

**Design, Development & Implementation of ERP software for monitoring of core & business activities of MP AGRO Industries
(Pre Bid quarries received up to 11th May 2017)**

Quarries	Suggestion	Page No	Clause reference	Reply
<p>Technical Evaluation - Qualifying Criteria : Bidder should have experience of 3 ERP software development services of similar nature for Golive completed/ running projects in government during the past 3 years.(each of completed s/w project work value more than 1 crore will be considered) as in point 1 of same table , 5 years experience of company /society existence in asked.</p>	<p>Bidder should have experience of 3 ERP software development services of similar nature for Golive completed / running projects in Government in continuation during past at least 05 years. (Each of completed ERP s/w project work orders value more than 1 crore will be considered)</p>	12	24.5	Golive completed / running projects in Government (Each of completed ERP s/w project work orders value more than 1 crore) in continuation during past at least 05 years will be considered.
<p>Quality Certification & Eligibility criteria CMMI level 3 : 3 Marks CMMI Level 5: 5 Marks (Max 5 Marks) AND The bidder shall have in-house software development capability and facility in India, with a valid ISO 9001 or 27001 and CMMi Level 3 Certifications.</p>	<p>Kindly revise this as "A. for ISO 9001 or 270001 : 2 Marks and B. for CMMI level 3 : 3 Marks (Max 5 Marks) when ISO is asked in Eligibility criteria , ISO certification must have score point CMMi Lev. 3 is asked in eligibility criteria so CMMi Lev 3 should have max score</p>	12 8	24..2 14.2	No change

**Design, Development & Implementation of ERP software for monitoring of core & business activities of MP AGRO Industries
(Pre Bid quarries received up to 11th May 2017)**

Quarries	Suggestion	Page No	Clause reference	Reply
Form -3 Vendor Compliance point 16 :First, second, third Customer Reference Letter on Customer's Letter Head	Revise this as " Client /Customer Satisfactory , work completion letter / testimonial" No govt. client on individual capacity gives such recommendation	22		" Client /Customer Satisfactory , work completion letter / testimonial" are acceptable.
Functional requirement for SMS/Email communication Usage of Email /SMS gateway for 2- way communication How many e-mail id's are required for 2-way communication ?		42		Usage of Email /SMS gateway will be required for 2- way communication
Form-4 Commercial Bid Hosting services - what is the UAT time period ? As Data hosting will be done only after UAT for 1 year.		3		UAT timeline is six months from the date of issue of work order. Data hosting will be done only after UAT for 1 year.
Please add "Security Audit - Cert-in to be done after completion of the ERP software.				Success full bidder will be responsible for Security Audit - Cert-in "
Payment schedule First 10% should be released after submission & acceptance of the SRS IT industry follows this.		14		No change

**Design, Development & Implementation of ERP software for monitoring of core & business activities of MP AGRO Industries
(Pre Bid quarries received up to 11th May 2017)**

Quarries	Suggestion	Page No	Clause reference	Reply
<p>Exemption for Tender fee and EMD provision made under :</p> <ul style="list-style-type: none"> • Udyog_Aadhar_Booklet FAQ • Udyog_Aadhar_Booklet_Anup K.P.Pujari IAS Secretary • Udyog_Aadhar_Booklet page 08 • Udyog_Aadhar_Booklet page 010 • Gudget Notification 26(Mar 2012) • Letter from Ministry MSME to C.M. Madhya Pradesh 				No change
Issue of tender set free of cost				No change
<p>Exemption for payment of EMD Bid security or EMD is to be obtained from bidders except those who are registered with Central Purchase Organization or National Small Industries Corporation or the concerned Ministry or the Department</p>				No change
<p>Scope of Work, Point C Successful bidder should be provided support after Golive of the software</p>	In case of After Go-Live Support, will it be Onsite or Offsite base or mix of the two ?	6		Successful bidder should be provided support after Golive of the software, it will be onsite or offsite both (need basis)

**Design, Development & Implementation of ERP software for monitoring of core & business activities of MP AGRO Industries
(Pre Bid quarries received up to 11th May 2017)**

Quarries	Suggestion	Page No	Clause reference	Reply
<p>Point 9 End User Training End User Training is required for the following office personnel at: a) Head Office b) All the division offices c) All the branch offices</p>	<p>Please provide the breakup of Users at Head Quarter and Branch Offices along with their major Roles and Responsibilities</p>	7		<p>End User Training is required for the following office personnel at: a) Head Office : 1 No b) All the division offices: 7 No's c) All the branch offices: 51 No's</p>
<p>Annex-1, Functional Requirements for the Inventory Management System, Point 4 System should generate SMS alerts through SMS gateways to concerned officer when stock reaches below threshold level</p>	<p>For SMS services the solution needs to have a Service Provider for 2 way communication. Will MP Agro provide the SMS service provider like Airtel, Idea, Vodafone etc or partner like needs to provide the same?</p>	26		<p>Successful bidder will provide SMS services till one year period after Golive of s/w.</p>
<p>Annex-1, Functional Requirements, Features of the stock and inventory Module Multiple warehouses and regional office central data system</p>	<p>Total Number of Warehouses, regional and local offices ?</p>	38		<p>Total Number of Warehouses : at 51 locations and regional and local offices : 7 No's</p>
<p>Annexure – 1, Functional Requirements for SMS/EMAIL Integration, Point 5 (b) Verification of valid number can happen through two ways a. By SMS or Email b. By IVR system – (Optional Feature)</p>	<p>What kind of integration is required with IVR?</p>	42		<p>BY SMS or Email only</p>

**Design, Development & Implementation of ERP software for monitoring of core & business activities of MP AGRO Industries
(Pre Bid quarries received up to 11th May 2017)**

Quarries	Suggestion	Page No	Clause reference	Reply
Annexure – 1, Functional Requirements Sheet Functional Requirements for SMS/EMAIL Integration	Integration with SMS and Email is required for which services and solution ?	42		SMS and email is required for various types of alerts and confirmation & will be finalized during SRS phase.
Annexure – 1, FRS, Document management System Note sheet management as per the Government day to day activities.	What is meant by Note Sheet management? Request you to please explain	40		Note sheet management means inter office correspondence, followed in Government. Developed/deployed software should be capable to create a Note in government Note sheet form. It is a feature of document management system.
Annexure – 1, FRS, Functional Requirements for User Feedback Tracking/Resolution Service	“System should provide an interface for user to log any defects or enhancement requests on application and track thereafter?” Clarification required	40		System should provide an interface for user to log any defects or enhancement requests on application and track thereafter by using Audit trail feature for internal log & external defects.
General	Kindly provide project timeline			7 Months from date of work order is timeline for s/w golive.
General	Is connectivity available at all Office locations?			Yes

**Design, Development & Implementation of ERP software for monitoring of core & business activities of MP AGRO Industries
(Pre Bid quarries received up to 11th May 2017)**

Quarries	Suggestion	Page No	Clause reference	Reply
General	Will MP Agro Provide all the necessary logistics arrangements like Travel, Boarding, Food etc in case of Onsite deputation			Successful bidder will provide all these facilities at their own cost.
General	How many Legal Entities are there in total ?			Any dispute or difference or claim arising out of or in relation to this contract shall be settled or decided by arbitration to be conducted by MD, MP Agro or by any other person to be nominated by MD, MP Agro.
General Please confirm the number of user licences to be purchased by M.P.Agro				Unlimited user (No any additional license will be purchased by MP Agro)
Qualification criterion “Bidder should have experience of 3 ERP software development services of similar nature for Go live completed/running projects in government during the past 3 years. (each of completed s/w project work value more than 1 crore will be considered”	Please confirm if the bidder can showcase projects where ERP Golive was before last 3 year but currently under AMC/Support by the bidder?			Golive completed / running projects in Government (Each of completed ERP s/w project work orders value more than 1 crore) in continuation during past at least 05 years will be considered.

**Design, Development & Implementation of ERP software for monitoring of core & business activities of MP AGRO Industries
(Pre Bid quarries received up to 11th May 2017)**

Quarries	Suggestion	Page No	Clause reference	Reply
General	Please confirm if only COTS (Commercially off the shelf) product is acceptable to MPAgro for this project?			Bidder should responsible to customize the proposed software as per requirement of MPAGRO
Annexure-1 - Functional Requirements for Grievance Management System, System should be capable to track and escalate registered grievance, in case no action is taken	Based on our experience, we recommend the solution should be configurable enough to design the process escalation matrix without coding in smaller timelines. It should be possible to track the action items and trigger alerts/reminders/notifications to the users. Please confirm if our understanding is correct.	Page 36		yes

**Design, Development & Implementation of ERP software for monitoring of core & business activities of MP AGRO Industries
(Pre Bid quarries received up to 11th May 2017)**

Quarries	Suggestion	Page No	Clause reference	Reply
<p>Annexure-1 - Document Management System, Inward, outward or other company specific document scanned from a front desk officer will be kept in system</p>	<p>As per mentioned requirement in the RFP document, our understanding is that MP Agro will receive scanned documents, therefore we recommend the proposed scanning software solution should provide for automatic correction of parameters like format/compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc. during scanning. The scanning solution should also provide support for automatic document quality analysis so that any bad quality document doesn't get uploaded to the repository. The scanned document then should be directly stored into the Document Management System. Please confirm.</p>	<p>Page 39</p>		<p>MP Agro will receive scanned documents, therefore we recommend the proposed scanning software solution should provide for automatic/manual correction of parameters like format/compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc. during scanning. The scanning solution should also provide support for automatic/manual document quality analysis so that any bad quality document doesn't get uploaded to the repository. The scanned document then should be directly stored into the Document Management System.</p>

**Design, Development & Implementation of ERP software for monitoring of core & business activities of MP AGRO Industries
(Pre Bid quarries received up to 11th May 2017)**

Quarries	Suggestion	Page No	Clause reference	Reply
<p>Annexure-1 - Document Management System, 2. System should present customized dashboards and reports to officials based on their role, duty, and other higher officers in administration 3. System should present various statistics such as summarized information, current progress, monthly numbers, comparative statements, trends with charting capability, exception reports, maps indicating the hot spots</p>	<p>Based on our experience of working with various Government organizations, a robust reporting features with below functionalities is required for any document management system :- -Configurable Business Activity Monitoring tool (Dashboards) -Rule engine -Configurable Custom reports based on system requirement -Role based access to reports Please confirm.</p>	<p>Page 40</p>		<p>Features with below functionalities is required for any document management system :-</p> <ul style="list-style-type: none"> • Configurable Business Activity Monitoring tool (Dashboards) • Rule engine • Configurable Custom reports based on system requirement • Role based access to reports
<p>Annexure-1 - Functional Requirements for User Access & Authorization Management , System must allow the user to limit access to cases to specified users or user groups</p>	<p>Access to cases means the proposed solution should have the capability wherein content gets delivered and viewed under various security compliances and policies. Based on Users/groups/roles different rights on Folders/Documents/data classes (Indexes) should be assigned. These rights are called access control list (ACL). Rights should be assigned at different level i.e. object level, process level, activity level as well as on complete repository level. Their child objects can inherit rights. Confirm understanding .</p>	<p>Page 42</p>		<p>Agreed & confirmed understanding.</p>

**Design, Development & Implementation of ERP software for monitoring of core & business activities of MP AGRO Industries
(Pre Bid quarries received up to 11th May 2017)**

Quarries	Suggestion	Page No	Clause reference	Reply
Annexure-1 - Functional Requirements for User Access & Authorization Management , 14. System should allow creation of new users, basis on user verification with mandatory information	Number of Users/Officers for Document Management System are not specified. Please provide details of the same.	Page 42		Unlimited users
Section 18- Tender Document Fee and EMD Tender Fee: INR 50,000 EMD : 5,00,000	Since BSNL is a government organizations it is requested to please exempt us from payment of tender fee EMD submission.	10		No change
Section 24- SI No. 3 : Technical Evaluation Bidder should have sound financial position in the market and should have turnover of INR 10 Crore for each of the past 3 financial Years (2013-14, 2014-15, and 2015-16).	We request you to increase the turnover criteria from 10 Crore to 50 Crores for each of the past 3 financial Years (2013-14, 2014-15, and 2015-16) as it is technically complex project and big companies with long experience in ERP implementation should participate in tender process.	12		No change

**Design, Development & Implementation of ERP software for monitoring of core & business activities of MP AGRO Industries
(Pre Bid quarries received up to 11th May 2017)**

Quarries	Suggestion	Page No	Clause reference	Reply
Section 24- SI No. 5 : Technical Evaluation Bidder should have experience of 3 ERP software development services of similar nature for Go-live completed/ running projects in government during the past 3 years (each of completed s/w project work value more than 1 crore will be considered)	Exempted for Central Govt. PSUs.	12		No change
Section 30- Payment Schedule	As per the payment clause the payout will start when the prototype is built and tested. We request you keep inception report and design documents as payment milestone before prototype design.	14		No change
Section 40- Form 4- Commercial Bid Data Digitization Base line data Old record of digitization Quantity= 20 Man months	It is requested to please provide amount of data to be digitized.	23		Both data entry & scanning will be the part of data digitization. Baseline data and HR records will be part of digitization. This work will be executed at MP Agro head office
Section 40- Form 4- Commercial Bid Hosting Services at tier-4 data center with disaster recovery Quantity: For 1 year period after UAT	We request you to amend the clause as: Quantity: For 5 year period after UAT, This will reduce the cost per year of hosting.	23		No Change

**Design, Development & Implementation of ERP software for monitoring of core & business activities of MP AGRO Industries
(Pre Bid quarries received up to 11th May 2017)**

Quarries	Suggestion	Page No	Clause reference	Reply
Section 40- Form 4- Commercial Bid Hosting at Tier IV data center as per guidelines of GOI	We request you to please change Tier-4 Data center to Tier 3 data center as Tier-4 data center are mostly out of India and as per GOI guidelines no government data should reside out of India.	24		Tier-4 or Tier-3 both data center will be allowed.
Information required for participation				PI refer RFP
Bidder should have experience of 3 ERP software development service of similar nature for Golve completed/running projects in government during the past 3 years each of completed s/w project work value more than 1 crore will be considered	Requesting to relax the number of years from 3 to 10 years			Golve completed / running projects in Government (Each of completed ERP s/w project work orders value more than 1 crore) in continuation during past at least 05 years will be considered.
Bidder should have sound financial position in the market and should have turnover of INR 10 Crore for each of the past 3 financial years (2013- 14, 2014-15, and 2015-16) – for 2013-14 we do not have turnover of 10 crores	-			No change
The bidder should have positive net worth (at least 1 cr) for each of the past 3 financial years (2013-14, 2014-15, and 2015-16)	-	-	-	No change

**Design, Development & Implementation of ERP software for monitoring of core & business activities of MP AGRO Industries
(Pre Bid quarries received up to 11th May 2017)**

Quarries	Suggestion	Page No	Clause reference	Reply
Bidder should have experience of 3 ERP /software development services of similar nature for Golive completed/running projects in government during the past 3 years. (each of completed s/w project work value more than 1 crore will be considered)	-	-	-	No change
The system should meet the performance requirements for the following: a) Heavy User Traffic, Approx. Number of users?	-	-	-	No of users are unlimited
we need to provide web service kindly confirm do we need to work for any third party or web service is for mobile app	-	-	-	Successful bidder has to develop the required web services and mobile app.

**Design, Development & Implementation of ERP software for monitoring of core & business activities of MP AGRO Industries
(Pre Bid quarries received up to 11th May 2017)**

Quarries	Suggestion	Page No	Clause reference	Reply
(Bidder should have experience of 3 ERP software development services of similar nature for Golive completed/running projects in government during the past 3 years.) would request kindly consider those company also those have experience and meeting other eligibility Criteria apart from Government Projects but have strong experience and technical ability along with Quality Standard Certification also	-	-	-	No change
Any specific bank account need to maintain as will require Payment process integration with bank and there will be some limitation so we need full detail for this.	-	-	-	MP Agro will provide bank details for at the time of successful bidder.