	Supply and Implementation of ERP Solution		
	Respnse to Queries Related to Operations and Soluiton		
	Ref:RFP No.KMRL/IT/AE(IT)2013/971		
	Date: July 17, 2014		

Sl. No.	Bidding Document Reference(s) (section number/ page)	Content of RFP Requiring Clarification	Points of clarification required	Response of KMRL
1	pg.16, 1.4.4	KMRL will provision the necessary hardware as sized and suggested by the SI	Pl submit the actual the expectations from SI	SI will provide the details of the size of hardware required
2	pg.16, 1.4.5	Options for Hosting the ERP solution will be separately evaluated and decided by KMRL.	Is the SI expected to seperately propose a Hosted Delivery Model also.	It is self explanatory
3	pg.18, 1.6.6	KMRL will have the option to negotiate and procure the ERP solution proposed by the SI, directly from the OEM of the ERP solution.	Pl clarify KMRL stand	It is self explanatory
4	pg.18, 1.6.8	The implementation services procured through this bidding process will be applicable only for the first phase of the ERP implementation.	Pl clarify what all is covered in the first phase of the ERP implementation.	Please refer different sections of the RFP
5	pg.18, 1.6.9	The procurement of SI for the second phase of the ERP implementation will be done separately, through another bidding process, after stabilizing the ERP solution implemented in the first phase.	What is the objective behind this ?	It is a business decision of KMRL
6	pg.25, 4.a	KMRL may use the services independent third party expertise to assess, review and quality control of the project artifacts and deliverables	SI should not be asekd to bear the expenses of 3rd party, neither shud their activities affect SI project timelines.	The RFP clarity on this
7	pg.26, 7.b	Provide support to KMRL to install and commission the hardware and the ERP at the data center	Pl submit the actual the expectations from SI	SI to coordinate with data center and hardware vendor for ensuring seamless execution of installation
8	pg.59, 4	The references should be for deployment which are less than five years old, and are currently active.	request to make it open for 10 years and not necessarily live since there are very few relevant references in metro space in India	No change
9	pg.61. d	The ERP Solution should be supplied with the source code and the customized source codes of the ERP solution. These Codes should be part of deliverable without any preconditions.	We cannot share the customized source codes of the ERP solution. Request KMRL to change the clause accordingly.	No change, the Ipr for any preexisting work rests with the respective owners
10	Section 2.8/Page no 26	Help desk operations --- Initial Response, Immediate telephonic response and support for usage related and other minor problems. Dial ---in support for handling, minor bug fix.	1) What are the support hours for helpdesk operations. Please define- a) Days of week (e.g. Monday - Friday) - ? b) hours of day (e.g. 9 am - 6 pm)- ?	Please see the corrigendum
11	Section 2.8/Page no 26	Help desk operations --- Initial Response, Immediate telephonic response and support for usage related and other minor problems. Dial ---in support for handling, minor bug fix.	What will be the location of helpdesk (at KMRL Kochi or at System Integrator offsite support centers in India)?	Please see the corrigendum
12	Section 2.8/Page no 26	Help desk operations --- Initial Response, Immediate telephonic response and support for usage related and other minor problems. Dial ---in support for handling, minor bug fix.	Does System Integrator need to budget for Toll Free telephone line or KMRL will provide it?	Please see the corrigendum
13	Section 2.8/Page no 26	Help desk operations --- Initial Response, Immediate telephonic response and support for usage related and other minor problems. Dial ---in support for handling, minor bug fix.	Does System Integrator need to budget for Ticketing tool?	Please see the corrigendum
14	Section 2.8/Page no 26	Operational Support – On---site operational support after implementation	Does KMRL want 100% support at onsite, for all the modules in scope mentioned in page no 17, section 1.5.2.? OR Can system Integrator propose Hybrid Support model where , Key resources/skills will give support at onsite , rest all skills will be supported from its offshore support service centers in india.?	Please see the corrigendum
15	Section 2.8/Page no 26	Operational Support – On---site operational support after implementation	1) What are the support hours for SI onsite team. Please define- a) Days of week (e.g. Monday - Friday) - ? b) hours of day (e.g. 9 am - 6 pm)- ?	Please see the corrigendum
16	Section 2.8/Page no 26	Onsite support --- On---site support for hand holding the users, database recovery and data synchronization after crash, performance tuning, bug fix, update for all critical functions.	During support period- Please confirm- All New developments/enhancements to the implemented ERP solution will be carried out by SI on Time & Material basis & would be paid in additionally by KMRL. OR please suggest the number of man-days support/year which needs to be budgeted by SI for new developments/enhencements.	No change
17	Section 5.8.3.b/Page no 41	5.8. CENTRE OF EXCELLENCE (COE) a. Creating the right structure for the CoE, including planning for the resources required for running it b. Capacity building for the CoE, by training the people on the ERP solution c. Formulating mechanisms and designing the processes for the CoE to function effectively.	Please clarify the approximate timeline for activities a,b,c mentioned in this section. It would help SI to create a prpoer plan. a)Start date - End date ? b)Start date - End date ? c)Start date - End date ?	During the first year of support
18	Section 2, Clause 4.10 (2)	However the bidder is requested to indicate as per format Annexure, the changes the bidder desires to have and the reason for that. This is only a solicitation of suggestions for change and this must be done as part of clarifications / suggestions not later.	Kindly confirm which is the exact format Annexure in which we can propose deviations to the Draft Contract in Annexure - III.	Please see the corrigendum
19	Clause 3, Deliverables acceptance criteria	Entire clause	We request for deemed acceptance procedures to be stated for each project acceptance milestone.	No change, there is no concept of deemed acceptance
20	Section 5.9, 3 (f)	f. The bidder qualifies the Bid with its own conditions which contradicts the terms and conditions of the RFP or the draft contract.	Please confirm in line with Clause 4.10 (2) above whether deviations can be provided along with bidder's proposal.	It is self explanatory
21	Clause 6.15 (13)	Failure of the successful bidder…. and forfeiture of EMD.	Please confirm that EMD will not be forfeited for providing suggested deviations in line with clause 4.10.	It is self explanatory

#	Clause	Subject	Query	Response
35	Section 1 clause-1.5 (2)	Phase I of the implementation of the ERP will cover the following functions a. Finance and accounts b. Asset management c. Human Resources, Payroll management and administration d. Procurement and contracting Management including e---procurement e. Materials management f. Business analytics g. Integration module to integrate other applications	we request to revisit the scope of implmentation in Phase 1 (as per our experience and best fit for KMRL) a. Finance and accounts b. Asset management c. Human Resources, Payroll management and administration d. Procurement and contracting Management including e---procurement e. Materials management f. Business analytics g. Integration module to integrate other applications - We request KMRL to specify for other legacy applications * Project Management to be included in Phase-I - Since all cost & expense would be initiated from projects and as mentioned in FRS requirement related to this. * Employee Self services and Manager Self Services to be added with HR functions as mentioned in FRS	Please see the corrigendum
83	pg. 39, 5.5	"Usage Ready" means commissioning and integration of all the hardware including Data Center, Disaster Recovery Center---if applicable, and all the components of the ERP solution as per the RFP, configured, customized and used successfully by all the intended users of KMRL for successfully executing all the intended transactions as in this RFP and as per the SLAs and / or mutually agreeable levels. The "Usage Ready" shall come into effect only on approval by KMRL.	Why is KMRL linking the completion of all the hardware including Data Center, Disaster Recovery Center to that of the ERP Solution, on which SI has not much role to play.	No change, the responsibilities are well defined
84	5 . Pg.53	Entire Clause	We can substiantiate Annual Turnover figures for 2010-11, 2011-12 & 2012-13 with audited financial statements. The figures for annual Turnover of 2013-14 is still under evaluation of auditor. Hence request you to revise the financial years accordingly.	Please see the corrigendum
85	7 Pg.65	4.11. GUIDELINES FOR COMMERCIAL PROPOSAL No clauses for price fluctuations due to fluctuation of the Indian currency against any of foreign currency will be accepted during the period of the contract.	Services Fees,Manpower cost for change request & Skill Augumentation shall be subject to an annual inflation tied to a mutually agreed upon Index.	No change
86	1. Pg 66	4.13. COMMERCIAL PROPOSAL FOR IMPLEMENTATION SERVICES Clause -1	Services Fees,Manpower cost for change request & Skill Augumentation shall be subject to an annual inflation tied to a mutually agreed upon Index.	No change
87	Annex 6	Payment Schedule	Request to revise the payment clause as below: At completion of PP phase: 25% At completion of BP phase: 40% At the successful completion of the Realization phase: 25% After one annual quarter of successful operation and successful completion of three months of user adoption service : 10% The charges for the support services will be payable at monthly in arrear.	Please see the corrigendum
89	Pg. 157 & 245		There are 2 PBG text in the RFP, please suggest which will be applicable. Pg.157 & 245.	Please see the corrigendum
90	2.5/page 24	Limited Access users	Are these self service users on portal? Or on thick client?	The definition is provided in the RFP
91	2.4/page 23	Functional Units KMRL	What is the expected revenue in the first year of operations and growth of revenue in %age in next 5 years. Also what is the growth of users expected over 5 years	Revenue from operations are not covered in phase 1. Other revenue like Interest income, consultancy income or sale of scrap may be in the region of 15 crore in the current year and expected to increase thereafter. Income for advertisement, for which estimate is not made is also anticipated. Number of users for the phase 1can be taken as the same as in the RFP.
92	1.5/page 18	e-procurement	What is the total annual procurment budget of KMRL?	In the region of 50 to 100 crore initially
93	1.5/page 18	Real Estate Management	How many residential units KMRL has? Do you also want to manage Land. If yes, how many land parcels KMRL possess?	This function is part of Phase II of the project
94	Annexure II-FRS/page 164	Cash/Cheque Management	What is the total operating budget of KMRL?	Only CAPEX budget in the current year
95	Annexure II-FRS/page 175	Capital Budgeting	How many users are involved in budget exercise?	Expected to be 10-12
1	Page 3, Tender data sheet-Overview of the project	Implementation of the proposed ERP solution	What will be the timeline for the implementation and hand holding from the award of contract	The answer is provided in the RFP
2	Page 3, Tender data sheet-Overview of the project	Support the ERP solution at KMRL for three years, one year mandatory and two years of optional support.	Are we going to bid for only one year of support or for three years. In case of one year what will be the process for other two years. Can SI can be replaced after one year and contract can be awarded to other vendors.	The answer is provided in the RFP
3	Page 3, Tender data sheet-Key aspects of project	Post implementation support– onsite and offsite support, one year mandatory, optional two years---extendable at every six months	Need clarity of the process.	The answer is provided in the RFP

#	Reference	Clause	Query	Response
4	Page 15, Section 1.3,Point 6 D	Phased implementation--- keeping in mind the evolving nature of operations of KMRL, it has been decided to implement the ERP solution in two phases, with the first hase focusing on the basic requirements of the Metro Rail system and the second phase of the project focusing on the operational aspects of the Metro rail.	In current tender are we going to bid for phase 1 only. Phase 2 is out of scope as of now?	The answer is provided in the RFP
6	Page 21, section 2.2, point 2	Integrating the ERP solution with digital signature	is the responsibility of SI is to integrate the digital signature only with ERP. The infrastructure and application for digital signature will be provided by client.	The answer is provided in the RFP
7	Page 21, section 2.2, point 7	Data Migration of the materials data, project data, employee data, etc.	What will be approximate volume of data to be migrated in terms of employees record, asset master, material master etc.	The information is currently unavailable
9	Page 26, Section 2.10,	The SI is required to deploy skilled ERPfunctional consultants and technical experts to work with KMRL on a man month rate basis, for specific functional areas, to be identified subsequently	Need clarity on this.	The answer is provided in the RFP
10	Page 30, section 3.8	Banking integration for payment of processing fees or EMD, through credit card, debit card and online banking	Again SI will provide only the integration and cleint will provide the vendor with which paymeny gateway will be integrated or SI need to provide payment gateway also.	Payment gateway and digital signatures will be procured separately, integration to be done by SI
11	Page 31, Section 5.1, point 3	Business design and blue print	As Is will be provided by Client or SI has to create that also.	SI is responsible
13	Page 36, point 12	End---User Training	What will the numbers or batch size of users	Training to be based on user groups
14	Page 36, point 16	Acceptance of "Complete deployment":	Is it covered in six month implementation timeline or during the one year support	The answer is provided in the RFP
15	Page 36, point 17	User adoption support	Is it covered in six month implementation timeline or during the one year support	The answer is provided in the RFP
16	Page 38, section 5.4	SYSTEM STABILISATION SUPPORT	Is this apart from 6 month implementation period and 1 year of support period.	The answer is provided in the RFP
17	Page 43, point 4	Plan for customization/development	What will be the approximate number of reports/outputs and other customizing objects.	The information is currently unavailable
18	Page 49, point 7 f	Legal expert with knowledge of IT act, CVC guidelines, contract act etc, as advisor for e-procurement function	Please clarify on this. What will be the min. qualification for the expert.	The expertise required is provided in the RFP
19	Page 49, Point 9	The minimum proficiency of the experts/resources:	Can Clause for Project manager with MBA with graduation in IT can be changed to person with 15 years of experience as in SAP proficiancy of domain experts as project manager is more suitable.	No change
49		Taxation	For taxation and satutary reporting will you be using SAP or any interfacing is required?	SI is expected to propose the ERP solution
1	page no 97, 6.9. SCORING OF TECHNICAL PROPOSAL FOR ERP SOLUTION, Under point no. 9	c. The Proposed Application should support – all of the Operating Systems--- Microsoft Windows, UNIX, Linux, MAC and the proposed integrated application should be capable of supporting all standard Databases like Sybase, SQL, Oracle and DB2	Kindly add PostgreSQL and Postgres Plus Advanced Server in the list of standard Databases.	It is self explanatory. No change in specificaiton. The statement "like", means the list is not exhaustive and includes any standard database
2	Page no 136, 6. THE COMPLIANCE TO STRATEGIC REQUIREMENTS	The ERP Solution supports all of the Operating Systems – Microsoft Windows, UNIX, Linux, MAC and the proposed integrated application should be capable of supporting all standard Databases like Sybase, SQL, Oracle and DB2	Kindly add PostgreSQL and Postgres Plus Advanced Server in the list of standard Databases.	It is self explanatory. No change in specificaiton. The statement "like", means the list is not exhaustive and includes any standard database
1	Page #242. Project Management services 2.7	a. KMRL intends to complete the project of implementation of ERP and complete the solution deployment, within six months of signing the contract for implementation	Does these 6 months include the User training and 3 months system stabilization service?	The project timelines are self explanatory
2	Page #16 1.4 The Project Overview	3. Sizing the hardware for ERP solution based on the requirements of KMRL and installing/commissioning the ERP solution	Is Hardware to be supplied by the SI?	Please see the corrigendum. Hardware need not be supplied by the SI
3	Page #16 1.4 The Project Overview	6. The SI is required to provide operational support for the ERP solution, at KMRL for three years.	Is three years operational support is mandatory?	It is self explanatory, for additional info please see the corrigendum
4	Page #18 1.6 The Process of procurement	6. KMRL will have the option to negotiate and procure the ERP solution proposed by the SI, directly from the OEM of the ERP solution.	If we are going for a customized ERP from one of our partners, then how the payment for the software will be made? Will it be made directly to our consortium partners?	It is self explanatory
5	Page #107 3. Check List for Implementation Services	Customer references from transport/railway/metro rail sector	Is this a mandatory criteria for selection of SI? Request to provide the distribution of marks for evaluation process.	It is self explanatory
6			It would be really helpful, if you can provide the estimated budget of this Project.	KMRL has not estimated the budget for this
7			Can open source be used for this implementation?	SI to propose based on the specification provided in the RFP. KMRL does not have a preference for technology or solution.
8				
9				
10	Pg22, 2.2	3 year support	Whether this include both onsite & offshore models?	Please see the corrigendum
11	Pg27, 2.8	Help Desk	whether Help desk to be maintatined as partf of implementation & 3 yr post implementation support?	Please see the corrigendum
12	Pg27, 2.9	Centre of Excellence	This constitute members from KMRL only, but with the help of functional and technical consultants who are part of bidder's implementation team. No additional resource are expected for this service (other than the implementationt team). Kindly confirm our understanding.	It is self explanatory.
13	Pg27, 2.10	Skill Augmentation	Understand it's need basis. As different expertise involve different charges according to the market rate, how to address the same in the tender response or financial proposal? Kindly explain the model.	this will be on a man month basis, for the skills listed in the RFP

#	Reference	Clause/Text	Query	Response
14	Pg39,41, Sec 5.4,5.6	Post go live support	Aftert complete deployement, there is a period of 3 month's stablisation period. Once that completed, there is 3 year post implementation support (initially 1 year, then extended by 2 more years) - Kindly confirm our understanding.	It is self explanatory
15	Pg42, 5.7	Technical Support	i.e product support or ATS) - this is required from the date of purchase till the completion of 3 year post implementation support - kindly confirm our understanding.	It is self explanatory
16	Pg 67, 4.12. COMMERCIAL PROPOSAL FOR ERP SOLUTION	3. All the separately and independently priced/licensed elements or modules of the ERP solution are priced separately	Please clarify whether SI should quote for licenses as enumerated in the RFP. If yes, please provide such details in the Price Bid Format.	It is self explanatory. Please refer the commercial proposal formats in the RFP
17	Pg70, 4.15	Payment Terms of ERP Solution	The bidder assumes that "payment terms of implementation services" as mentioned in section 4.15 does not include the payment for ERP solution licenses supply. Please state the Payment terms for licenses supply .	It is self explanatory and please see the corrigendum
1	1.4 The Project Overview, Pg. 17/252	Point 3. Sizing the hardware for ERP solution based on the requirements of KMRL and installing/commissioning the ERP solution.Point 4. KMRL will provision the necessary hardware as sized and suggested by the SI	We understand SI need to provide only the hardware sizing details & recommendation for the ERP solution. KMRL will procure the necessary hardware? Kindly reconfirm.	Yes. It is self explanatory
2	1.4 The Project Overview, Pg. 17/252	Point 5. Options for Hosting the ERP solution will be separately evaluated and decided by KMRL.	This point is not being considered as part of the RFP. Is our understanding correct? Please confirm.	it is self explanatory
3	1.3 The Strategy of the Project. Pg. 16 of 252 2.2. The scope of work for the Project. Pg. 22/252	3. c. The Integration with ticketing Operations. 2. Integrating the ERP solution with digital signature 3. Integration for banking transactions 4. Integration of the ERP system with biometric attendance system	Apart from the points 3.C and 2/3/4 for Integration. Are there any other applications which need to be Integrating with ERP application? If yes, how many and please name them. Also, the vendors of those applications would provide support during the implementation (Integration) activities.	it is self explanatory
4	2.2. The scope of work for the Project. Pg. 22/252	9. Providing application support for three years after completing the implementation of the ERP Solution.	We understand the application support would be for the Phase 1 scope alone. Please confirm.	Yes. It is self explanatory
5	2.2. The scope of work for the Project. Pg. 22 of 252 2.10. Skill Augmentation. Pg. 27 of 252	11. Providing skilled staff to augment the capacity of KMRL In continuous Improvement / adoption of the ERP solution. 1. The SI is required to deploy skilled ERP functional consultants and technical experts to work with KMRL on a man month rate basis, For specific functional areas, to be Identified subsequently	Our understanding, this point is not in the current RFP of Phase 1 implementation. Please confirm.	it is self explanatory
6	2.3 The scope of work for Implementation. Pg. 23 of 252 2.7. The overview of the Implementation services Pg. 25 of 252	8. The current Systems / Integration requirements f. Integration with other applications if required	Please let us know the number of applications that would be integrating with ERP applications.	the list is provided in the RFP
7	4.13 Commercial Proposal for Implementation services. Pg. 68 of 252	3. a Price for implementation including configuration and development, data migration etc. as per the RFP, till "usage ready" and completion of three months of user adoption services after "complete deployment".	The RFP is issued is for the Phase 1 scope along with support. Here, the price should be provided for Phase -1 Implementation scope. The Phase 2 implementation scope and price are not part of this RFP. Is our understanding correct? Please confirm.	Yes. It is self explanatory
8	2.5 The User Base. Pg. 23/24 of 252	User base: No of ERP users – 34, limited access users – 32, Payroll Users are less than 100, Business analytics users - 10	Is KMRL foreseeing increase in user base? If yes, Please indicate the Maximum number for Please indicate the Maximum number for ERP / Payroll / Business analytics.	The user base is expected to remain almost same till completion of implementation
9	5.7. TECHNICAL SUPPORT. Pg. 42 of 252	9. Round the clock support for trouble shooting in functional and technical area	Our understanding, KMRL is looking for 24/7 and 365 days support. Please reconfirm.	Please see the corrigendum

10	6.14 Negotiation with the ERP Solution OEM and signing the contract	3. KMRL will have the rights to negotiate with the ERP solution OEM and sign a Contract directly with the ERP solution OEM, for the supply of ERP solution. 4. If the commercial negotiation with the ERP solution OEM fails, or the ERP solution OEM refuses to sign the contract to Supply the ERP solution directly, KMRL will have the right to nullify the complete bid process, without getting into contract with the successful bidder for ERP Implementation services.	Request KMRL to elaborate further in detail about the supply of ERP Solution from OEM. Is it about the License part alone?	it is self explanatory
11	6.15. NOTIFICATION OF AWARD AND SIGNING THE CONTRACT	15. Commencement of Assignment: The SI shall commence the project Within fifteen days of the date of the Agreement, or such other date as may be mutually agreed. If the SI fails to commence the assignment as specified herein, KMRL may invite the second ranked SI for negotiations. In such an event, the LOA or the Agreement, as the case may be, may be cancelled / terminated.	SI hopes complete readiness from KMRL end for the commencement of assignment after the agreement signing? How are the delay / lack of readiness from KRML taken care / handled?	KMRL knows the readiness requirements
12	6.9. SCORING OF TECHNICAL PROPOSAL FOR ERP SOLUTION	7. The points for references of deployment Will be allocated as below. Response: Points References of Deployment in Metro rail organizations And Railway operations(*For railways workshops, maintenance of rolling stocks, operational management of trains etc.)Organizations In India. Points: 20 points for four references	Can there be a relaxation on this scoring and modification.	No change
13	General		Does KRML have preference for number of days / week (5 or 6 days / week) to work during the Phase 1 – Implementation?	KMRL works 6 days per week, second and fourth Saturdays being holidays
14	General	Service Window	Kindly specify the Support window required for applications support to be considered.Kindly Confirm.	KMRL working hours
15	General	Application Support model	Is the bidder required to propose Onsite application support model or offshore/Hybrid(mix of Onsite-Offshore) can also be proposed?	Please see the corrigendum
16	General	Training	Need clarity on the End user Training and/or Funtional Training requirements during Post go live support.Also the frequency of such trainings required in a quarter/year.	Training required to facilitate smooth user adoption.
17	Pg. 4 of 252 RFP doc	Post implementation support onsite and offsite support, one year mandatory, optional two years extendable at every six months	The commercials for Application support need to be submitted for one year or for 3 years.Kindly confirm.	The information is provided in the RFP
18	Pg. 4 of 252 RFP doc	Post implementation support onsite and offsite support, one year mandatory, optional two years extendable at every six months	In case of Onsite support: What will be location for onsite support.?Will it be a centralized location or support will be provided for more than one onsite location	Onsite means KMRL office location
19	General	Support level	What are the level of support required.Level 1/2/3.Level 1:Respond to calls and answer basic queries like user creation/privileges, data entry and application navigation. Level 2 :Analyze issues related to data mismatch across modules, issues related to functional mapping, simulation of procedural errors and any functional related queries Level 3:Bug fixes and any code level changes.	Please see the corrigendum
20	General	Helpdesk	Is Helpdesk required? If yes.Wjat will be the location fot the helpdesk set up.	Please see the corrigendum
21	General	User base	What is the expected YoY growth for user in the next 5 years.	This information is not available
1	Page 46, Cut over and "usage ready" preparation	Back up strategy and Disaster Recovery Plan Fail Over System Plan.	What will be the requirements of DR? Will it be same as Production server in terms of size and capacity? Is High Availability (HA) feature required for DR Site?	SI to propose this during implementation
10	General		What is your organization structure, how many legal entities, Government Reporting entities are there?	There is only one legal entity. Other details as provided in the RFP
11	General		For data gathering purpose, how many systems contain the existing data which has to be loaded into new ERP system?	The data will be mostly manual. Currently two low end servers are working.
12	General		Kindly elaborate the requirement of integration with all required 3rd party systems.	The information is provided in the RFP
13	General		Other than head office, kindly specify the total no of locations where new ERP system has to be rolled out.	The location is KMRL head office at Kochi
14	General		What is the existing IT landscape and network capability?	KMRL has installed a LAN at its office with desktops and laptops

15	General		Where are the server/application expected to be hosted?	Please see the corrigendum
16	General		Apart for new ERP system, kindly specify the other data sources required for reporting.	ERP and the other integrated applications as per RFP
17	General		Will KMRL rent out its Station premise area to tenants for shops or exhibitions for making rental income?	Yes
35	Page 53, Criteria related to experience in providing Services related to the ERP Implementation and support.	The SI must have successfully Implemented or provided Support services for the proposed ERP solution at two different customers in India with each of the customer having at least 100 users for the proposed ERP solution	Kindly change the requirement to:The SI must have successfully Implemented or provided Support services or ongoing projects for the proposed ERP solution at two different customers in India or International with each of the customer having at least 100 users for the proposed ERP solution	No change
36	Page 53, Criteria related to experience in providing Services related to the ERP Implementation and support.	The SI must have successfully Implemented the proposed ERP solution or provided ERP support services, for a Public Sector Company/ Government Organization/ government Department in India having at least 100 users for the proposed ERP solution, other than the services covered under clause 6(a) above.	Kindly change the requirement to:The SI must have successfully Implemented or provided ERP support services or ongoing projects for the proposed ERP solution for a Public Sector Company/ Government Organization/ government Department in India or International having at least 100 users for the proposed ERP solution, other than the services covered under clause 6(a) above.	No change
37	Technical Proposal for Implementation Services	The technical proposal should provide references of the customers in the rail/transport sectors where the proposed ERP solution has been implemented by the bidder as a direct contractor.	Kindly change the requirement to:The technical proposal should provide references of the customers in Government / Private sectors in India or International where the proposed ERP solution has been implemented or project under implementation by the bidder as a direct contractor.	No change
1	Tender Notice Page 3	Tender Notice - Proposal Evaluation Process	The evaluation is based on the Quality cum Cost Based System (QCBS) of 30:70 (30 points for technical proposals and 70 points for commercial proposals). Keeping the complexity of the scope of work, areas to be covered and period for which support is required, experience in setting upof Center of Excellence etc, would request you to give higher weightage to technical score than to financial score in the final evaluation.	No change
2	Tender data sheet Page 4	Key aspects of the project	As per clause "Post implementation support – onsite and offsite support, one year mandatory, optional two years-extendable at every six months". The deployment plan for the resources offsite is not mentioned in the RFP, hence kindly confirm the deployment plan for resources and the office location for offsite.	Offsite means outside the KMRL premise to be decided by SI
3	Submission of performance security Page 4	Schedule of bidding process	Request to increase the time for submission of performance security from "within 7 days of LOA" to "within 15 days of LOA"	No change
4	Section 1.6 Page 19	The process of procurement - Point No.4	As per clause "The SI will propose an ERP solution along with technical and commercial proposals for the ERP solution, from reputed OEMs and submit the technical and commercial bids to implement the proposed ERP solution at KMRL". Kindly specify the OEMs in case if KMRL has shortlisted any or considering them as reputed OEMs.	KMRL has no preference for any specific technology or OEM
5	Section 2.6 Page 24	The Solution capabilities and best practices	Since the implementation services procured under the present bidding is for phase 1 coverage, the scope of work, requirements, capabilities etc sought for Phase 2 coverage should be removed from the RFP.	It is provided for a better understanding of the required capabilities of the solution.
6	Section 2.7 Page 25	Overview of implementation services	We request KMRL to provide list of applications, data structures and data files for which data migration to be completed and list of aplications for with which integration of ERP to be done by SI.	Data migration will be mainly from physical sources. Accounting is done in Tally-ERP and Pay roll is in Saral Pay Package.
7	Section 5.6 Page 41	Post implementation support	In case of any operating system to be installed, KMRL to either provide or procure the licensed version of the operating systems for performing the installation, and KMRL and Operating system OEM to undertake responsibility for providing upgrades/updates/new releases.	It is self explanatory
8	Section 5.8 Page 43	Centre of Excellence - Point No.4	We understand that Phase 2 is not part of consultant selected in the present tender and all responsibilities of CoE are exempted from the scope of consultant selected for phase 1	It is self explanatory
9	Section 5.8 Page 45	Centre of Excellence - Point No.7	We understand that use of native project manmagement tool may be a proprietary and all rights of the project management tool lie with the consultant only. The consultant should be permitted to use their standard methodologies for the project monitoring and use of tools mentioned in the RFP be exempted.	KMRL prefers the tool to be part of the proposed solution
10	Section 5.11 Page 46	Project deliverables	Based on the word "Some of the key deliverables" mentioned in the point no.1, we understand that deliverables list is not limited to the milestone wise deliverables mentioned in the table. We request you to provide detailed list of deliverables of the phase 1 of the project which are considered as scope of work for consultant.	these are standard deliverables expected to be part of the project
11	Section 4. 1 Page53	Eligibility Criteria for SI - point no.3	Now major companies are opting for Limited Liability Partnership (LLP) registration. Opting for registered companies under Act 1956 will be limiting the no. of prospective bidders. We propose " For the purpose of this Invitation for RFP document, a Business Entity shall mean a company registered in India under the Companies Act 1956, or a partnership firm registered under the relevant and prevailing law relating to partnership in India, LLP Act 2008	No change

12	Section 4. 1 Page53	Eligibility Criteria for SI - point no.4	Clause is reproduced as under "The bidder or its Associate should have, during the last three years, neither failed to perform on any agreement, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Applicant or its Associate, nor been expelled from any project or agreement nor have had any agreement terminated for breach by such bidder or its Associate." We would like to bring to your notice that, "As is the case with all professional organizations of our size, we do, from time to time, receive claims/notice etc. relating to the provision of professional services during the normal course of our professional activities. We confirm that our current claims will not have an adverse impact on our ability to perform the services herein. However, we do not, as a matter of policy provide details of specific litigation records and claims since the same is confidential and sub-judice. Hence the SI without having any debarment as on day of submitting the proposal be allowed to respond to the RFP.	No change
13	Clause 4 of 4.1 Page 54	Eligibility Criteria-Blacklisting	Kindly specify if a self declaration from authorized signatory in the bidder's specified proforma would serve the purpose.	It is self explanatory
14	Clause 5 of 4.1 Page 54	Eligibility Criteria-Annual Sales	In view of the financial year closing for FY 2013-14 in March 2014, the annual statements are in the process of auditng hence the audited financial certificates are not available for submission. Hence we request you to consider the annual sales of the firm for the three years 2010-11, 2011-12, & 2012-13.	Please see the corrigendum
15	Clause 6(a) of 4.1 Page 54	Eligibility Criteria- Implementation of support services	Request you to change the clause to, "The SI must have successfully implemented or provided support services for the **ANY** ERP solution at two different customers in India with each of the customer having at least 100 users for the proposed ERP solution"	No change
16	Clause 6(b) of 4.1 Page 54	Eligibility Criteria- Implementation of support services	Request you to change the clause to, " The SI must have successfully done the Advisory Services of **ANY** ERP solution or provided ERP support services, for a Public Sector Company/Government Organization/government Department in India having at least 100 users for the proposed ERP solution, other than the services covered under clause 6(a) above."	No change
17	Clause 7(a) of 4.1 Page 54	Availability of consultants in adequate capacity	Kindly confirm whether The SI must have a team of at least 100 ERP consultants for implementing ERP Solution, on its rolls having experience in implementing all the major modules/solution components of the any ERP Solution collectively.	It is self explanatory
18	Clause 9 of 4.1 of Page 55	SEI CMMI Level	KMRL may allow the CMMI level 3 firms to participate in the tendering process. Request letter sent to KMRL in this regard.	No change
19	Clause 5 (b) of 4.7 of Page 61	Technical Proposal Specification	It is suggested that the Proposed ERP solution should have all the core modules with required functions as natively integrated applications on a single interoperable open platform. Kindly specify the details of Open Platform.	It is self explanatory. Open means with standard open interfaces
32	Section 1.5 of Page No.18, and Section 2.4 of Page No.23	Section 1.5 of Page No.18, and Section 2.4 of Page No.23	We found that 7 functional units were part of Phase 1 implementation in the cluase 1.5 of page no.18 and in the section 2.4, the coverage of functional units is mentioned as 5. Kindly confirm the coverage of functional units in Phase 1, and the Phase 2 of the functional units can be deleted from the RFP for which bidding, evaluation is not taken up now.	No change
33	Section 5.11, 4.15 Page No. 45 and 70	Project Deliverables,	Milestone wise deliverables and payment schedule provided is in section 4.15 of page no. 70 is having less number of milestones, deliverables to be submitted in comparision with the the list of milestones mentioned in the section 5.11 of page no.45. Request KMRL to provide final list of deliverables, payments released to SI.	Please see the corrigendum
1	4.1. THE ELIGIBILITY CRITERIA FOR THE SI Page : 55	The SI should have a minimum SEI-CMMi Level 5 certification as on 31.3.2014	Request you to consider as below: The SI should have a minimum SEI---CMMi Level 3 certification as on 31.3.2014	No Change
1	Eligibility Criteria for the SI, page 55	1. The SI should have a minimum SEI---CMMi Level 5 certification as on 31.3.2014	We request you to kindly relax this compliance requirement to SEI CMMi Level 3 certification so that we can participate in this tender	No change
2	(Point 4, Page 60)	Deployment of the Proposed ERP solution in metro rail Organisation in India - Deployment of the ERP solution in Railway Organisation	We request you to kindly amend this compliance and consider based on Deployment of ERP solution in PSU / Government across globe. Also change the technical. Also change the technical scoring table accordingly – Each Government / PSU references – 5 Points (Point 6.9, Page 94; Point 6.10, page 98)	No change
3	Point 7,Page63	The Need for an integrated platform with e---procurement system for public procurement as an integral part of the Proposed ERP solution, with references of deployment of The e---procurement system along with the proposed ERP solution, at two public sector Enterprise organisation - The need of an integrated platform with the system for Management of government files, as an integral Part of the proposed ERP Solution, with references of deployment of the system for government file Management along with the proposed ERP solution at two public sector enterprise organisation	a. Ramco ERP solution has capability to integrate with any external, legacy or third party system but we won't be able to provide you references of deployment of the ERP system along with the file management and e- procurement system. Hence requesting you to relax these criteria's	No change
1	Page 4	Validity of Proposal- 180 days from date of submission of bids	Request to reduce the validity of quote to 90 days from date of submission, since we do not get similar validity from OEMs	No change

2	Page 27, 34, 42	All references of Project Locations	Pls. provide information on the number of locations where users are distributed and where the application will run.	Project location for implementation is KMRL Kochi
3	Page 30	3.7. ENTERPRISE INTEGRATION LAYER • Define integration scope between the ERP solution and other application • Set-up data movement • Validation of data movement between source and target system	Pls. provide information on the applications if any, with which the proposed ERP will be integrated.	The information is provided in the RFP
4	Page 36	15. Declaration of "usage ready" - the system will be declared "Usage Ready" when the following tasks/activities are accomplished satisfactorily - a. Acceptance testing b. Hardware commissioning c. Data migration d. Training e. User creation	Pls. note that hardware supply is not part of this bid and only recommendation will be done. So the hardware commissioning cannot be SI's responsibility for "Usage Ready" declaration.	It is self explanatory. Also see the corrigendum
5	Page 47	5.12 PROJECT PLAN	Do you have any tentative timeline in mind for overall project implementation?	It is provided in the RFP
6	Page 62	The ERP Solution should be supplied with the source code and the customized source codes of the ERP solution. These Codes should be part of deliverable without any preconditions	Source code of a packaged ERP solution is the intellectual property of the product vendor and it can never be shared. However the scripts written for the configuration and customization by the system integrator can be shared. Request this clause be suitably rephrased.	No change
7	Page 69	4.14. GENERAL CONDITIONS FOR COMMERCIAL PROPOSAL 3. The bidder is required to bear the cost of client side infrastructure of laptops/desktops required by the project team of the bidders, during the implementation	Request to provide desktops for project team at KMRL location.	No change
8	Page 70	4.15. PAYMENT TERMS FOR IMPLEMENTATION SERVICES 3. At the completion of Project Preparation Phase, 15% of cost of Implementation services will be paid. 4. 35% of cost of implementation services will be paid after completion of blueprint phase. 5. 25% of cost of Implementation services would be paid at the successful completion of realization phase. 6. 25% of cost of implementation services will be paid after one annual quarter of successful operation and successful completion of three months of user adoption services	Request to modify the payment for Implementation Services as follows : 1. 10% of the Implementation Services to be paid as mobilization advance on project kickoff. 2. 15% of cost of implementation services to be paid at the completion of project preparation phase. 3. 35% of cost of implementation services to be paid after completion of blueprint phase. 4. 25% of cost of Implementation services to be paid at the successful completion of realization phase. 5. 15% of cost of implementation services to be paid on successful completion of project	Please see the corrigendum
9	Page 70	7. The charges for the support services will be payable at half yearly periods	Request to modify the same as follows : Charges for support services to be paid half yearly in advance.	No change
10	Page 94-95	Scoring table	The RFP has provided the scoring guidelines for FRS but the same for TRS is missing. This is important in the view that Technical requirement has 10 points in a total of 100.	It is self explanatory
12	Page 105	Table 2, CHECK LIST FOR THE PROPOSED ERP SOLUTION, Table 3, 3. CHECK LIST FOR IMPLEMENTATION SERVICES	All the scoring tables require the bidder to selfassess the score. This might lead to incorrect comparison amongst the bidders. Please see to it.	No change
13	Page 155	5. THE COMMERCIAL BID FORMAT FOR IMPLEMENTATION SERVICE 4. Manpower cost for change requests (C3) 5. Manpower cost for skill augmentation (C4)	Please let us know the validity of these rates	The validity is for the period of contract
35	General	Scope of supply	The scope of supply mentions database but need more details on this.	Database to run the proposed ERP solution only
1	Page#4	Tender data Sheet – Key aspects of the project: • Commissioning of hardware/software for ERP	Please confirm if Commissioning of hardware/software for ERP is in scope for this tender.	Please see the corrigendum

2	1.4 /Page 17	Options for Hosting the ERP solution will be separately evaluated and decided by KMRL.	Kindly clarify, if a decision about hosting ERP solution on a server at KMRL premises is made or options are still being explored. Please indicate when a decision is expected in this regard.	Please see the corrigendum
3	1.5 /Page 18	Phase I of the implementation of the ERP will cover the following functions	Request clarity on Scope for Phase I, as it is different in 2 sections (1.5 in Page 18 & 2.4 in Page 23). Kindly confirm, what all functions will be part of the Phase I Scope	
4	1.5 /Page 18	Phase II of the implementation will cover the following functions	Scope of Phase I functions listed here are different (Some of the functions in the phase I listed in 1.5 in Page 18 & 2.4 in Page 23). Need Clarity as to what all functions are to be part of the Phase II Scope	
5	1.5/ 18	2. C. Human Resources, Payroll management and administration	Kindly clarify, which processes are covered under function 'Administration"?	The list collectively defines the scope of solution/work. Administration is a common organisation function
6	20	Section 1.7 – 5 A draft contract with general terms and conditions to be signed with the successful bidder is provided in annexure. This may undergo minor changes at the time of execution.	The following contradictions exist in the RFP: • While clause 1.7 says that the contract may undergo changes at the time of execution, the technical proposal cover letter (for implementation) at page 142, the format of which requires the bidder the unconditionally accept all the terms and conditions in the bid document. The same is true for the commercial proposal covering letter also (page 149). • Clause 4.10 -2 provides for suggestions by bidders on the draft contract terms and conditions, where as clause 5.9. – 3 – f provides for disqualification of bids in the event of bidder contradicting the contract terms and conditions. We request that in the spirit of partnership between KMRL and selected bidder: • The bidder(s) may be permitted to suggest deviations to contract terms and conditions with the same not being taken as a reason for disqualification. The contract terms and conditions may be finalized with the selected bidder at the stage of award based on RFP and suggested deviations; and The cover letters for technical and commercial proposals may be modified to remove the requirement of unconditional acceptance by bidders.	Please see the corrigendum
7	22	Section 2.2 - Scope of work – 2 integration of ERP with digital signature	We presume that the procurement of digital signatures for KMRL users is outside the scope of this project. Please confirm.	KMRL will procure the digital signatures
8	22	Section 2.2 - Scope of work – 4 - integration of ERP with biometric attendance system	Please provide the details of current/proposed biometric attendance system at KMRL.	Please see the corrigendum
9	22	Section 2.2 Scope of work – 9 – Providing application support for three years	We presume this is one year compulsory and two years optional. Please confirm	It is self explanatory
10	2.4 /Page 23	The processes of the following functional units of KMRL will be part of the ERP Solution and the implementation, with current level of operations limited to the phase 1 modules of the ERP solutions.	Scope of Phase I Modules as listed here and in Section 1.5 in Page 18 are different. Need clarity as to what all modules are envisaged as a part of Phase I We understand scope for phase I as follows :- Finance, Controlling, Sales & Distribution, Materials Management, Quality Management, Project System, Human Resources, Payroll, ESS, MSS, Enterprise Portal, XI/PI, Business Analytics, Business Objects, SRM, Basis, ABAP & Project Management Activities Kindly confirm.	Clause 2.4 is the functional units of KMRL. Phase 1 is as defined in clause 1.5
11	2.6/Page 24	The capability for managing the real estate functions of a Metro Rail organization	Real estate is identified for phase-II implementation. Please explain the expectations here.	Real estate is part of Phase II
12	2.6/ 24	The file management capability for managing the government files, with work flows	Please clarify expectations here. Is the work flow required for accessing of the files, digital signatures in the files etc.	This will be part of Phase II
13	24	Digital signatures	Kindly specify Functions and processes requiring e-procurement	Signing and encrypting the bids as per statutory requirements
14	25	span of six months	Please clarify, if SI can submit proposal with duration more than 6 months, based on their assessment?	KMRL expects the "usage ready" by six months from the date of start of the project.
15	2.5 (3)/25	The total number of employees for the purpose of payroll will be less than 100 Numbers initially.	Request confirmation if Employees are covered by country specific i.e. India payroll only?	All the KMRL employees are based in India
16	2.6 (7) b/ 27	Provide support to KMRL to install and commission the hardware	Kindly clarify the expectations. Is SI expected to install the hardware which belongs to some other OEM?	Please see the corrigendum
17	2.8 (4)/ 27	OEM support	Kindly clarify the responsibilities of SI here, as KMRL is expected to procure ERP solution directly.	Facilitate to get the necessary support offered by the OEM
18	2.9/ 27	Centre of excellence (CoE)	Request confirmation if SI will be part of the CoE.	SI is expected to set up CoE for KMRL
19	2.10/ 27	Skill Augmentation	We presume this requirement will be for the duration of contract. Kindly confirm.	Yes, for the duration of the contract

20	2.8/ 27	The support services	Please clarify if scope mentioned under this para is for stabilization phase or one year post implementation support service or for both.	This is for the period beyond the stabilization phase
33	5.1/Page 34	Testing & Acceptance: The SI shall provide standard functionality test suites for testing the modules. For software the SI shall prepare the test plan and shall get it approved by KMRL. Test Data for different scenario (Test Cases) will be prepared in consultation with the users concerned for testing the modules. The pre-commissioning tests shall be carried out to assess the following but not limited to	Testing & Acceptance: The SI shall provide standard functionality test suites for testing the modules. For software the SI shall prepare the test plan and shall get it approved by KMRL. Test Data for different scenario (Test Cases) will be prepared in consultation with the users concerned for testing the modules. The pre-commissioning tests shall be carried out to assess the following but not limited to	No Change
34	5.1/Page 35	• Data Migration: Migration of data in the new system is responsibility of SI	• We propose for SI only an advisory role here to the core team members or IT members deployed by KMRL; Data Migration activities to be treated as Secondary responsibility for SI. Please confirm if KMRL will consider this or it wants SI to follow the methodology as spelled out in RFP.	No Change
35	5.1/Page 36	A detailed plan for data migration is expected from system implementer during the initial stages of the project, which will include data to be migrated, templates for upload of data and data collection/digitization/migration timelines	As per standard practice these activities gets underway at Blueprint Phase and culminates at the end of the blueprint phase or the start of the Realization phase. The expectation of the RFP is to have these by the initial stages of the project. Kindly clarify what initial stage means here.	No Change
36	5.1/Page 36	Transactional data for all live projects. The live project data to be populated based on the agreed TO-BE process requirement	Our understanding is as follows :- Completed Projects - No need to carry transaction data Partially Completed Projects - Only to the extent of open items Open - Create it as fresh projects in the ERP System Kindly confirm is this correct or clarify expectations here.	It is self explanatory
37	5.5/Page 40	"Usage Ready" means commissioning and integration of all the hardware including Data Center, Disaster Recovery Center-if applicable	Kindly share the time frame and approach for Data Center & Disaster Recovery center? Any delay on these can impact timelines for ERP implementation, kindly clarify how KMRL will ensure timely completion of these activities and the mechanism to compensate SI in the event of such delays.	Please see the corrigendum
38	5.5 (7)/ 41	The implementation services for the ERP solution are treated as completed and the support and maintenance services or the post implementation services starts when the following are completed	We understand duration of engagement is Implementation: 6 months + system stabilization support: 3 months + post implementation services: 1 year (extendable up to further 2 years). Please confirm.	It is self explanatory
39	5.6/Page 41	The SI is expected to provide the mandatory support services for a period of one year, after the declaration of "Complete Deployment	Please clarify support requirement – whether onsite, offsite or mix of both.	Please see the corrigendum
40	5.7/Page 42	Prepare requisite system configuration for disaster recovery management and Fail Over system plan.	Can we request you to provide roadmap with timelines for DR management	Will be worked out during the project in consultation with SI and hosting agency
41	5.7/Page 42	Round the clock support for trouble shooting in functional and technical area	Please clarify if this means a 24 hrs support? If so, for what phase of the project - Implementation, 3 Months Support or during the 1 year support phase. Additionally is the expectation to have a support window of 24 hrs for all the functional areas along with Technical areas?	Please see the corrigendum
42	5.9/Page 43	SI is required to capture all the processes in practice at all the locations of KMRL	Please share complete list of all the other business locations of KMRL. Kindly confirm, if SI is expected to cover all business locations.	KMRL business is presently at Kochi
43	5.9/Page 43 & 44	The below list of objects developed or changes to standard objects shall be considered as "Configuration" and not as "Customization or development". The SI shall not expect or propose any additional charges for developing these objects. It is expected that such efforts are part of the normal effort for implementation of the ERP solution	Although there is explicit mention of Reports, interfaces, conversion, enhancements, forms, workflows (RICEFW) in the RFP, the requirements are more generic at this stage with no specification of the look and feel, input parameter, output parameters, which gets crystallized either at the completion of the blueprint phase or at the start of the Realization Phase. Considering the situation, we propose to submit in our proposal, a cap on the no. of RICEFW objects or/and manmonths required to carry out the RICEFW objects. Such efforts will be part of the normal effort for implementation of the ERP solution; anything over and above that will be treated as change request and will be dealt as per change request procedure. Kindly confirm if KMRL approves this approach	No Change

44	5.9/Page 44	Plan for customization/development – The SI should plan for following developments as a part of the normal effort for implementing the ERP Solution	The requirements stated under this are more generic with no specification of the look and feel, input parameter, output parameters which will get crystallized either at the completion of the blueprint phase or at the start of the Realization Phase. Considering this, we propose to submit in our proposal, a cap on the no. of RICEFW objects or/and man-months required to carry out the RICEFW objects. Such efforts will be part of the normal effort for implementation of the ERP solution; anything over and above that will be treated as change request and will be dealt as per change request procedure. Kindly confirm if KMRL approves this approach.	No Change
45	5.9/Page 44	The SI shall prepare the business process document, enduser manual and training document	We propose for SI only an advisory role here to the core team members of KMRL; Business Process Document preparation, Training document or End user manual creation to be treated as Secondary responsibility for SI. Please confirm if KMRL will consider this or it wants SI to follow the methodology as spelled out in RFP.	No Change
46	5.11/Page 46	Project Deliverables • Change Management Requirement Report & Strategy • Configuration, Customization	Kindly clarify expectations here.	Change management to facilitate smooth adoption by all the intended users of the ERP solution
47	5.11/Page 48	5. Project success criteria	We understand Project success criteria is applicable to entire duration of contract which is implementation + stabilization + 1 year support. Kindly confirm if understanding is correct	It is self explanatory
48	5.11/Page 49	Change Requests – since this is a fixed price project with clearly identified scope of solution and services, the SI is expected to complete the project without raising any requests for change and seeking the payments for them. If there is a genuine change to the scope of work, KMRL will raise or accept change requests and pay for them based on the efforts estimated for them and the cost of manpower indicated by the SI in the commercial proposal. The genuineness of the change will be established based on the process, deliverables, solution capability and the validation of it by the KMRL or its advisors.	We have come across ambiguity in scope and requested clarity in relevant sections/ places to ascertain the following scope elements:- • Process Scope • Functionality Scope • Organizational Scope • Technical Enhancements Scope • Technical Infrastructure Scope, Security • Interfaces Scope • Data Conversion Scope • Reports, Forms and Workflows Based on these observations, we request you to allow us to include assumptions to work on a clearly defined scope. if any, Deviations that arise during the proposed project will be managed through the procedure described in Project Change Control Procedure, and may result in adjustments to the Project Scope, Estimated Schedule, Charges and other terms. Project Change Control Procedure The following process will be followed if a change to this Statement of work (SOW) is required. A Project Change Request (PCR) will be the vehicle for communicating change. The PCR must describe the change, the rationale for the change and the effect the change will have on the project. The designated Project Manager of the requesting party will review the proposed change and determine whether to submit the request to the other party. Both Project Managers will review the proposed change and recommend it for implementation or reject it. Bidder will specify any charges for such implementation. A PCR must be signed by authorized representatives from both parties after assessing and satisfying about its usefulness and its financial impact. Bidder will invoice KMRL for any such changes. A written Change Authorization and/or PCR must be signed by	No Change
49	5.13/Page 51	Deployment of Native Tool	Please clarify, in case native tool available with the ERP solution has limited capabilities w.r.to requirements then would you consider a bolt on or third party application to manage tasks more effectively & efficiently?	KMRL prefers to use the tools available with the proposed ERP. If there are limitations, SI is free to decide, without additional cost to KMRL
50	53	Section 4.1 - The eligibility criteria for the SI – 3 C – The bidder must be a single legal entity and not be a consortium of firms	We presume that bidder is permitted to subcontract some of the activities while being solely responsible for deliverables to KMRL. Please confirm	It is self explanatory
51	4.7 (Section2)/Page 63	A platform for future expansion: The bidders are requested to provide how the proposed ERP solution meets the following future requirements of KMRL, with references	This section details about the need for E-Procurement as a future initiative whilst in section 1.5 page 18 of RFP it is expected to be implemented in Phase 1. Kindly clarify, if EProcurement to be considered as part of Phase 1 or 2 ?	e-Procurement is part of Phase I

52	4.13 (Section 2)/Page 67	This is a fixed price project without any scope for varying the price during the contract period. The cost of any delay in execution of the project will be borne by the bidder	We have come across ambiguity in scope and requested clarity in relevant sections/ places to ascertain the following scope elements:- • Process Scope • Functionality Scope • Organizational Scope • Technical Enhancements Scope Technical Infrastructure Scope, Security • Interfaces Scope • Data Conversion Scope • Reports, Forms and Workflows Based on these observations, we request you to allow us to include assumptions to work on a clearly defined scope. if any, Deviations that arise during the proposed project will be managed through the procedure described in Project Change Control Procedure, and may result in adjustments to the Project Scope, Estimated Schedule, Charges and other terms. Project Change Control Procedure The following process will be followed if a change to this Statement of work (SOW) is required. A Project Change Request (PCR) will be the vehicle for communicating change. The PCR must describe the change, the rationale for the change and the effect the change will have on the project. The designated Project Manager of the requesting party will review the proposed change and determine whether to submit the request to the other party. Both Project Managers will review the proposed change and recommend it for implementation or reject it. Bidder will specify any charges for such implementation. A PCR must be signed by authorized representatives from both parties after assessing and satisfying about its usefulness and its financial impact. Bidder will invoice KMRL for any such changes. A written Change Authorization and/or PCR must be signed by	The assumptions of the bidder are not binding on KMRL
54	4.14 (Section 2)/Page 69	The bidder is required to bear the cost of movement/stay of its people from its office to the Project sites during the project	Please clarify what all locations SI consultants are expected to visit. We propose, the cost of travel/accommodation and other related expenses to be borne by KMRL. Kindly confirm.	SI to estimate. No changes.
55	4.15 (6)/ 71	25% of the cost of implementation services will be paid after one annual quarter of successful operation and successful completion of three months of user adoption services	We propose, balance 25% payment to be paid at the end of three months of stabilization period. Request you to consider and confirm.	Please see the corrigendum
56	4.15 (7)/ 71	The charges for the support services will be payable at half yearly periods	We propose, charges for the support services to be paid quarterly in advance. Request you to consider and confirm	No Change
59	92	Section 6.5 – the process of evaluation – 7 – The technical scores will be normalized by 30%	We request that, given the critical nature of this project which may have an organization wide transformational impact on KMRL, technical weightage may be increased to 70% so as to get the best solution.	No Change
60	6.10 (1)/ 98	Customer references from transport/railway/metro rail sector	We request you to consider Self Declaration from Authorized Signatory as a supporting document in case of global projects and also for clients where NDA is signed and disclosure of project related documentary evidences is highly restricted	RFP has provided the procedure for this
62	132	3. The ERP Solution Bill of Material	As per the RFP format, this requires joint signatures by SI and OEM where as the format is to be submitted on OEM letter head. The SI will in any case submit the BOM in the technical proposal. The requirement of SI signatures on this format may please be removed.	No Change
88	Annex-II FRS/ 201	1. Facility for empanelment/registration of suppliers on the portal	Please confirm if expectation here is to implement/ develop Supplier Portal? Also clarify if vendor registration will happen through supplier portal only?	Vendor registration should happen through the portal, as per standard practices of e-procurement
100	Section no 5.6 (page 42/256)	SI shall ensure patches to the licensed software including the ERP solution software, operating system, databases and other applications	Request clarity on ownership of Operating system, Database and other application	ERP solution will be licensed to KMRL
101	Section no 5.6 (page 42/256)	Software License Management. The SI shall provide services for ERP license management and control.	We presume that KMRL will own all the Software lic management. Kindly confirm.	Software will be licensed to KMRL
108	2/ Page 131	The Solution fitment statement for ERP Solution	Request you to consider statement from either ERP OEM or SI on their respective letterhead not jointly.	No Change
112	6/ 158	The payment terms for Implementation services	Kindly note, there will be difference between price based on payment terms proposed by bidder in form 6 (page number 158) and same based on payment terms as per RFP section no. 4.15 (page 70). Request clarity on how KMRL plan to handle this variation.	Please see the corrigendum

1	2.5/page 24	Limited Access users	Are these self service users on portal? Or on thick client?	The definition is provided in the RFP
2	2.4/page 23	Functional Units KMRL	What is the expected revenue in the first year of operations and growth of revenue in %age in next 5 years. Also what is the growth of users expected over 5 years	Already answered
3	1.5/page 18	e-procurement	What is the total annual procurment budget of KMRL?	Already answered
4	Annexure II-FRS/page 164	Cash/Cheque Management	What is the total operating budget of KMRL?	Already answered
5	Annexure II-FRS/page 175	Capital Budgeting	How many users are involved in budget exercise?	Already answered
1		"The Proposed ERP Application should be capable of supporting all standard Databases like Sybase, SQL, Oracle and DB2"	Request amendment to "any of the standard Databases like…"	No change
2		"The ERP Solution should be supplied with the source code"	Request confirmation that the source code of ERP that will be provided by the OEM will be for the purpose of customizations that might be needed only – presently it is being asked without any precondition.	No change
3		"Limited access users"	Request to define the number of ERP users in each department.	The number of users in each function and the definition of this term is provided in the RFP
4		Use of native tool like solution manager….."	This is a SAP specific product which is named; please replace with generic name	This term is not the trade mark of any vendor or company. The fact that it is preceded by "like" and the definition of the functions of the tool indicates that KMRL does not have any preference for any specific tool
5		The ERP solution shall be in operation in at least one Metro or railway organization in India"

"Deployment of the proposed ERP solution in Metro rail organizations in India" | Request to amend both to "globally" instead of "in India" | No change |
			These are our assumptions, please confirm	
1			All documentation related to current processes in KMRL should be made available to Wipro Team. KRML project team will ensure necessary participation of Business Process Owners/Key Users during the business blueprint exercise and to arrive at solution.	The role of KMRL and the SI is highlighted in the RFP
2			Wipro recommends that KMRL implement SAP recommended best practices and ensure that minimum customizations and enhancement are undertaken. It is assumed that KRML will take due care to ensure necessary change management to ensure acceptance of best practices and standard SAP solution.	RFP clearly highlights the policy of KMRL on this
3			In case any third-party tool is required for building interfaces between SAP and the existing Applications, KRML shall procure the tool(s) and provide the same to Wipro team.	Please refer the RFP and the corrigendum
4			The estimate of effort assumes that documentation will be limited to those defined in the Deliverable and Dependencies section.	The minimum deliverables required is indicated in the RFP. It is indicated in the that format for the deliverables will be basis of evaluation of the proposal
5			Implementation services for SAP including all documentation, user interfaces, reports, training material and other written material will be in English language.	English will be the language for communication
6			Does KRML have the Number of RICEFW objects to be developed and categorized it to High/Medium/low. If yes, please share it. (Or) Can Wipro assume 35 to 50 RICEFW objects as part of the development and estimations?	This information is currently not available
7			Requirement of Mobile Devices would be part of the Phase – 2 Implementation and would not consider part of this Phase – 1 scope.	The dash board will be available on mobile devices - in Phase 1
8			SI is responsible for providing only recommendation on "Sizing the hardware for ERP solution" and provide only guide to BSNL during hosting & Installing the ERP solution.	The RFP clearly indicates the expectation. Please see the corrigendum
9			Data Migration is part of the scope and would be considered for the estimations.	The RFP clearly indicates the expectation
10			Its 1 year AMS support being considered for the pricing. For 2nd & 3rd year it would be considered appropriately.	The RFP indicates the support requirements and procurement approach