 2 years of completed maintenance services of value more than INR 30 Crores with organization with more than 200 Employees with more than 1 location in each project within the last 7 years from date of issuance of RFP in India or Global. Marks shall be award as per below; • >= 3 Qualifying Projects: 25 Marks • 2 Qualifying Projects : 20 Marks • 1 Qualifying Project : 10 Marks Additional marks shall be given to the bidder for the One (1) Qualifying Project ERP/E-Governance project implementation in Public Transport Organization - 5 Marks. (OR) Additional Marks shall be given to the bidder for the One (1) Qualifying Project ERP/E-Governance project implementation in Government/Public Sector undertaking - 3 Marks.

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Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Integration, Operations, and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU						
IRT REF No. 36/ ERP/CP/IRT / 2024 KFW reference no. BMZ209919234/KFW509641						
Corrigendum No. 03 dated June 06, 2024						
#	Part No.	Section No.	Clause No.	Page No.	Clause Description (relevant part) as existing in the RfP Documents	Clause Description (relevant part) as amended now to be read as
9.	Section III. Qualification and Evaluation Criteria	1.3 Technical Qualification Criteria	TQ 3 Key Personnel TQ 3.1 – Project Manager	54	Mandatory Conditions: BE / B.Tech with M.Tech / MBA along with minimum 15 years of overall experience and 7 years of experience with ERP relevant project (development & implementation) (To be deployed full time till system go-live.) Marks shall be allotted as per below. Experience of the ERP System implmentation in Government Organization in India or Global • >= 3 Projects – 4 Marks • 2 Projects- 2 Marks • Or else – 0 Marks Experience of the ERP System implementation in public transport Organization in India or Global – 1 Mark Project Management Certifications PMP/Prince 2 Certification – 1 Mark	Mandatory Conditions: BE / B.Tech with M.Tech / MBA along with minimum 15 years of overall experience and 7 years of experience with ERP relevant project (development & implementation) (To be deployed full time till system go-live.) Marks shall be allotted as per below. Experience of the ERP System implementation in Government Organization in India or Global • >= 3 Projects – 4 Marks • 2 Projects- 2 Marks • Or else – 0 Marks Experience of the ERP / E-governance System implementation in Government/Public Sector undertaking/public transport Organization in India or Global – 1 Mark Project Management Certifications PMP/Prince 2 Certification – 1 Mark

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Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Integration, Operations, and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU						
IRT REF No. 36/ ERP/CP/IRT / 2024 KFW reference no. BMZ209919234/KFW509641						
Corrigendum No. 03 dated June 06, 2024						
#	Part No.	Section No.	Clause No.	Page No.	Clause Description (relevant part) as existing in the RfP Documents	Clause Description (relevant part) as amended now to be read as
10.	Section III. Qualification and Evaluation Criteria	1.3 Technical Qualification Criteria	TQ 3 Key Personnel TQ 3.2 – Solution Architect	54	Mandatory Conditions: BE/B Tech in Computer Science / IT / Electronics or MCA/MSc(IT) equivalent from a recognized educational institution along with Minimum 10 years' experience in IT/ICT sector. Experience of more than 5 years as a Solution Architect in in projects of ERP Implementation Marks shall be allotted as per below: Experience of designing & deployment of solution encompasses business, system, information, security, application and technology architecture in multitenant turnkey IT/ICT solution in the public transport organization in India or global • >= 3 Projects – 3 Marks • 2 Projects- 2 Marks • Or else – 0 Marks Relevant Certifications TOGAF or cloud architect or solution architect Certification– 1 Mark	Mandatory Conditions: BE/B Tech in Computer Science / IT / Electronics or MCA/MSc(IT) equivalent from a recognized educational institution along with Minimum 10 years' experience in IT/ICT sector. Experience of more than 5 years as a Solution Architect in in projects of ERP Implementation Marks shall be allotted as per below: Experience of designing & deployment of solution encompasses business, system, information, security, application and technology architecture in multitenant turnkey IT/ICT solution in the government/Public Sector undertaking/public transport Organization in India or Global • >= 3 Projects – 3 Marks • 2 Projects- 2 Marks • Or else – 0 Marks Relevant Certifications TOGAF or cloud architect or solution architect Certification– 1 Mark
11.	PART 1 – Bidding Procedures	Section IV. Bidding Forms- CAPEX	2.01 & 2.04	84	Implementation period 21 Months	Implementation period 18 Months The Bidders are requested to Submit the price bids as per the format provided in the price bid excel titled “BoQ_538967” in the updated tender ID “2024_IRT_431801_2

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Integration, Operations, and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU						
IRT REF No. 36/ ERP/CP/IRT / 2024 KfW reference no. BMZ209919234/KFW509641						
Corrigendum No. 03 dated June 06, 2024						
#	Part No.	Section No.	Clause No.	Page No.	Clause Description (relevant part) as existing in the RfP Documents	Clause Description (relevant part) as amended now to be read as
12.	Part 3 – Contract	Section VIII. General Conditions of Contract	GC 38	130		All title of the assets is to be transferred to the Purchaser or its nominated agencies on the day of the successful commissioning/Go-Live of the project
13.	Part 3 – Contract	Section IX. Particular Conditions of Contract	GC 16.6 & GC 24.1	139	Any payments of the insurer are to be made to KfW for the account of India to the extent that the risk has already come to lie with the Purchaser. The insurance certificate/policy must include the following Clause: “In the event of any claim under this insurance policy, payment shall be effected to KfW, Frankfurt am Main (BIC: KFWIDEFF, BLZ/Branch Code 500 204 00), Account No. 38 000 000 00 (IBAN: DE53 5002 0400 3800 0000 00) for account of Institute of Road Transport of India	In the event of claim settlement, the insurer would transfer the claim amount to Bidder, which would be further transferred to the customer.
14.	Part 3 – Contract	Section IX. Particular Conditions of Contract	GC 27.1	139	Any delay in the delivery of the project deliverables (solely attributable to vendor) would attract a liquidated damage per week of 0.5% of the CAPEX per week for first 8 weeks and 1% per week for every subsequent week, capped at 15% of the CAPEX.	Any delay in the delivery of the project deliverables (solely attributable to vendor) would attract a liquidated damage per week of 0.5% of the CAPEX per week for first 8 weeks and 1% per week for every subsequent week, capped at 10% of the CAPEX.

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Integration, Operations, and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU						
IRT REF No. 36/ ERP/CP/IRT / 2024 KFW reference no. BMZ209919234/KFW509641						
Corrigendum No. 03 dated June 06, 2024						
#	Part No.	Section No.	Clause No.	Page No.	Clause Description (relevant part) as existing in the RfP Documents	Clause Description (relevant part) as amended now to be read as
15.	PART 4 – Technical Requirements	ERP System Functional Specification		217	The ERP System shall be COTS based solution with customization facility / Be-spoke software with capability of the all level of required customization and All the required proposed customized software, firmware under the ERP shall be with the latest open source version with all latest available functionalities and technologies	The ERP System shall be COTS based solution with customization facility OR Be-spoke software OR Open Source Software Application with capability of the all level of required customization. All the required proposed customized software, and firmware under the ERP shall be with the latest version with all the latest available functionalities and technologies
16.	PART 4 – Technical Requirements	I. Service Level Agreements	Post Implementation Service Level Benchmarks	283	The maximum penalty amount per quarter during the O&M phase will be limited to 15% of quarterly invoice value.	The maximum penalty amount per quarter during the O&M phase will be limited to 10% of quarterly invoice value. If the project gets delayed beyond 19 weeks (delay solely attributable to the bidder), Authority may invoke termination clause.

Revised GC 16.1 & Section VII. Schedule of Requirements - Delivery Schedule

#	Revised Project Deliverables	Revised Schedule Timelines of Delivery	Revised Changes in Payment Terms
1	Signing of Contract and Issuance of Work Order	T = Date of Signing of Contract.	-
2	Inception Phase: Project kick-off, project plan, resource deployment, milestones acceptance process sign-off.	T+2 weeks	-
3	As-Is Study Phase: Complete as-is study for all systems, department and processes of STUs and finalise the aligned modules to implement in new ERP system and get sign-off from STUs	T + 3 Months	5% of CAPEX
4	To-be, Business Process Re-Engineering & Optimization Phase: Prepare detailed business process reengineering and To-be plan based on the study of the As-is for optimization of the existing processes in line with the set policies and procedures that followed by the STUs in administrative and operation management	T + 5 Months	5% of CAPEX
5	Detailed Design Phase: High-level design or system architecture is further refined and translated into a more detailed and comprehensive blueprint for the construction of a ERP system as per the expectation of the STUs	T+ 6 Months	-
5	I.Development Phase 1: Development/ customization/ configurations and implementation of the ERP solution for 25% of the total modules approved by the STUs at Design Phase	T + 7.5 Months	10% of CAPEX
6	Development Phase 2: II.Development/ customization/ configurations and implementation of the ERP solution for 25% of the total modules approved by the STUs at Design Phase	T + 9 Months	10% of CAPEX
7	Development Phase 3: III.Development/ customization/ configurations and implementation of the ERP solution for 25% of the total modules approved by the STUs at Design Phase	T + 10.5 Months	10% of CAPEX
8	Development Phase 4: IV.Development/ customization/ configurations and implementation of the ERP solution for 25% of the total modules approved by the STUs at Design Phase	T + 12 Months	10% of CAPEX
9	Testing & Pre-Commissioning Phase: Solution testing procedure for conducting test on various modules of the ERP	T+9 Months to T+13 Months	10% of CAPEX

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

#	Revised Project Deliverables	Revised Schedule Timelines of Delivery	Revised Changes in Payment Terms
	solution including the Test cases		
10	Data digitisation and migration to ERP system.	T+6 Months to T + 14 Months	10% of CAPEX
11	Integration with Third Parties & Gap Analysis Phase:	T + 15 Months	-
12	Third Party Audit & Assessment Phase:	T + 17 Months	10% of CAPEX
13	Training & Capacity Building to STUs users (Before Commissioning)	T+9 Months to T+13 Months	10% of CAPEX
14	Commissioning & Final Go-Live& Sign off (UAT Phase) – Complete cloud hosting of the ERP System on Production environment	T + 18 Months = T1	10% of CAPEX
15	Solution Stabilization timeline (Defect Liability Period) This milestone ensures that the vendor will be ready for the Operation & Maintenance phase and make provisions in the deployed system for SLAs to be generated without any manual intervention on the final day of the said quarter)	T1 + 12 Months (T1 = Date of Golive of ERP System for particular STUs)	
16	Operation and Maintenance Period	T1 + 60 Months	Quarterly SLA based Payments of OPEX (divided into 20 payments from the date of Go-Live)
17	Successful completion of project and exit management process.	T1+ 49 Months to T1+ 60 Months	



Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

IRT REF No. 36/ ERP/CP/IRT / 2024

KfW reference no. BMZ209919234/KFW509641

Corrigendum 4

Date: 13/06/2024

Issuing Authority: Institute of Road Transport, Chennai

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Supply, Implementation, Operations and Maintenance of the Enterprise Resource Planning system for Chennai (MTC), Madurai STU and Coimbatore STU

Important notes:

1. The corrigendum 4 consists of amendments made in the provisions of the captioned Request for Proposal (RFP). The provisions of the RFP mentioned below from now onwards shall be read with the amendments made thereto through this Corrigendum
2. This is Corrigendum 4 to the captioned RFP issued by the Institute of Road Transport (IRT), Chennai, on behalf of Tamil Nadu State Transport Corporation (TNSTC) in March 2024. This Corrigendum 4 published on date 13/06/2024 shall constitute part of the captioned RFP document.

S No	RFP clause/reference	Provision /clause	The Provision/clause stands revised/replaced/added and is to be read as
1.	Part 1 Bidding Procedure Section II. Bid Data Sheet PCC 19.1	A Bid Security is required. If a Bid Security shall be required, the amount and currency of the Bid Security shall be: Rs. 85 Lakhs	A Bid Security is required. If a Bid Security shall be required, the amount and currency of the Bid Security shall be: Rs. 65 Lakhs

Director
Institute of Road Transport (IRT), Chennai