

## Response to the Queries received against the Request for Expression of Interest (REoI) for Portal Development & ERP Implementation

Reference No: 21/TCSP/SP-OP&ERP/2016/TR

Tender Id on Central Public Procurement Portal: 2016\_DC\_126508

S.No.	Query on REoI or ToR	Page No.	Clause No.	Eligibility Criteria in case of REoI	Existing Clause / Content of REoI/Draft ToR requiring clarification(s)	Firm's Query	Ministry's Response
1	REoI	6	Sl. No. 2 of Form 1	The consultant must have minimum annual average turnover of USD 10 million in the last three (3) financial years (2013-14, 2014-15, 2015-16) from its IT business (which includes system integration services, software development services, ERP implementation, hardware supply, installation, commissioning, and facilities management services).	Statutory Auditor's certificate (i.e. FY 2013-14, FY 2014-15, FY 2015-16) that provides the information explicitly as per the specific requirement of the criterion. Providing audited balance sheets is not sufficient for this requirement. Please note that the annual turnover quoted from IT business must be the turnover of the firm submitting EO and not of its parent/child company	Statutory Auditor's certificate or Certificate from Company Secretary or Authorized Signatory of Company (i.e. FY 2013-14, FY 2014-15, FY 2015-16) that provides the information explicitly as per the specific requirement of the criterion. The sheet in this excel has attached screenshots of RFPs as issued by various Govt. departments with as optional eligibility for audited balance sheets instead of Statutory Auditor's certificate. Kindly consider the change	Financial Statement indicating annual turnover from IT business, duly certified by a Chartered Accountant for last 3 years is also acceptable. Refer corrigendum No. 1 to the REoI.
2	REoI	6	Sl. No. 2 of Form 1	The consultant must have minimum annual average turnover of USD 10 million in the last three (3) financial years (2013-14, 2014-15, 2015-16) from its IT business (which includes system integration services, software development services, ERP implementation, hardware supply, installation, commissioning, and facilities management services).	Statutory Auditor's certificate (i.e. FY 2013-14, FY 2014-15, FY 2015-16) that provides the information explicitly as per the specific requirement of the criterion. Providing audited balance sheets is not sufficient for this requirement. Please note that the annual turnover quoted from IT business must be the turnover of the firm submitting EO and not of its parent/child company.	We request department to amend the clause as mentioned. "A certificate from Practicing Chartered Accountant /Company Secretary / Authorized Signatory (i.e. FY 2013-14, FY 2014-15, FY 2015-16) that provides the information explicitly as per the specific requirement of the criterion. Please note that the annual turnover quoted from IT business must be the turnover of the firm submitting EO and not of its parent/child company." Rationale: - Being listed organization, We disclose financial figures in public. Same can be had from our website/Annual Report. Same figures shall be certified by any of above authority	
3	REoI	6	Sl. No. 3 of Form 1	The consultant should have experience on IT projects awarded by Central/State Government/PSU in India involving designing and development of IT Systems (Portal / application development) during last five years (comprising completed projects only).	a)Copy of the Contract/ Work OrderAND b)Copy of the completion certificate from theclient. OR Certificate from authorised signatory on company letter head indicating that the Project has been completed	Copy of the Contract/ Work Order is a customer confidential document and we can not share it due to NDA in place, Please change this as: a)Copy of the Contract/ Work Order /or Declaration from Company Secretary or Authorized Signatory of Company AND b)Copy of the completion certificate from the client.OR Certificate from authorised signatory on company letter head indicating that the Project has been completed	No Change in REoI is considered necessary

4	REOI	7	Sl. No. 4 of Form 1	<p>The consultant should have experience on projects involving customization of the proposed ERP solution for modules such as accounting and finance, inventory, sales and marketing, manufacturing and production planning, learning management system, during last five years (comprising completed projects only).</p> <p>The projects showcased should be implemented for minimum 200 users. The consultant should have a team of at least 15 ERP consultants, on its payroll, having collective experience of implementing all major modules of the proposed ERP solution.</p>	<p>For experience on projects involving customization of ERP: a) Copy of the Contract/ Work Order. AND b) Copy of the completion certificate from the client. OR Certificate from authorised signatory on company letter head indicating that the Project has been completed. For requirement of ERP consultants on payroll: Declaration by authorised representative/HR on organization letter head indicating details of the ERP consultants.</p>	<p>Copy of the Contract/ Work Order is a customer confidential document and we can not share it due to NDA in place, Please change this as: For experience on projects involving customization of ERP: a) Copy of the Contract/ Work Order / or Declaration from Company Secretary or Authorized Signatory of Company AND b) Copy of the completion certificate from the client. OR Certificate from authorised signatory on company letter head indicating that the Project has been completed. For requirement of ERP consultants on payroll: Declaration by authorised representative/HR on organization letter head indicating details of the ERP consultants.</p>	<p>No Change in REOI is considered necessary</p>
5	REOI	8	Sl. No. 5 of Form 1	<p>The consultant must have a prior experience of digital content development in online learning domain. The consultant must have successfully executed project(s) in each of the following areas during last five years ( comprising completed projects only ):</p> <ol style="list-style-type: none"> <li>Digitization of content and scripting</li> <li>Creation of online video lectures</li> <li>Video production and packaging</li> </ol>	<p>a) Copy of the Contract/ Work Order AND b) Copy of the completion certificate from the client OR Certificate from authorised signatory on company letter head indicating that the Project has been completed</p>	<p>Copy of the Contract/ Work Order is a customer confidential document and we can not share it due to NDA in place, Please change this as: a) Copy of the Contract/ Work Order / or Declaration from Company Secretary or Authorized Signatory of Company AND b) Copy of the completion certificate from the client OR Certificate from authorised signatory on company letter head indicating that the Project has been completed</p>	<p>No Change in REOI is considered necessary</p>
6	REOI	8	Sl. No. 6 of Form 1	<p>The consultant should not be debarred by World Bank group as on date of proposal submission and should not have a conflict of interest in executing the assignment</p>	<p>Declaration that the firm is not debarred by World Bank group AND Declaration that the firm does not have any conflict of interest in terms of taking any assistance / support from individual / firm / consultants who have been part of the TCSP program consultancy or the bid publication process</p>	<p>Declaration that as on the date of submission of the Bid/Eoi the firm is not debarred by World Bank group AND Declaration to the best of its knowledge that the firm does not have any conflict of interest in terms of taking any assistance / support from individual / firm / consultants who have been part of the TCSP program consultancy or the bid publication process</p>	<p>No Change in REOI is considered necessary</p>
7	REOI	7	Sl. No. 4 of Form 1	<p>The consultant should have experience on projects involving customization of the proposed ERP solution</p>	<p>The consultant should have experience on projects involving customization of the proposed ERP solution</p>	<p>Kindly clarify whether the experience is open to any industry or is it Government/ PSU specific.</p>	<p>No Change in REOI is considered necessary</p>
8	REOI	7	Sl. No. 4 of Form 1	<p>The consultant should have experience on projects involving customization of the proposed ERP solution</p>	<p>The consultant should have experience on projects involving customization of the proposed ERP solution</p>	<p>Kindly clarify whether experience is India/ Geography specific.</p>	<p>No Change in REOI is considered necessary</p>

9	REoI	3	REoI- TCSP- Portal, ERP PDF.		Timeline- the time period of the assignment under TCSP shall be 4 years	Kindly clarify whether the total project duration you are looking at would be 4 years including- Implementation, Stabilization and Support period across all 33 TC's, 4 testing center and 7 testing stations	Please refer to the draft ToR
10	REoI	6	Form 1		shortlisting criteria	The QR criterions would allow smaller players to participate in the process through collaboration; request MSME to revisit and advise.	No Change in REoI is considered necessary
11	REoI	1	Sl. No. 3 of Form 1		3. Eligibility, point no. iii) The consultant should have experience on IT Projects 'awarded by Central/State Government/PSU in India' involving designing and development of IT Systems.	Is it mandatory condition "IT Projects awarded by Central/State Government/PSU in India"	Yes
12	REoI	3	Sl. No. 4 of Form 1		Point no 4) The consultant should have a team of at least 15 ERP consultants, on its payroll, having collective experience of implementing all major modules of the proposed RP solution.	Here instead of 15 ERP consultants, please consider including eligibility of higher number of consultants for quality response	No Change in REoI is considered necessary
13	REoI	6	Sl. No. 1 of Form 1		The consultant must be a registered legal entity in India. The entity must be operational in India for at least last five financial years i.e. the entities registered on or before April 1, 2011. The consultant must have valid SEI CMM Level 5 certificate as on March 31, 2016.	Requesting to relax the certification requirement to CMMi Level 3 Certificate as on March31, 2016	No Change in REoI is considered necessary
14	REoI	6	Sl. No. 2 of Form 1		The consultant must have minimum annual average turnover of USD 10 million in the last three (3) financial years (2013-14, 2014-15, 2015-16) from its IT business (which includes system integration services, software development services, ERP implementation, hardware supply, installation, commissioning, and facilities management services).	Requesting to relax the turnover criteria to an "Annual Average Turnover" of USD 3 Million for the last 3 years	No Change in REoI is considered necessary
15	REoI	6	Sl. No. 3 of Form 1		The consultant should have experience on IT projects awarded by Central/State Government/PSU in India involving designing and development of IT Systems (Portal / application development) during last five years (comprising completed projects only). The contract value for each project should not be less than INR three (3) crores, equivalent to USD 0.50 Million  a) Copy of the Contract/ Work Order AND b) Copy of the completion certificate from the client. OR Certificate from authorised signatory on company letter head indicating that the Project has been completed	Requesting to relax the contract value of each project to be not less than INR 1.1 Crore in last 10 years.  For Documentary evidence a) Copy of Contract/Work Order and b) Either copy of completion certificate / Go-Live / Customer Satisfaction Certificate from the client. OR Certificate from authorized signatory on company letter head indicating that the project has been completed	No Change in REoI is considered necessary

16	REoI	8	Sl. No. 5 of Form 1	The consultant must have a prior experience of digital content development in online learning domain. The consultant must have successfully executed project/(s) in each of the following areas during last five years ( comprising completed projects only ): a. Digitization of content and scripting b. Creation of online video lectures c. Video production and packaging	a) Copy of the Contract/ Work Order AND b) Copy of the completion certificate from the client OR Certificate from authorised signatory on company letter head indicating that the Project has been completed	For Documentary evidence a) Copy of Contract/ Work Order and b) Either copy of completion certificate/ Go-Live/ Customer Satisfaction Certificate from the client. OR Certificate from authorized signatory on company letter head indicating that the project has been completed	No Change in REoI is considered necessary
17	REoI	6	Sl. No. 1 of Form 1		The consultant must be a registered legal entity in India. The entity must be operational in India for at least last five financial years i.e. the entities registered on or before April 1, 2011. The consultant must have valid SEI CMM Level 5 certificate as on March 31, 2016.	We request you to please relax the clause as under  The consultant must be a registered legal entity in India. The entity must be operational in India for at least last five financial years i.e. the entities registered on or before April 1, 2011.	No Change in REoI is considered necessary
18	REoI	6	Sl. No. 2 of Form 1		The consultant must have minimum annual average turnover of USD 10 million in the last three (3) financial years (2013-14, 2014-15, 2015-16) from its IT business (which includes system integration services, software development services, ERP implementation, hardware supply, installation, commissioning, and facilities management services).	The consultant must have minimum annual average turnover of INR 20 Crore in the last three (3) financial years (2013-14, 2014-15, 2015-16) from its IT business (which includes system integration services, software development services, ERP implementation, hardware supply, installation, commissioning, and facilities management services).	No Change in REoI is considered necessary
19	REoI	6	Sl. No. 3 of Form 1		The consultant should have experience on IT Projects awarded by Central/State Government/PSU in India involving designing and development of IT Systems (Portal / application development) during last five years (comprising completed projects only). The contract value for each project should not be less than INR three (3) crores, equivalent to USD 0.50 Million	The consultant should have experience on IT Projects awarded by Central/State Government/PSU in India involving designing and development of IT Systems (Portal / application development) during last five years (comprising completed projects only). The contract value for each project should not be less than INR One (1) crores, equivalent to USD 0.150 Million.	No Change in REoI is considered necessary

20	REOl	7	Sl. No. 4 of Form 1	<p>The consultant should have experience on projects involving customization of the proposed ERP solution for modules such as accounting and finance, inventory, sales and marketing, manufacturing and production planning, learning management system, during last five years (comprising completed projects only). The projects showcased should be implemented for minimum 200 users. The consultant should have a team of at least 15 ERP consultants, on its payroll, having collective experience of implementing all major modules of the proposed ERP solution.</p> <p>Note:  a) This criterion has to be fulfilled by the lead partner or member in the Joint venture/sub-consultant  b) The experience sighted under this criterion must have been executed by the lead partner or member in the Joint venture/sub-consultant and not their parent/child company  c) A maximum of five projects should be showcased by the consultant.</p>	<p>The consultant should have experience on projects involving customization of the proposed ERP solution for modules such as accounting and finance, inventory, sales and marketing, manufacturing and production planning, learning management system, during last five years (comprising completed projects only).</p>	<p>We have executed large no. of application development projects which include above listed modules individually project wise. We would like you to confirm whether this will be treated as a valid experience under ERP implementation.</p>	<p>The solution envisaged is an integrated ERP</p>
21	REOl	7	Sl. No. 4 of Form 1	<p>The consultant should have experience on projects involving customization of the proposed ERP solution for modules such as accounting and finance, inventory, sales and marketing, manufacturing and production planning, learning management system, during last five years (comprising completed projects only). The projects showcased should be implemented for minimum 200 users. The consultant should have a team of at least 15 ERP consultants, on its payroll, having collective experience of implementing all major modules of the proposed ERP solution.</p> <p>Note:  a) This criterion has to be fulfilled by the lead partner or member in the Joint venture/sub-consultant  b) The experience sighted under this criterion must have been executed by the lead partner or member in the Joint venture/sub-consultant and not their parent/child company  c) A maximum of five projects should be showcased by the consultant.</p>	<p>The consultant should have a team of at least 15 ERP consultants, on its payroll, having collective experience of implementing all major modules of the proposed ERP solution.</p>	<p>We have application development team of more than 15 no. of employees. Within CDAC we have Project Engineers who do the application development but do not have manpower with designation "ERP Consultants". We would like you to confirm whether Project Engineers who are doing application development work will be considered as ERP consultants for participation.</p>	<p>The requirement is of professionals with expertise on the proposed ERP solution</p>

22	REOl	7	Sl. No. 4 of Form 1	<p>The consultant should have experience on projects involving customization of the proposed ERP solution for modules such as accounting and finance, inventory, sales and marketing, manufacturing and production planning, learning management system, during last five years (comprising completed projects only). The projects showcased should be implemented for minimum 200 users. The consultant should have a team of at least 15 ERP consultants, on its payroll, having collective experience of implementing all major modules of the proposed ERP solution.</p> <p>Note:  a) This criterion has to be fulfilled by the lead partner or member in the Joint venture/sub-consultant  b) The experience sighted under this criterion must have been executed by the lead partner or member in the Joint venture/sub-consultant and not their parent/child company  c) A maximum of five projects should be showcased by the consultant.</p>	The projects showcased should be implemented for minimum 200 users.	The projects implemented by CDAC is for employees of a particular organisation and / or for multiple organisations. We will mention the no. of employees of organisation where we have implemented the project. Kindly confirm whether the no. of employees will be treated as no. of users.	No further clarification is considered necessary
23	REOl	14	Sl. No. 3, 'Submission of Bids', Annexure 2: Instructions for online Bid Submission		Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.	Is tender fee/ EMD applicable in the case of this REOl?	Tender Fee/ EMD is 'not' applicable in this case.
24	ToR	19	Draft- TOR, 6.1, technology solution		User interface	Kindly provide list of interfaces with existing/ legacy applications to be envisaged	It would be covered in the ToR which shall be part of RFP
25	ToR	11	Section 4.1 of Draft TOR		a. Implementation of common cloud-hosted ERP solution, addressing all the major functions & being a robust, globally recognized & fully integrated ERP solution b. Development of Online Portal & Provision of unified platforms for all schemes of MSME	The 2 points suggest that MSME requires ERP Implementation & customer Portal development to enable multi-channel access and information dissemination. Please confirm the understanding?	The solution envisages a unified, single platform for any internal functions of TCS as well application to MSME schemes. Information dissemination could still happen via various other channels.

26	ToR	10	Section 3.0, draft TOR, "Project's Strategic Objectives"	<p>1. Enable the ministry in improving the capability and skill sets of the MSME sector through robust and innovative e-learning training tools &amp; methods</p> <p>2. Help existing MSMEs expand their business</p> <p>3. Enable the Ministry and O/o DC, MSME to see pain points of MSME in real time and provide solutions</p> <p>4. Enable data analysis for timely course correction</p> <p>5. Enable TCs become efficient in their core functions through use of standard and best practices</p>	<p>These sections/expectations suggest that MSME is looking at creating a "Training Insitute" for MSME customers/industries and that, ERP modules implemented would become the training curriculum. Kindly confirm on thr understanding or explain in more detail?</p>	<p>No clarification is considered necessary</p>
27	ToR	10	Section 3.0, draft TOR, "About the IT Platform"	<p>Becoming centres of excellence for offering training program on this product is also one of the long term objectives for some of the TCs and impart industry-accepted professional training courses &amp; international certifications</p>		
28	ToR	11	Section 4.1 of draft TOR,	<p>It is also envisaged that gradually some of the TCs would transition into authorized Centers of Excellence for training on this solution/package and be in a position to provide industry-recognized ERP training-related certifications.</p>		
29	ToR	20	Section 6.3(ii), draft TOR	<p>Basic architecture of the solution (ERP and portal) must be open in nature</p>	<p>These 2 statement imply that the solution propsoed could be OPEN SOURCE and not just COTS application, kindly confirm on the understanding?</p>	<p>Please refer to the draft ToR. This would be further detailed in ToR to be part of RFP.</p>
30	ToR	23	Section 6.8(iv), draft TOR	<p>The specified components must be available from at least 2-3 sources</p>		
31	ToR	11	Section 4.1, draft TOR	<p>A common cloud-hosted ERP solution is envisaged for all TCs</p>	<p>Kindly explain the term "common cloud-hosted ERP solution"</p>	<p>Please refer to section 4.1 and 6.1 of the draft ToR. The ERP, portal and its components shall be hosted on cloud. The server side hardware infrastructure will be hosted on the National Cloud Service of NIC, on the existing account of the client.</p>
32	ToR	25	Section 8, draft TOR	<p>Implementation Timelines - The first phase will be for 11 months while the second phase will be ongoing post the 11th Month until the completion of project in June, 2020</p>	<p>This statement doesn't explicitly depict the anticipated Start Date; kindly confirm explicitly.</p>	<p>Anticipated start date is April01, 2017</p>

33	ToR	5	Section 1.2, draft ToR		Several of these TCs were set up through support from German and Danish Government under bilateral agreements as well as with the United Nations Industrial Development Organization (UNIDO). These Technology Centres are largely self-sustaining entities that have been providing technical and vocational training programs to more than 1,00,000 trainees annually. Some of these include training programs certified by the All India Council for Technical Education (AICTE) and National Council for Vocational Training (NCVT). They also provide design and manufacturing support to entrepreneurs alongside technical consultancies.	Please suggest in detail the process as for how between German / Danish Government will be integrated with AICTE	There is no necessity for such an integration
34	ToR	12	Section 4.1, draft ToR		General	Number of Subject Matter Experts and Number of End user training is not mentioned. Please share	Details shall be included in ToR which shall be part of RFP
35	ToR	14	Section 4.3, draft ToR		General	Number of users for Portal is not mentioned. Please share	Details shall be included in ToR which shall be part of RFP
36	ToR	12	Section 4.1, draft ToR		General	Implementation location is not mentioned. Please share	No clarification is considered necessary
37	ToR	12	Section 4.1, draft ToR		No. of users for ERP	Kindly specify no. of application users for ERP for each module.	Details shall be included in ToR which shall be part of RFP
38	ToR	26	Section 8, draft ToR		Data Migration	Kindly specify the amount of data to be migrated into new ERP system	Details shall be included in ToR which shall be part of RFP
39	ToR	12	Section 4.1, draft ToR		Implementation Location	Kindly confirm whether the Implementation location would be Delhi	No clarification is considered necessary
40	ToR	26	Section 8, draft ToR		Training	Kindly provide Training schedule regarding No. of users to be trained Including key users and end users	Details shall be included in ToR which shall be part of RFP
41	ToR	10	Section 3, draft ToR		Enable the ministry in improving the capability and skill sets of the MSME sector through robust and innovative e-learning training tools & methods	As we understated that requirement is at EOI stage, however we want to know the level of interactivity envisaged in the learning Materials. Please share	Most of the learning material to be in the form of Video lectures in English Language.
42	ToR	10	Section 3, draft ToR		Enable the ministry in improving the capability and skill sets of the MSME sector through robust and innovative e-learning training tools & methods	Any clarity on total no. and hours of learning materials needed?	~1000 hours of high quality/resolution video lectures made into chapters and modules. It shall be further detailed in the ToR as part of RFP.



43	ToR	10	Section 3, draft ToR		With the creation of rich digitized training content and intuitive application interface to boot, online learning will be another essential feature of the Online Portal.	We want the clarity on "Digitized Training Content" what is the expectation around it?	Details shall be included in ToR which shall be part of RFP
44	ToR	10	Section 4.1, draft ToR		Excellence for training on this solution/package and be in a position to provide industry-recognized ERP training-related certifications	What is expectation around training certification on planned ERP, Kindly share with brief details	The identified TCs aim to become certified training partners on the proposed ERP solution. This shall be further clarified in the ToR as part of RFP.
45	ToR	12	Section 4.1.2, draft ToR		Training & learning Management	Please provide total no. of users who will be accessing the planned learning platform.	This shall be clarified in the ToR as part of RFP.
46	ToR	12	Section 4.1.2, draft ToR		Training & learning Management	Please share expected concurrent no. of users of learning Platform.	This shall be clarified in the ToR as part of RFP.
47	ToR	28	Section 8, draft ToR		Lumpsum payouts linked to deliverables	We have a challenge however as payments terms are totally service oriented and here we have ERP and HW to be installed. In the present context we may not bid for the EOI unless there is some change in payments terms	No change is considered necessary in the payment plan