**Selection of System Integrator for Supply, Installation, Commissioning, Implementation and Support for Enterprise Resource Planning (ERP) System at TCED.**

**Ref.No.: TCED/RDSS - 3116/22, Dated 29/01/2024**

**TCED-Reply**

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| 1 | Phase 2<br>Carry out data migration from existing application databases to new ERP database by providing | 100 | a) How much data is there to be migrated ? | | Data migration requirements will be based on the solutions proposed. TCED presently has only a basic inventory application and a billing application. |
| 2 | Project Management<br>Integration with other modules | 101 | a) What are the other modules to be integrated ?<br>B) Will the department share the required APIs for the same ? | | a) Integration with other modules will be based on the data requirements of the solutions being proposed. TCED presently has only Billing application that could be integrated. However, any future applications in addition to the ones in this package will need to be integrated, for which the ERPSI will be required to support. |
| 3 | Stage 1: Pre-Scanning (Preparation of Document Prior to Scanning)<br>c) The ERPSI will perform all the pre-scanning activities which may include (but not limited to):<br>• Numbering of offices to be covered under this project.<br>• Collection of documents from record room<br>• Creating an inventory prior to taking files, register | 126 | How much data is there to be scanned ? | | The data requirement will depend on the solutions being proposed by the ERPSI. For a general information the following details are provided:<br>1. No. Of consumers: 43000<br>2. No. Of staff involved in file creation:50<br>3. No. Of current files : 4000<br>4. No. Of close files:0<br>5. No. Of years for data retention: 20 |
| 4 | Stage 4: Data Entry<br>a) Data entry to be carried out by the ERPSI from the data scanned by the ERPSI as per templates provided by TCED. The ERPSI has to Link each record with scanned filename/code in the DMS<br>b) Data already scanned and available in TCED needs to be entered by the ERPSI as per templates provided by TCED in the DMS.<br>c) Link each record with parent and child barcode | 129 | How much data is there to be entered ? | | |
| 5 | User Authentication and Control<br>ERPSI shall define and implement highest level of access governance. The proposed of this solution is to have an enhanced user role security where access should be restricted to only authorized users with | 136 | a) What are the suggested 2FA needed ?<br>B) Will biometrics be required ? | | The authentication and control mechanism shall be defined and proposed by ERPSI as per their solutions. |

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| 6 | 7. Training Requirements<br>Training for Employees of TCED in case of ERP System shall be on below areas:<br>a. Professional Training (Implementation team) - This is the training for the core group of implementation team of the TCED. The Implementation/Core team will comprise of members from IT domain. Each member would be trained in the relevant function / module. This Training would be required to be given to approximately 10 to 20 personnel for ERP System. It is the responsibility of the ERPSI to deliver this training. Standard curriculum designed and agreed by the TCED for Cloud Solution, hardware, software, and network preferably from the OEM / | 138 | a) Will training be an ongoing process ?<br>B) Will any basic level training be required ? | | Training requirements are limited to the scope of implementation of ERP solution and will be as detailed in the training requirements as per the bid document. |
| 7 | Providing Help desk solutions application<br>The Service desk/help desk module shall include the automate "Helpdesk Solution Application". A solution record is a predefined response to a problem or commonly asked question. A solution record<br>consists of a symptom, a cause, and a resolution. The solutions can be associated with incident and problem records. The Solution application is used to create, approve, and manage solution records. Search Solution can be used to search for and view solution records. The Helpdesk Solution application shall include the following features: | 156 | a)How many helpdesk resources would be required ?<br>B) What are the timings for helpdesk ?<br>C) Can helpdesk be located remotely ? | | This is related to the help desk solution application.<br><br>a) Help desk resources required:<br>b) Timings will be normal office timings for onsite help desk<br>c) Help desk can be located remotely after the warranty period. |
| 8 | Business Blueprinting<br>g. Business Solution Design Document<br>h. Updated Functional Requirement Specifications<br>i. Updated Technical Requirement Specifications<br>5 th to 8th month | 167 | Does blue print include wireframe and prototype ? In case it does then the time line of 3 months is to be extended to 5 months | | The specified clause relates to documentation of SDD, FRS and updated FRS. |

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| 9 | 33. Capability to make payment via methods such as: Cash<br>• Cheque - manual and pre-printed<br>• Direct payment by 3rd Parties like lenders<br>• Bank transfers/ Electronic Fund Transfer<br>• Foreign currency | 212 | UPI or QR code is not included. Would it be required ? | | Yes |
| 10 | No of Concurrent Users | NA | How many concurrent users are there | | Concurrent users will be purely on the application base. However, overall concurrent users in TCED can be considered as 30. |
| 11 | Max Transaction per Day | NA | What is the number of transactions per day | | 60 |
| 12 | Max Size of Write /Transaction year | NA | Need the maximum size of write transaction per year | | 108GB |
| 13 | Any Document Upload Permitted | NA | Is there any document upload required | | yes |
| 14 | Max Size of File in MB | NA | What is the file Upload size in MB | | 5 |
| 15 | Max Files per User | NA | What is the file upload per user required | | 10 |
| 16 | Database Backup Policy | NA | What is the database back policy | | To be defined based on the proposed solution during the design phase. |
| 17 | Database Retention Policy | NA | What is database retention policy | | To be defined based on the proposed solution during the design phase. |
| 18 | DC - DR Policy | NA | What is Data recovery policy | | Standard DC-DR policy as per Govt. Of India, MeitY |
| 19 | Data Archival Policy | NA | What is the current data archival policy | | As per Govt. Of Kerala policies for data archival - |
| Sl.No. | Clause Mentioned in the RFP | RFP Page No: | Change Request by ULCCS | RFP Ref No | TCED Reply |

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| 20 | The Sole Bidder should be a company registered under the provisions of the Indian Companies Act, 1956 / 2013 or a partnership firm registered under the Indian Partnership Act, 1932 or the Limited Liability Partnerships Act, 2008. In case of consortium, the consortium members should be a company registered under the provisions of the Indian Companies Act, 1956 / 2013 or a partnership firm registered under the Indian Partnership Act, 1932 or the Limited Liability Partnerships Act, 2008. | 13 | Our parent company ULCCS LTD is a labour contract co-operative society who is an accredited agency for Govt of kerala to provide IT/ITES/Egovernance solution. Kindly allow Labour contract co-operative society registered under Kerala Co-operative society act 1969 to participate in this tender. | PQ Criteria, 1.1 | As per bid |
| 21 | Net Worth for the each of the last three Financial Years should be positive. In case of a consortium, both the ERPSI-Lead and ERPSI-2nd should have positive net worth in each of the last three audited financial years. | 15 | We request a review of the financial records for the past two years, instead of the past three years.<br><br>Alternatively, we kindly ask that if any party within the consortium can demonstrate a positive net worth for the past three years, if that would also be considered satisfactory. | 2.2 | As per bid |
| 22 | The Bidder should have been in the IT / Software services for the last 5 years. Further, the bidder should have successfully implemented Two (2) ERP Projects of the offered ERP OEM/Bespoke Product, as the case may be, in India in last 10 years. Certificate of Go-Live / Completion Certificate/ Certification for project | 15 | We request to accept 'Work Order' as a supporting document for the experience. | 3.1, supporting document | As per bid |
| 23 | At least 4 modules out of following functions / modules of the offered ERP OEM / Bespoke Product must have been implemented–<br>o Finance and Accounting– (Mandatory for option 1 and 3)<br>o Purchasing/Contract Management<br>o Inventory Management<br>o Governance, Risk and Compliance (GRC)<br>o Human Resource Management, Payroll and ESS - (Mandatory for option 1 & 3)<br>o Business Intelligence Reporting<br>o Document management system<br>o E-Office | 16 | We kindly request that the clause be amended to three modules out of the modules listed | 1 | As per bid |

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| 24 | The ERP OEM/Bespoke Product should have been successfully implemented at least two (2) ERP Projects of the offered ERP solutions in India in last 10 years with at least 100 ERP licenses in each project. Out of the three (3) projects at least One (1) project must have been implemented in Power Sector (Generation, Transmission or Distribution) or other Utilities. | 18 | We request that the experience criteria be assessed in its entirety, without limiting it specifically to the power sector to enable more bidders to participate. Request you to relax the specifc Power sector experience | 5 | As per bid other utilities are also accepted |
| 25 | ERP OEM / Bespoke product must be specific and latest version for India with statutory requirements incorporated and should have a localization support in terms of Excise, Income Tax, GST, auditing etc. specific to Indian requirements. Itshould also support data entry in Hindi/ Regional languages / Malayalam a second language also | 18 | We would like to request that English be considered as the standardized language for the application. | 6 | English is the standard language for the application. However, it should support data entry in Malayalam and Hindi also. |
| 26 | The offered ERP OEM / Bespoke product  should have been implemented on a Cloud based IT Infrastructure for at least One customer. Applicable only in case Cloud Infrastructure is being procured | 17 | Since Cloud implementation is given as a choice of Bidder, Kindly relax this criteria to facilitate bidder to select best option for TCED | 2 | It is already mentioned that the clause is applicable only in case Cloud infrastructure is being procured. Or, if the bidder proposes cloud infrastructure. |
| 27 | ERP project in Power sector – 3 Marks. Additional 1 mark – Implemented in India • Additional 1 mark – Implemented with offered ERP Product. | 28 | Request to remove this additional score to enable maximum bidders to become competitive | l b, technical sco | As per bid |
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| 28 | **Brief Scope of Work:** As for the Software Defined-Wide Area Network (SDWAN) solution for ERP System, the ERPSI will assist the TCED in creating an RFP and handle the implementation and O&M of the SD-WAN solution | 97 | Who will procure SD-WAN equipments for ERP system? | | If SD-WAN solution is required, TCED will be procuring the same. |
| 29 | E-Office | 102 | What is the scope of E-office module? | | E-office module should be taking care of the automation of the complete office process and file movement in TCED. |

| 30 | i) The ERPSI may also choose to procure the following Managed Services from a Managed Service Provider (MSP) in addition to the cloud services to handhold the department in managing the operations on the cloud. The scope of MSP may include: a. Migration of Existing Applications to Cloud / Deploying of new applications; b. Operations & Maintenance Services on Cloud (e.g., Resource Management, U | 104 | What data need to migrate, what is the existing database engine? | | The consumer and inventory data is available in a database to some extend. The database is Oracle. |
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| 31 | Will Solutions that use customized modules Open Source ERP Platforms be considered as bespoke solution? | NA | Expected total number of users for the applications, expected concurrent user per an instance | | Any solution not an OEM solution can be considered a bespoke solution. Total number of users in TCED as of now: 75 Concurrent users for the complete solution as mentions above. |
| 32 | Section 4 . Data Digitization and Migration | 119 | "In Order to estimate the cost of Document Digitiation we need the following information Number of Pages of each type of Paper size A4 A3 A2 A1 A0 Legal" | | The required information is not practical to assimilate. However, the base information is mentioned above. |
| 33 | Section 4 . Data Digitization and Migration | 119 | What is the number of Metadata tags that needs to be entered for each image | | Metadata requirements will be based on the proposed solution. |
| 34 | Section 4 . Data Digitization and Migration | 119 | What is the format needed for indexing an image or approximate number of words to be entered per image | | Indexing requirements and related data will be based on the proposed solution. |
| 35 | Section 4 . Data Digitization and Migration | 119 | Kindly provide estimated volume of Data Digitiation Please provide approximate number of items for Data entry. Material Master Equipment Master Asset Master Master Data - Items with Drawings /Specifications/ Pictures Master Data - Items with Drawings /Specifications /Pictures | | Basic data for data digitization is mentioned above. |

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| 36 | Section 4 . Data Digitization and Migration | 119 | Kindly provide estimated volume of Master / Transaction Data<br>Please provide approximate number of items for Data Entry<br>Employee personal details<br>Employee Photographs Employees service records<br>Payroll Data<br>Open data for leave<br>Employee Human<br>Resource Data<br>Data Entry for Employee Human Resource Data | | Basic data for data digitization is mentioned above. |
| 37 | GIS AND NETWORK ANALYSIS<br>1.2.7 Application should be capable for integrating with existing applications as detailed else where.It shall be the responsibility of the bidder for integration/interfacing<br>with the existing applications | 283 | Based on the RFP, it's stated that the bidder will be responsible for integrating or interfacing with existing applications. However, our understanding from the RFP is that an existing application will be provided by the client for initial study and integration of the data. Can we confirm if this assumption is accurate, and if so, how it aligns with the bidder's responsibility for integration/interfacing? | | The Proposed GIS application should be capable for integrating with applications existing in TCED. There is no application presently available for initial study in relation to GIS. However, the ERPSI will be required to provide information and support for integration of any future applications procured/implemented by TCED; for example, SCADA/DMS/OMS. |
| 38 | Import / Export of data : The software should have the capability to import/export both data and graphical information in different formats | 285 | Could you kindly specify the expected file formats required for importing and exporting data, considering the software's capability mentioned in the RFP to import/export both data and graphical information in different formats? | | The software shall be support import/export data in different formats as per IEC 61968 |
| 39 | Import of satellite imagery in different formats like Geo Tiff, JPEG etc. | 285 | We reconfirm that the client will provide the satellite imagery of the area of interest | | TCED will provide the satellite imagery of AOI as per the requirement of the solution proposed. However, the ERPSI shall provide possible necessary support for obtaining the imagery. |
| 40 | Should be able to save the queries as well as the output in text format. | 286 | Does the requirement for the software to be able to save queries and their output in text format align with the decision on whether the option to save queries should be provided to the client or if they need to save them manually? | | As per Bid Specification |
| 41 | Solution to be deployed on-premise at TCED, Thrissur. | 280 | "Within the RFP its asked to Deploy complete solution over cloud and at this point its mentioned ON Premise deployment.<br>Kindly Clarify" | | ERPSI can propose both on premise and cloud based infrastructure, optionally. TCED will decide on the method of implementation after due diligence. |

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| 42 | The application can create and maintain flow direction in a geometric network based on the current configuration of sources and sinks | 289 | "Geometric Network is terminology used by older ArcGIS data model framework, currently ArcGIS provides Utility Network modelling, and on top of geometric network, utility network allows for complex, rule-based connectivity associations that can represent real-world network behavior, including containment relationships, structural attachments, and connectivity associations between assets.<br><br>We assume, TCED has no objection in implementing Utility Network data model which provides advanced capabilities over geometric network with respect to Data Modelling, Connectvity and analysis.<br><br>Please confirm" | TCED has no objection in implementing any data model that satisfy the requirements or better. |
| 43 | A stencil with relevant shapes for drawing a Single Line Diagram (SLD) will be provided which will enable the user to create a schematic representation of the basic electrical network. | 305 | "Our Proposed GIS System with Electric Utility Network data model will have inbuilt Schematics application as out of box functionality to generate, store and share Schematics / single line diagrams with various out of box layout options to change required schematics layout such as Dispatch (force directed, linear dispatch, spatial dispatch, grid), Mainline Tree (Left to Right, Right to Left, Top to Bottom, Bottom to Top), Main Ring, Radial Tree etc and required asset symbols can be used for representing various assets within SLD. The generated SLD or Schematics can be further edited by user with respect to labelling or annotation, symbol or asset representation, adding other drafting text or symbols.<br>Kindly confirm if our understanding on the requirement of Stencil is correct." | TCED has no objection in implementing any data model that satisfy the requirements or better. |
| 44 | **4. Data Digitization and Migration**<br>The ERPSI shall be responsible for migration of operational data as required, including financial transaction data such as ongoing contracts, employee transaction data etc. | 119 | What is the approximate volume of Data to be migrated? | Information pertaining to the same and/or leading to approximation of the same is provided above. |

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| 45 | **4. Data Digitization and Migration**<br>Table 1: Estimated Volume of Data Digitization | 125 | Kindly give filled details of this table? | | Information pertaining to the same and/or leading to approximation of the same is provided above. |
| 46 | **4. Data Digitization and Migration**<br>Table 2: Estimated Volume of Master/Transaction Data | 125 | Kindly give filled details of this table? Kindly give volume of data to be digitized | | Information pertaining to the same and/or leading to approximation of the same is provided above. |
| 47 | **4. Data Digitization and Migration**<br>Data digitization will be carried out to ensure electronic images of paper source documents, where the image is intended to replace the original as the official record, are captured | 121 | Can you plesae give details of the Estimated Number of pages and Paper Size to be scanned | | Information pertaining to the same and/or leading to approximation of the same is provided above. |
| 48 | **7. Training Requirements**<br>The expected increase in end user base is approximately 2% YoY in the next 3 years | 140 | Can you please give the Estimated Number of End Users of the ERP System | | The total number of employees in TCED is less than 100 |
| 49 | The ERPSI shall deploy the minimum XX resources for Facility Management Services and Help Desk support at the centralized help desk of TCED. | 173 | What is the minimum number of resources envisaged for Facility Management Services | | 2 |
| 50 | **11.4.1 Initial Composition, Full Time Obligation; Continuity of Personnel**<br>Table 10: Manpower Requirement before Go-Live | 173 | Kindly give filled details of this table? | | 5 |
| 51 | **1. Overview of the ERPSI Scope of Work**<br>The required functional modules to be implemented | 96 | Kindly give details on Estimated Number of users for each ERP Module<br>Finance & Accounts Management F&A<br>Human Resource Management, Payroll and ESS<br>Material Management<br>Project Management<br>Maintenance Management<br>Business Reporting<br>Document Management System<br>Governance, Risk and Compliance<br>E-Office<br> GIS and Networks Analysis<br>Asset Management | | Finance & Accounts Management F&A -<br>Human Resource Management, Payroll and ESS<br>Material Management<br>Project Management<br>Maintenance Management<br>Business Reporting<br>Document Management System<br>Governance, Risk and Compliance<br>E-Office<br>GIS and Networks Analysis<br>Asset Management |
| 52 | **1. Overview of the ERPSI Scope of Work**Any modifications required in the existing system of the TCED (Billing, Website, etc. | 98 | Are you considering a Billing Module as part of the ERP Solution? Or do we need to integrate with the existing Billing application | | The scope of ERPSI will be as per the scope of works mentioned in the bid document.<br>ERPSI will need to integrate with existing applications and also provide required support for integrating with future applications, if any. |
| 53 | **4. Data Digitization and Migration**<br>Data Migration | 120 | Will the client provide Data for Migration in predefined excel format? | | TCED presently has data related to customer care, billing and a basic inventory management application. Data from these applications can be provided as available. |

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| 54 | **1. Overview of the ERPSI Scope of Work**<br>Finance & Accounts Management | 96 | Does TCED have multiple branches from a Financial Module perspective? | | TCED has a single corporate entity |
| 55 | **5. ERP System Integration** | 127 | Ensure SmartMeter Provider (MBC) , Bio-metric , Payment gateway  Side  API integration compactibility. Also need to standard API contract document from Vendors   side . | | TCED presently has data related to customer care, billing and a basic inventory management application. Biometric facilities are not available in any of the applications |
| 56 | **1. Overview of the ERPSI Scope of Work**<br>The required functional modules to be implemented | 96 | Should the proposed system be a single ERP product. Can we propose a solution consisting of multiple integrated systems to comply with all the features and functionalities proposed? | | The bidder is at liberty to propose any mix of applications as bespoke solution. |
| 57 | 1. GIS and Network Analysis<br>The solution consists of a system for capturing, storing, checking, integrating, manipulating, analyzing and displaying geo data related to positions on the Earth's surface and data related to attributes of the entities / Customers in an utility area. | 282 | Does the organization have an existing GIS platform? If so can we consider the upgradation of existing system and utilise ? | | TCED does not have a GIS platform; however, another department of Thrissur Corporation is having a GIS platform for a storm water management system. The bidders are free to explore the licensing structure of this platform and its extensibility for the subject project as per this bid. |
| 58 | General | General | Kindly provide more context or details about the user requirements of the proposed GIS system, such as the total number of concurrent users for Desktop, Web, and Mobile. | | Overall user base requirement would be around 25.<br>The type of users are given below from which the division of desktop, web and mobile user base may be derived:<br><br>Assistant Engineer – 9<br>Sub Engineer - 10<br>Field staff - 20<br>Section office – 4<br>Main office users – 3 |
| 59 | "I.1.2 Asset Mapping<br><br>GIS Mapping of all network assets up to the consumer end including Substations and Offices." | 282 | "Kindly provide comprehensive information about the network assets to be mapped, as mentioned in the RFP. This should include the total number of PSSs, DTs, and Consumers, as well as the total length of 33 kV/11 kV HT & LT Lines.<br><br>Additionally, kindly indicate the specific Bill of Quantity (BoQ) line item and section where we can include the cost of GIS mapping services & software" | | Substations: 2<br>DTs : 627<br>Consumers: 43000<br>11kV line : 200 Ckt Km<br><br>No separate line item is envisages for the  cost of mapping of assets. All activities in relation to the project implementation is to be included in the cost of the project |

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| 60 | "I.1.2 Asset Mapping<br><br>GIS Mapping of all network assets up to the consumer end including Substations and Offices." | 282 | Should we consider the consumer indexing in the scope? | | Consumer indexing is within the scope of GIS implementation. Feederwise consumer details available. |
| 61 | Solution to be deployed on-premise at TCED, Thrissur. | 280 | The responsibility for constructing the Data Center (DC) and Disaster Recovery (DR) facilities, including civil, electrical, interior design, HVAC, and fire detection and suppression systems, falls outside the scope of ERPSI. ERPSI's role is confined to supplying the necessary equipment to meet the specified requirements.<br>Kindly clarify | | DC and DR facilities will be provided by TCED, in case on-premise implementation is opted. |
| 62 | Compliance sheet of Desktop system, printer,UPS, Router, L3 core switch, Link load balancer and L3 switches for remote locations | 370-377 | Kindly furnish the quantities of the specified items, along with details regarding their locations. | | 60 desktops, 35 Printers , UPS 4 numbers, Router 5 numbers, l3 switch-6- 3 locations in and around TCED |
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| | | | **QUALIFICATION REQUIREMENTS** | | |
| 63 | Annual Turnover (MAAT) for best three years out of last five financial years of the ERP OEM should not be less than INR Five Hundred (500) Crore. ERP OEM must have positive net worth, in case of OEM products | 21 | This clause is not applicable to BESPOKE solution. | 3 | It is clearly mentioned that this is applicable in case of OEM products |
| 64 | The CSP should have a turnover of INR Fifty (50) Crores in the last three (3) of five (5) financial years for Data Centre related services. | 24 | The CSP should have a turnover of INR Ten (10) Crores in the last three (3) of five (5) financial years for Data Centre related services. | 5 | As per Bid |
| 65 | The Cloud Service Provider (CSP) should be incorporated and registered in India under the Indian Companies Act 1956 and should have been in operation in India from minimum of last Five (5) financial years ending 31st March 2022 | 24 | The Cloud Service Provider (CSP) should be incorporated and registered in India under the Indian Companies Act 1956 and should have been in operation in India from minimum of last Five (5) financial years ending **31st January 2024** | 1 | The Cloud Service Provider (CSP) should be incorporated and registered in India under the Indian Companies Act 1956 and should have been in operation in India from minimum of last Five (5) financial years ending **31st January 2024** |
| 66 | The ERPSI should have at least CMM/CMMI level 3 valid certification. In case of a consortium, this requirement needs to be met by the ERPSI-Lead and ERPSI-2nd must be ISO/ IEC-9001: 2008/2015 or above certified. | 14 | The ERPSI should have at least **CMM/CMMI level 5 valid certification**. In case of a consortium, this requirement needs to be met by the ERPSI-Lead and ERPSI-2nd must be ISO 27001-2022, ISO 9001-2015 and ISO 20000-1:2018 | 1.2 | As per bid |
| 67 | Minimum Average Annual Turnover (MAAT) for best three years out of last five financial years of the bidder should not be less than INR 5Cr. (Five Crore) | 15 | **For Bespoke Vendor:** The Minimum Average Annual Turnover (MAAT) of the bidder in the best three financial years of the past Six financial years i.e., from FY 2017-18, FY 2018-19 & FY 2019- 20, FY 2020-21, FY 2021-22 should not be less than Rs 50 crores. | 2.1 | As per bid |

| 68 | Consortium | | No consortium is allowed | | As per bid |
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| 69 | The OEM of the ERP OEM / Product should have at least Five (5) Implementation Partners / System Integrators who must have experience in implementation of the proposed ERP OEM product in enterprises. Partners must have implemented at least One (1) ERP System not more than ten (10) years earlier from the date of submission of bid | 22 | This clause is not applicable to OEM, if OEM participes directly. | 4 | As per bid |
| 70 | Further, the bidder should have successfully implemented Two (2) ERP Projects of the offered ERP OEM/Bespoke Product, as the case may be, in India in last 10 years. | 17 | Further, the bidder should have successfully **implemented / under Implementation** of Two (2) ERP Projects of the offered ERP OEM/Bespoke Product, as the case may be, in India in last 10 years. | 3.1 | AS per bid |
| 71 | the offered ERP OEM/Bespoke Product must have been implemented in a Central / State PSU or Govt. Organization or Power sector (Generation, Transmission or Distribution) or other Utilities. | 28 | the offered ERP OEM/Bespoke Product must have been **implemented / under Implementation** in a Central / State PSU or Govt. Organization or Power sector (Generation, Transmission or Distribution) or other Utilities. | 4.1 | As per bid |
| 72 | The ERP OEM/Bespoke Product should have been successfully implemented at least two (2) ERP Projects of the offered ERP solutions in India in last 10 years with at least 100 ERP licenses in each project. | 22 | The ERP OEM/Bespoke Product should have been successfully **implemented / under Implementation** at least two (2) ERP Projects of the offered ERP solutions in India in last 10 years with at least 100 ERP licenses in each project. | 5 | As per bid |
| | | | **TECHNICAL EVALUATION CRITERIA** | | |
| 73 | Bidder should have at least (1) turnkey project work where bidder has implemented hardware/Cloud, software including licenses, network components etc. during the last (8) financial years, for a project value not less than INR 24 crore or 80% of the estimated project cost (whichever is lower) · One (1) project – 7 Marks · Two (2) projects – 8 Marks · Three (3) projects – 9 Marks · Four (4) projects – 10 Marks | 27 | Bidder should have at least (1) turnkey project work where bidder has **implemented / under Implementation** hardware/Cloud, software including licenses, network components etc. during the last (8) financial years, for a project value not less than INR 24 crore or 80% of the estimated project cost (whichever is lower). · One (1) project – 8 Marks · Two (2) projects – 10 Marks | 3.1 | As per bid |

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| 74 | The bidder should have successfully implemented at least twohree ERP Projects of the offered ERP OEM product in India in last 108 years with at least 1500 ERP licenses in each project. Further, in all the three projects mentioned above, ·· the offered ERP OEM product must have been implemented in a Central/State PSU or Govt. Organization or Power sector (Generation, Transmission or Distribution) | 28 | The bidder should have successfully **implemented / under Implementation** at least two ERP Projects of the offered ERP product in India in last 10 years with at least 100 ERP licenses in each project. Further, in all the three projects mentioned above, ·· the offered ERP roduct must have been **implemented / under Implementation** in a Central/State PSU or Govt. Organization or Power sector (Generation, Transmission or Distribution) | 4.1 | As per bid |
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| 75 | The **Sole Bidder** should be a company registered under the provisions of the Indian Companies Act, 1956 / 2013 or a partnership firm registered under the Indian Partnership Act, 1932 or the Limited Liability Partnerships Act, 2008. **In case of consortium,** the consortium members should be a company registered under the provisions of the Indian Companies Act, 1956 / 2013 or a partnership firm registered under the Indian Partnership Act, 1932 or the Limited Liability Partnerships Act, 2008. | | The **Bidder** should be a company registered under the provisions of the Indian Companies Act, 1956 / 2013 or a partnership firm registered under the Indian Partnership Act, 1932 or the Limited Liability Partnerships Act, 2008. | | As per bid |
| 75 | The ERPSI should have at least CMM/CMMI level 5 valid certification. In case of a consortium, this requirement needs to be met by the ERPSI-Lead and ERPSI-2nd must be ISO/ IEC-9001: 2008/2015 or above certified. | | The bidder must have CMM/CMMI level 5 valid certification or should have at Government Incorporation certificate | | As per bid |
| 75 | Bidder should be authorized system integrator/implementation partner of the offered ERP OEM Product for sale, support, and services of the offered ERP OEM Product | | Bidder should be authorized system integrator/implementation partner of the offered ERP OEM Product for sale, support, and services of the offered ERP OEM Product | | As per bid |
| 75 | The **ERPSI-Lead and ERPSI-2nd should not be blacklisted or debarred by any govt. organization or public sector organization as on the date of submission of bid.** | | The **ERPSI should not be blacklisted or debarred by any govt. organization or public sector organization as on the date of submission of bid.** | | As per bid |
| 75 | New points | | The bidder must have experience in COTS Application development/implementation and customisation in Goverment Organization | | As per bid |

| 75 | The bidder must have at least more than 500 full time resources of the proposed ERP OEM product. Additionally, bidder must have at least 10 OEM certified resources of each proposed module of the proposed ERP OEM Product. In case of a consortium, the requirement may be met jointly by ERPSI-Lead and the ERPSI-2<sup>nd</sup> | Th**e OEM** must have at least more than 500 full time resources of the proposed ERP OEM product. Additionally, bidder must have at least 10 OEM certified resources of each proposed module of the proposed ERP OEM Product. | | As per bid |
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| **FINANCIAL** | | | | |
| 76 | Minimum Average Annual Turnover (MAAT) for best three years out of last five financial years of the bidder should not be less than INR 5 Cr. ( Five Crore) In case of a consortium, ERPSI-Lead and ERPSI- 2nd combined should meet this requirement of turnover, with ERPSI-Lead meeting minimum INR 4.5 Cr. ( Four Crore Fifty Lakhs) | Minimum Average Annual Turnover (MAAT) for best three years out of last five financial years of the bidder should not be less than INR 5 Cr. ( Five Crore) | | As per bid |
| 77 | Net Worth for the each of the last three Financial Years should be positive. In case of a consortium, both the ERPSI-Lead and ERPSI-2nd should have positive net worth in each of the last three audited financial years. *TCED should add the specific years to avoid ambiguity, depending on when it chooses to float the RFP.* *'Net-worth' will consist of 'paid up equity capital, free reserves, balance in share premium account and capital reserves representing surplus arising out of sale proceeds of assets but not reserves created by revaluation of assets' adjusted for 'accumulated loss balance, book value of intangible assets and Deferred Revenue Expenditure, if any'.* | The Bidder Net Worth for the each of the last three Financial Years should have positive and audited. *TCED should add the specific years to avoid ambiguity, depending on when it chooses to float the RFP.* | | As per bid |
| **CREDENTIALS AND EXPERIENCE** | | | | **TCED-Reply** |

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| 78 | The Bidder(s) should have implemented at least One (1) Turnkey IT System Integration (TSI) project including supply of Hardware/cloud services, Software, licenses along with installation, configuration, customization, implementation, Roll Out as well as providing FMS services / System Operation services during the last Ten (10) financial years, worth at least INR. 24 Cr. or 80% of the estimatedcost, whichever is lower OR, two projects each costing not less than the amount equal to INR. 15 Cr. or 50% of the estimated cost, whichever is lower OR, three projects each costing not less than the amount | (Same as TCED document) The Bidder(s) should have implemented at least One (1) Turnkey IT System Integration (TSI) project including supply of Hardware/cloud services, Software, licenses along with installation, configuration, customization, implementation, Roll Out as well as providing FMS services / System Operation services during the last Ten (10) financial years, worth at least INR. 24 Cr. or 80% of the estimatedcost, whichever is lower OR, two projects each costing not less than the amount equal to INR. 15 Cr. or 50% of the estimated cost, whichever is lower OR, | As per bid |
| 79 | The Bidder should have been in the IT / Software services for the last 10 years. Further, the bidder should have successfully implemented Three ERP Projects of the offered ERP OEM Product in India in last 10 years. | The Bidder should have been in the IT / Software services for the last 10 years. Further, the bidder should have successfully implemented/upgraded/rollout/supported Three ERP Projects of the offered ERP OEM Product in India/abroad in last 10 years. | As per bid |
| 80 | (In case of a consortium, this requirement needs to be met by the ERPSI-Lead.) Further, in all the three projects mentioned above- • the offered ERP OEM Product must have been implemented in a Central/State PSU or Govt. Organization or Power sector (Generation, Transmission or Distribution). • the offered ERP OEM Product shall have more than 500 transactional user base • At least 4 modules out of following functions / modules of the offered ERP OEM Product must have been implemented– o Finance and Accounting– (**Mandatory for option 1 and 3**) o Purchasing/Contract Management o Inventory Management o Governance, Risk and Compliance (GRC) o Human Resource Management, Payroll and ESS - (**Mandatory for option 1 & 3**) o Business Intelligence Reporting o Document management system o E-Office | Further, in all the three projects mentioned above- · the offered ERP OEM Product must have been implemented in a **Central/State PSU or Govt. Organization** or Power sector / utilities · the offered ERP OEM Product shall have more than 500 transactional user base · At least 4 modules out of following functions / modules of the offered ERP OEM Product must have been implemented– o Finance and Accounting– (**Mandatory for option 1 and 3**) o Purchasing/Contract Management o Inventory Management o Governance, Risk and Compliance (GRC) o Human Resource Management, Payroll and ESS - (**Mandatory for option 1 & 3**) o Business Intelligence Reporting o Document management system o E-Office | As per bid |
| | **GENERAL -OEM** | **Requirements** | |

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| 81 | The ERP OEM should be incorporated in India under the Companies Act 1956 for at least 10 years. | The ERP OEM should be incorporated in India under the Companies Act 1956 for at least 10 years. | | As per bid |
| 82 | The offered ERP OEM product should have been implemented on a Cloud based IT Infrastructure for at least One customer.<br>Applicable only in case Cloud Infrastructure is being procured. | The offered ERP OEM product should be able to be implemented on a Cloud based IT Infrastructure and On-premise as and when required | | As per bid |
| | **FINANCIAL** | | | |
| 83 | Minimum Average Annual Turnover (MAAT) for best three years out of last five financial years of the ERP OEM should not be less than INR Five Hundred (500) Crore. ERP OEM must have positive net worth. | Minimum Average Annual Turnover (MAAT) for best three years out of last five financial years of the ERP OEM should not be less than INR Five Hundred (500) Crore. ERP OEM must have positive net worth. | | As per bid |
| | **CREDENTIALS AND EXPERIENCE** | | | |
| 84 | The OEM of the ERP OEM Product should have at least Five (5) Implementation Partners / System Integrators who must have experience in implementation of the proposed ERP OEM product in enterprises.<br>Partners must have implemented at least One (1) ERP System not more than ten (10) years earlier from the date of submission of bid. | The OEM of the ERP OEM Product should have at least Five (5) Implementation Partners/ System Integrators who must have experience in implementation of the proposed ERP OEM product in enterprises.<br>Partners must have implemented at least One (1) ERP System not more than ten (10) years earlier from the date of submission of bid. | | As per bid |
| 85 | The ERP OEM product should have been successfully implemented at least three ERP Projects of the offered ERP OEM Product in India in last 10 years with at least 500 ERP licenses in each project. | The ERP OEM product should have been implemented for atleast three ERP Projects in India in last 10 years with at least 100 ERP licenses in each project. | | As per bid |
| | | **Requirements** | | **TCED-Reply** |
| | **GENERAL** | | | |
| 86 | Out of the three (3) projects at least One (1) project must have been implemented in Power Sector (Generation, Transmission or Distribution) | Out of the three (3) projects at least One (1) project must have been supplied in Power Sector / Utility | | Out of the three (3) projects at least One (1) project must have been supplied in Power Sector / Utility |
| 87 | ERP OEM product must be specific and latest version for India with statutory requirements incorporated and should have a localization support in terms of Excise, Income Tax, GST, auditing etc. specific to Indian requirements. | ERP OEM product must be specific and latest version for India with statutory requirements incorporated and should have a localization support in terms of Excise, Income Tax, GST, auditing etc. specific to Indian requirements. | | As per bid |

| | As Is TCED | | To Be TCED RFP | | TCED-Reply |
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| 88 | (SLA) based support for offered products & related issues with first level support point in India. The support should be available on 24x7x365 basis with Technical Assistance Centres (TAC)/Support Centre based in India.<br>The support centre should offer post-sales support | | ERP OEM should have Service Level Agreement (SLA) based support for offered products & related issues with first level support point in India. The support should be available on 24x7x365 basis with Technical Assistance Centres (TAC)/Support Centre based in India. | | As per bid |
| | | | **Requirements** | | **TCED-Reply** |
| | **GENERAL** | | | | |
| 89 | The Cloud Service Provider (CSP) should be incorporated and registered in India under the Indian Companies Act 1956 and should have been in operation in India from minimum of last Five (5) financial years ending 31st March 2023. | | The Cloud Service Provider (CSP) should be incorporated and registered in India under the Indian Companies Act 1956 and should have been in operation in India from minimum of last Five (5) financial years ending 31st March 2023. | | As per bid |
| 90 | The Cloud Service Provider (CSP) must be empanelled with the Ministry of Electronics & Information and Technology | | The Cloud Service Provider (CSP) must be empanelled with the Ministry of Electronics & Information and Technology | | As per bid |
| 91 | The proposed Cloud Service Provider (CSP)'s Data Centres /DRC Centres shall be in India | | The proposed Cloud Service Provider (CSP)'s Data Centres /DRC Centres shall be in India | | As per bid |
| 92 | Proposed Cloud Service Provider (CSP) should be SOC – 2 Type II compliant. | | Proposed Cloud Service Provider (CSP) should be SOC – 2 Type II compliant. | | As per bid |
| | **FINANCIAL** | | | | |
| 93 | The CSP should have a turnover of INR Fifty (50) Crores in the last three (3) of five (5) financial years for Data Centre related services. | | The CSP should have a turnover of INR Fifty (50) Crores in the last three (3) of five (5) financial years for Data Centre related services. | | As per bid |
| | **CONSORTIUM** | | | | |
| 94 | The ERPSI should have at least CMM/CMMI level 3 valid certification. In case of a consortium, this requirement needs to be met by the ERPSI-Lead and ERPSI-2 nd must be ISO/ IEC-9001: 2008/2015 or above certified | | In the case of consortium, any one of the companies must have ISO certificate | | As per bid |
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| 95 | ERP System - Annual Technical Support 5 years | 90 | Comprehensive support for 1 year then remaining year support will be done by ERPSI Lead | | As per bid |
| 96 | CSP 5 years | 90 | 5 years CSP support | | As per bid |
| 97 | Deployment of resources in TCED | | Project Resource onboarding (Remote) | | As per bid |
| 98 | Onsite Office Setup | 162 | The development will be done offshore and onsite visits as per need of the client | | As per bid; bidders may propose the method of development. |
| 99 | CSP Billing | | Direct to the provider(TCED to Oracle) | | Payment modalities can be finalised on award of contract. |

| 100 | Disaster Recovery | | ERPSI reposnibility implementation of a robust backup and disaster recovery (DR) solution for the  system hosted on CSB.<br>This solution should ensure the ability to recover critical business data and applications in the event of a major outage or disaster.<br>Key Requirements of the Disaster Recovery Solution will be have<br> Regular Backups:<br>    Implement a mechanism to create and store full and incremental backups of the Database and Application file system.<br>    Define a suitable backup frequency (e.g., daily, weekly, or more frequently based on criticality).<br>    Utilize  CSP's native backup services  for scalable storage.<br>  Disaster Recovery Capabilities:<br>    Establish a process to restore the ERP system from backups in a  CSP's environment (DR site).<br>    Leverage CSP's infrastructure automation capabilities to streamline DR setup and failover.<br>  Testing and Validation:<br>    Conduct regular DR tests to validate backup integrity, recovery procedures, and failover effectiveness.<br>    Document test results and refine processes as needed. | | DC-DR operation will be as per MeitY guidelines and standards |
| | | 100 | | | |
| 101 | Hardware component | | It need to be excluded from the requirement | | Hardware requirements are for on-premise installation option |
| 102 | OEM Audit service | 177 | Need clarification | | As per bid |
| 103 | Audits and IT Security | 129 | | | No comments |
| 104 | Usage Reporting Management | | Its ERPSI responsibility, in the event of a disaster at DC (primary) site, activation of services<br>from the DR site (or from different physical locations) with RPO < 8 hours and RTO <= 36 Hours. This is based on Disaster Recovery Best Practices" guidelines issued by the Ministry of of Electronics & Information Tech., | | DC-DR operation will be as per MeitY guidelines and standards |

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| 105 | Business Continuity plan and Backup services | Business Continuity Plan & Backup Services<br>As part of a business continuity plan, the TCED has made a business impact analysis in the event of loss of ERP applications running in the cloud and consequent loss of data to come up with a management plan for the associated risk to business operations. Central to this risk management strategy, the TCED has defined the following target objectives:<br>a) Recovery Time Objective (RTO): Duration of time and a service level within which a business process must be restored after a disruption in order to avoid unacceptable consequences associated with a break in continuity of service. The RTO of 36 hours shall be met by infrastructure redundancy and failover.<br>b) Recovery Point Objective (RPO): Interval of time that may pass during a disruption before the quantity of lost data during that period exceeds the business continuity plan's maximum allowable threshold. The RPO of 8 hours shall be met by a suitable backup and replication strategy of | | DC-DR operation will be as per MeitY guidelines and standards |
| 106 | RPO/RTO Compliance and Penalties | This needs to change to RPO to 8 hours and RTO to 36 hours | | DC-DR operation will be as per MeitY guidelines and standards |